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PEACH PASS Prepares Customers for Launch of New Website and Mobile App
Transition of data to the new system will affect customer account access in mid-December

ATLANTA, GA – The State Road and Tollway Authority (SRTA) has announced a new-and-improved customer service experience, including a refreshed and user-friendly website and mobile app. Beginning December 17, 2024, Peach Pass customers can expect an upgraded experience making it easier to manage accounts, access pertinent information, and find quicker answers to frequently asked questions. During the five days leading up to system launch, access to information about Peach Pass accounts will not be available.

The launch of these improved customer experiences requires the migration of all existing Peach Pass accounts and transponders to the new system. **As a result, here is important information that customers need to know:**

- Peach Pass customers should ensure their form of payment is up to date by December 11. Customers can log into their account on mypeachpass.com or their current Peach Pass GO mobile app or call Peach Pass customer service at 1-855-PCH-PASS (724-7277).
- From close-of-business December 12 through close-of-business December 16, 2024, SRTA's customers will not be able to access the website or mobile app, and customer service agents will not be able to access any Peach Pass account information.
- From close-of-business December 12 through close-of-business December 16, 2024, Peach Pass Plus parking at Atlanta Hartsfield Jackson International Airport will be temporarily suspended. Customers will still be able to access the West Deck, however they will need to remit payment by other methods directly to the Airport.
- During the implementation of the new system:

- Toll transaction processing may be delayed for an additional one to two weeks.
 - Toll violation notice processing will be delayed. Toll violations occurring before December 17, 2024, will be processed once the new system is fully operational. To avoid unnecessary stress, fines, or fees, sign up for a valid Peach Pass account by December 11, 2024.
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- The new Peach Pass Go! Mobile App will be used for account services *only* and will no longer offer the non-toll-mode declaration option for carpoolers on the I-85 Express Lanes. The new [Peach Pass Verify](#) app is currently available in Apple App and Google Play stores and customers can begin using this new, convenient way to ride toll-free on the I-85 Express Lanes for vehicles with three or more passengers. As of December 2, the *Peach Pass Verify* app will become the only way for Peach Pass carpools to register for toll-free trips.
 - On or after December 17, 2024, customers should delete the Peach Pass Go! 2.0 mobile app and download the new Peach Pass Go! Mobile app starting December 17.

Customers are encouraged to log into their account and make sure their contact information is up to date. For more information about what's coming, and to learn more about the new *Peach Pass Verify* Mobile App available now, visit www.PeachPass.com.

About the State Road and Tollway Authority (SRTA)

SRTA is a state-level, independent authority created to operate tolled transportation facilities within Georgia and act as the transportation financing arm for the state. SRTA manages the collection of tolls on Georgia's Express Lanes System through the use of Peach Pass. For more information about Peach Pass, visit peachpass.com or like and follow @PeachPassGA on [Facebook](#), [Instagram](#) and [Twitter](#).

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