

Scam Attempts Continue via Fraudulent Texts Posing as Colorado Express Lanes, ExpressToll and EZ Pass

Remember: Express Lane payments are never collected through text messages

Statewide - Over the last two years, attempts to scam toll road and Express Lane users across Colorado and the U.S. through fraudulent text alerts have remained unceasing. The scammers typically pose as a toll service, such as Colorado's ExpressToll, and request users to pay an outstanding toll amount to avoid a late fee.

The Colorado Transportation Investment Office (CTIO), the independent organization within CDOT responsible for Express Lanes, never uses text messaging to collect any payments or personal information from customers. If you receive a text message asking for payment of a toll or an Express Lanes violation in Colorado, it's a scam.

Text recipients could be deceived into giving away sensitive personal information, including credit card numbers. For their own security, Coloradans are advised to avoid clicking on any links or providing personal information if they receive a text message regarding tolling matters similar to the one below:

Example - "ExpressToll final reminder: You have an outstanding toll account balance. If you fail to pay by Aug. 26, 2025, you will face additional charges or legal action. Pay your balance now at [scam website address]." A number of these texts have come from numbers with a +63 country code, which indicates the message was sent from a number in the Philippines.

While there have been many instances of Colorado residents receiving these scam texts, because they are originating outside of CDOT and CTIO, the state cannot stop their distribution. This issue remains under active investigation with the FBI Internet Crime Complaint Center (IC3) and people who receive one of these texts are advised to take the following steps:

- File a complaint with the IC3 at www.ic3.gov, and include:
- The phone number from where the text originated.
- The website listed within the text.
- Check your toll account for your actual toll balance at ExpressToll.com.
- Check for any Express Lane safety violations at expresslanesafety.com.
- Delete any fraudulent texts received.

If you clicked any links or provided your information, make efforts to secure your personal information and financial accounts. Dispute any unfamiliar charges.

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About CDOT

The Colorado Department of Transportation's mission is to provide the best multi-modal transportation system that most effectively and safely moves people, goods and information. CDOT maintains more than 23,000 lane miles of highway, more than 3,400 bridges and 35 mountain passes. Our team of employees works tirelessly to reduce the rate and severity of crashes and improve the safety of all modes of transportation. CDOT leverages partnerships with a range of private and public organizations and operates Bustang, an interregional express bus service. Find more details at codot.gov.