



# International Bridges Department

## E-Fast Pass Refund Procedures

### Need to close your E-Fast Pass Account?

In order to close an account and receive a refund of the pre-paid toll balance please follow the steps below:

Complete the appropriate E-Fast Pass refund form. You can find the refund form at the E-Fast Pass webpage: <https://www.elpasotexas.gov/international-bridges/e-fast-pass/>

1. Mail in the E-Fast Pass refund form in a stamped envelope to the following address:

City of El Paso - International Bridges Department  
Attn: E-Fast Pass Office  
791 South Zaragoza Rd.  
El Paso, TX 79907

Or

2. Visit the E-Fast Pass Office in person to fill out the E-Fast Pass refund form. The E-Fast Pass Office is located at 791 South Zaragoza Rd. Business Hours are Monday through Friday from 8:00 am to 5:00 pm. The E-Fast Pass Office is also closed on weekends and on all City observed holidays.

**Once the City receives the refund form, the account will be closed, and the account will be rendered inactive.**

**All refunds may take as long as 30 days or more for receipt of payment. All refunds will be paid by check to the address provided on the refund form.**

**No refunds will be made in cash.**



**EL PASO**  
INTERNATIONAL BRIDGES

E-Fast Pass Office  
791 S. Zaragoza El Paso, Tx 79907  
(915) 212-7540



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## Need to dispute a charge on your E-Fast Pass Account?

1. To dispute an incorrect charge on your E-Fast Pass account, please contact our office via the following email [efastpass@elpasotexas.gov](mailto:efastpass@elpasotexas.gov) or by written registered letter via U.S. mail within 45 days of the alleged incorrect charge. After receiving your dispute, our staff will research and verify your charges through video surveillance. **Unfortunately, due to the large volume of transactions, we are unable to make adjustments to accounts 45 days past the alleged incident.**

If it is determined that an error was made, the City will credit your E-Fast Pass account for the correct amount and you will be notified via the method that you contested the charge (email or written letter). **Due to the large volume of customer calls, in person visits, and the research involved, we are unable to assist telephone calls or in-person customers immediately.** However, we will take your information regarding the dispute and get back to you via email with the result of the research and action taken.

## Need to replace your E-Fast Pass Tag?

1. If you notice that your tag is malfunctioning and fails to read or open the gates when crossing, please contact our office and we will be happy to assist you with a replacement tag, if needed.

### Questions?

Please contact the City of El Paso - International Bridges Department:

United States

**915-212-7540**

**Efastpass@elpasotexas.gov**

<https://www.elpasotexas.gov/international-bridges>



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