

## Frequently Asked Questions

**1- What is the Skyway Loyalty Program?**

Skyway's Loyalty Program is our way of thanking eligible Chicago Skyway customers by offering discounted tolls on future Chicago Skyway travel.

**2- What rewards are offered in the Skyway Loyalty program?**

Skyway's Loyalty Program offers discounted tolls on future Chicago Skyway trips. The number of discounted tolls varies based on how often you use the Chicago Skyway each month.

**3- Can anyone join the program?**

The Skyway Loyalty Program is restricted to customers with a two-axle vehicle (e.g., a car, SUV, motorcycle) who ride the Chicago Skyway and pay the required toll with a valid E-ZPass transponder registered to that vehicle.

**4- To join the Skyway Loyalty Program, do I need to provide credit card information or social security number?**

No. You need a valid E-ZPass transponder ID (located on the back of the device) registered to your two-axle vehicle, your name, your mailing address, and your email address.

**5- How do I cancel my Skyway Loyalty program account?**

To cancel your account, log in to your Skyway Loyalty Program account, click on the top right option "Contact Us", and click "Deactivate My Account." Customer Service will respond and assist you with account deactivation, usually within 48 hours.

**6- Can I transfer my rewards to friends or relatives?**

No. The rewards you earn cannot be transferred to other customers – they remain with you/your transponder.

**7- What happens if I open a Skyway Loyalty Program account but I never use it?**

Nothing. There are no fees of any type to have the loyalty account open. If there is no Skyway trip activity on your account after seven years your account will be automatically closed.

**8- Is my trip activity updated real-time?**

No. It may take 48-72 hours to reconcile your trip on the Chicago Skyway through the E-ZPass network. If you have any questions about your account, please contact us at [loyaltyprogram@chicagoskyway.org](mailto:loyaltyprogram@chicagoskyway.org)

**9- What if I forgot my password?**

Go to <https://skywayloyalty.chicagoskyway.org/>, click on the "forgot password" link to receive an email with instructions to change your password.

**10- What is my username?**

Your username is the email address you provided when you first signed up for the Skyway Loyalty Program.

**11- If I take the Skyway and pay cash, does that trip count toward my Skyway Loyalty Program rewards?**

No. The only eligible trips for purposes of this loyalty program are trips you take and pay for with the valid E-ZPass transponder registered to your account.

**12- Do I-Pass transponders qualify to join Skyway Loyalty Program?**

Yes. I-Pass transponders are part of the E-ZPass network and are eligible for this program.

**13- How can I find out which rewards programs are currently offered by the Chicago Skyway?**

The "Skyway Loyalty Program Information" document, found on the Skyway Loyalty Program portal at <https://skywayloyalty.chicagoskyway.org/>, provides details on our active rewards programs.

**14- When will I see my trip discounts reflected in my account?**

Once your rewards points are tallied for the month and your monthly account activity is reconciled, any discounted tolls earned will be automatically applied to your next eligible trip(s) the next month.