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Text Message Scam Targets Toll Road Users in Several States

FBI Warns of Growing Wave of SMS Texting Attacks

WASHINGTON – A text messaging scam designed to trick drivers into entering their banking or credit card information into a bogus website is now targeting drivers in several U.S. states including Illinois, New Jersey, North Carolina, Pennsylvania, and Texas.

The text message, which claims to be from a toll agency service provider (for example, “NJ Turnpike toll services”) directs drivers to click a link to pay an outstanding toll balance in order to avoid a late fee. The outstanding toll balances described in the text messages are not real. Drivers who receive text messages like these should delete them without clicking on the link. And drivers who have clicked the link and filled out the form should immediately contact their bank or credit card provider.

The FBI issued a [Public Service Announcement](#) about the scams on April 12, 2024 that includes instructions on what toll road customers should do if they receive a fraudulent text message.

Those who believe they have received a fraudulent text can file a complaint with the FBI’s Internet Crime Complaint Center at www.ic3.gov, a site dedicated to sharing information on Internet crimes across law enforcement agencies.

Guidance for Toll Operators

IBTTA recommends that toll operators take the following steps to prepare for an attack.

- 1) Put a warning on your website. The [FBI’s announcement](#) is a good model to use for general awareness in advance of an attack.
- 2) Prepare a press release in advance to be used when your agency is attacked since you will have limited time to react. Examples from agencies already targeted include:
 - a. [Illinois Tollway](#)
 - b. [Pennsylvania Turnpike Commission](#)
 - c. [New Jersey Turnpike Authority](#)
 - d. [Central Texas Regional Mobility Authority](#)
 - e. [North Carolina DOT](#)
 - f. [Florida’s Turnpike Enterprise](#)
- 3) Consult with agencies already targeted to get additional insights on how to attempt to block fraudulent sites when an attack happens. Please contact Mark Muriello (mmuriello@ibtta.org) at IBTTA to be connected with appropriate toll operator representatives.

About IBTTA

The International Bridge, Tunnel and Turnpike Association (IBTTA) is the worldwide association for the owners and operators of toll facilities and the businesses that serve them. Founded in 1932, IBTTA has members in more than 25 countries on six continents. Through advocacy, thought leadership, and education, members are implementing state-of-the-art, innovative user-based transportation financing solutions to address the critical infrastructure challenges of the 21st century. For more information, visit www.ibtta.org.