

## Frequently Asked Questions

### Q: What do I do with leftover tokens?

**A:** Tokens will continue to be accepted at the Rainbow and Lewiston-Queenston Bridges. No refunds for tokens will be given.

### Q: What if my ExpressPass card malfunctions?

**A:** If your ExpressPass card malfunctions your remaining toll balance including your deposit will be refunded. See "How do I get a refund?"

Malfunctioning cards will not be replaced at a toll booth.

### Q: How do I get a refund?

**A:** If you require a refund of your ExpressPass account balance, you have 2 options:

1. Present your ExpressPass card at the Niagara Falls Bridge Commission Administrative office located at 5365 Military Road in Lewiston, New York between the hours of 8 a.m. and 4 p.m. Monday – Friday.
2. Complete a "Get a ExpressPass Refund by mail" form. Forms are available at any manned lane at Rainbow or Lewiston-Queenston Bridge or by visiting our website at [www.Niagarafallsbridges.com](http://www.Niagarafallsbridges.com).

A refund check will be mailed within 2 weeks.

### Q: What do I do if I lose my ExpressPass ?

**A:** If your card is lost or stolen you can present your receipt along with your driver's license at the Niagara Falls Bridge Commission Administrative office located at 5365 Military Road in Lewiston, New York between the hours of 8 a.m. and 4 p.m. Monday – Friday. Your account will be frozen for a period of 30 days. If there are no inquiries regarding the account during the 30 day period, a refund check of your account balance less the \$10 deposit will be mailed.

The Niagara Falls Bridge Commission reserves the right to refuse ExpressPass refunds when a card is not presented.

### Q: Can I have something in tow and charge it to my ExpressPass ?

**A:** If you have something in tow and want to use ExpressPass you must go to an open manned lane and have the collector reclassify the transaction to include the in tow vehicle. Do not proceed through an ExpressPass Only lane.

### Q: How can I speed up crossing time?

**A:** The quickest way to cross the border is by getting a NEXUS card and using the Whirlpool Bridge. If you have a NEXUS card you can prepay your toll by enrolling the card at our NEXUS/Toll Enrollment Kiosk at Whirlpool Bridge. You can save the price of the \$10.00 deposit.

See our website under "NEXUS Toll Program" for more info.



## • Rainbow & Lewiston-Queenston

### Niagara Falls Bridge Commission

**U.S.: 1-716-285-6322 Ext. 4161**  
**Canada: 1-905-354-5641 Ext. 4161**

**Traffic Hotline: 1-800-715-6722**

[www.niagarafallsbridges.com](http://www.niagarafallsbridges.com)

See Details Inside



## Introducing prepaid toll at the Rainbow and Lewiston Queenston Bridges with ExpressPass

Toll payments prepaid using ExpressPass or your NEXUS card make crossing quick and easy. If you have excess tokens they will continue to be accepted as payment. ExpressPass is for use by passenger autos only.

### How to get ExpressPass :

1. Visit any manned tollbooth at Rainbow or Lewiston-Queenston Bridges and request an ExpressPass card.
2. There will be a \$10 refundable deposit required on the initial purchase. The ExpressPass card is reusable and should not be discarded.
3. When you purchase ExpressPass, a minimum payment of \$20 must be put onto the card. The \$10 deposit will be deducted from this amount. Future replenishments can be as little as \$5.00.
4. You will be asked to select U.S. or Canadian currency. Once a currency is selected, you must continue to use that selection for future replenishments.
5. You will be given a hangtag for your rearview mirror. Your ExpressPass card should be secured in the hangtag and hung from your mirror only when you are approaching the toll lane. Hang tags should be removed from the mirror after you proceed through the lane so as to not restrict your view.
6. You will be given a receipt for this transaction for your records. The receipt contains your card number in the event that you lose your card.
7. Vehicles equipped with special windshields that contain metal in the glass (metal oxide) will prevent the ExpressPass tag from being read properly. Windshields with solar ray glass, solar tint, heated or heat reflective windshields, and insulated or Insta-Clear glass may also prevent the ExpressPass tag from being read properly. See our website for a list of vehicles with the metal oxide windshields.

## Using your ExpressPass card at Rainbow and Lewiston-Queenston Bridges

Make sure your ExpressPass is in the holder and hung from your rearview mirror. As you proceed through the toll lane, your card will be read by the overhead reader. Your ExpressPass account balance will be checked and the toll charge will be deducted from your account. A successful operation will be signaled by a green light, a "ETC PAID" message on the patron fare indicator and the gate will open. You are then cleared to proceed.

### Other messages you will encounter.

If your account balance is reduced to less than a full fare you will receive a "Low Balance" message and the traffic light will be yellow. You will still be allowed to cross. When you replenish your account any shortage will be deducted from the amount you add to your card balance.

Patron Fare Message	Indicates Account Balance is:	Traffic Light	Gate	Action Required
ETC PAID	Greater than or equal to 3 fares	Green	Gate Up	No Action Required
Low Balance	Less than 3 fares	Yellow	Gate Up	Account needs replenishing
Insufficient Funds	Less than zero	Red	Gate stays down / crossing denied	Account must be replenished

## Replenishing your ExpressPass

If you see "ETC PAID" when presenting your ExpressPass card, you have an adequate balance to pay the toll. When you receive a "Low Balance" message, you have approximately 3 more trips with your current account balance before passage will be denied. If your message is "Insufficient Funds" you must go to any open manned lane at Rainbow or Lewiston-Queenston Bridge and place additional funds on your account. You can replenish with as little as \$5.00. Only the currency (U.S./CDN) selected at time of enrollment can be used. You will be given a receipt for the transaction for your records. The receipt contains your card number in the event that you lose your card.

- or -

You can now replenish your ExpressPass online. Please visit <https://expresspass.nfbridges.com> for online replenishment instructions. Visa or Mastercard is accepted, and there is a \$20.00 minimum for online replenishments.

### Getting a refund

You can get a refund by mail or by visiting the Niagara Falls Bridge Commission office in Lewiston, N.Y. See details under "Frequently asked questions."

### Important Note:

ExpressPass is a bearer instrument. THEREFORE, IF IT IS LOST OR STOLEN YOU MAY NOT BE ABLE TO GET A REFUND. A receipt is issued on the initial purchase of ExpressPass and after each replenishment. Please keep at least one receipt for your records in the event that your card is lost or stolen and you require a refund. The Niagara Falls Bridge Commission reserves the right to refuse ExpressPass refunds when proper documentation is not presented.

### Viewing my account

You can view your account balance and crossing detail online by visiting our website at [www.Niagarafallsbridges.com](http://www.Niagarafallsbridges.com). Just have your ExpressPass card or receipt handy and follow the directions on the screen. Any dispute of your toll must be submitted in writing to NFBC within 30 days of the account transaction.