

Avis, Budget must refund 'Plate Pass' fees

By Nirvi Shah

Avis and Budget rental cars will give refunds to Florida customers who rented cars between March 1, 2008, and Sept. 30, 2008, and bought a "Plate Pass," which allowed them to avoid waiting in lines at toll plazas, based on an agreement reached with the Florida attorney general's office.

The refunds will cover fees charged for days customers didn't use the service.

The Plate Pass system originally billed customers only on days they used it. In March 2008 Avis, which owns Budget, began charging customers who used the feature just once during the rental term \$2.50 per day until they returned the car, the attorney general's economic crimes division found.

Avis must better inform customers that they will be billed for days they don't use the service and will give \$10,000 to the Florida Law Enforcement Officer of the Year fund as part of the agreement.

Download a claim for reimbursement on the Attorney General's website at www.myfloridalegal.com/avis, or call 866-966-7226 to request a form by mail. Notarized claims forms must be postmarked on or before Feb. 15, 2010.