



# Vehicle Registration Hold FAQ

September 2017

**Q: Why does RiverLink place a hold on a vehicle registration?**

A: Enforcement measures help ensure all vehicle owners pay the tolls and fees they owe, as required by law. Vehicle owners will have a hold placed on their vehicle registration if repeated toll notices haven't been paid. Indiana and Kentucky law allows for registration holds on vehicles registered to drivers who owe back tolls and fees.

**Q: When does RiverLink place a hold on a vehicle registration?**

A: Vehicle owners will have a hold on their vehicle registration if at least four RiverLink toll invoices have gone unpaid. From the date of the crossing, various notices are mailed to the registered owner of the vehicle, over a minimum of 135-day period, in an attempt to collect tolls and fees owed.

**Q: What if a vehicle owner disputes the tolls owed?**

A: Those receiving an invoice have 60 days from the date of the first invoice to file a dispute with RiverLink. If the dispute is denied, the registered owner of the vehicle has 30 days to pay their tolls and fees owed. Dispute process information is available at [www.RiverLink.com](http://www.RiverLink.com).

**Q: What if a RiverLink toll notice is sent to the wrong address?**

A: RiverLink relies on vehicle registration information from the Indiana Bureau of Motor Vehicles (IN BMV) and Kentucky Motor Vehicle Licensing (KY MVL) to identify the registered owners of vehicles travelling on the tolled bridges. If a registered owner's address is not current with the IN BMV or KY MVL or the owner has not notified the IN BMV or KY MVL of the sale of their vehicle, then it is possible that RiverLink may send the invoice to an incorrect owner or address. If this occurs, RiverLink will work with vehicle owners to correct the situation. Vehicle owners should reach out to RiverLink customer service when the first incorrect invoice is received. Vehicle owners are required by law to keep their address and vehicle registration current with motor vehicle agencies. Vehicle owners should contact the IN BMV or the KY MVL to update their addresses.

**Q: Do other toll systems place holds on vehicle registrations?**

A: Yes. Vehicle registration holds are a common enforcement option used by states as part of tolling systems.

**Q: What if vehicle owners cannot pay the tolls owed in full?**

A: Vehicle owners who cannot pay tolls owed in full should contact RiverLink customer service to discuss payment options and payment plans. However, until tolls and fees owed are paid in full, the vehicle registration hold will remain in place.

Q: **How does a payment plan work?**

A: RiverLink payment plans can be established at any time during the invoicing escalation process. Customers will be required to pay a down payment of 10% of the tolls and fees due and a minimum payment amount over a specified time period. Vehicle owners can have only one payment plan per year. Vehicle registration holds are only released after payment in full has been received.

Q: **What happens if a vehicle is sold? Does that mean the new owner could have a hold placed on the registration?**

A: Vehicle owners at the time of the toll transaction(s) are responsible for tolls owed during the time the vehicle was owned by them. If, because of a failure to update registered vehicle information with the BMV or MVL, a registration hold is placed due to tolls owed before the vehicle was transferred to the new owner, RiverLink will work with the new owner to remedy the situation.