

## FAQs-

### 1. What is FASTag?

FASTag is a device affixed on the windscreen of the vehicle. This will have Radio Frequency Identification (RFID) technology and a prepaid account linked to it. FASTag will help in making toll payments by driving through the toll plaza without stopping for cash transactions.

### 2. What are the benefits of using FASTag?

2.1. Ease of payment -One does not have to stop to pay cash at the toll plazas and thus can save time too.

2.2. Cash-back offer: FASTag usage gives 10% cashback on all the Toll payments across India in the first year.

2.3. Online Recharge - Fast Tag can be recharged online through various modes i.e. Credit Card / Debit Card / NEFT/ RTGS or Net banking.

2.4. Ease of Tracking - SMS alerts for every transaction at toll plazas.

2.5. Online Portal for customers

2.6. FASTag has 5 Years of validity.

### 3. What is the validity of the FASTag?

The tag has a validity of 5 years and after purchasing, you only need to recharge or top up the tag as per your requirement.

### 4. Where can I buy FASTag?

FASTag can be availed at any of the HDFC Bank's Point of Sale (POS) locations at Toll Plazas. You will have to carry required documents for it.

### 5. Which are the plazas where FASTag can be used?

All National Highway Plazas. The list can be found on our ETC home page under toll plaza list.

### 6. FASTag affixed vehicles have separate lanes ?

FASTag users will always get a separate lane at toll plazas which will be only used by FASTag affixed vehicles.

7. Is there a concept of monthly pass for FASTag ?

Each toll plaza has separate monthly passes specific to the toll plaza.

8. What are the steps to recharge my FASTag account ?

One can recharge FASTag account at the Point of Sale (POS) locations using cash or one can recharge online through NEFT/RTGS or Net Banking.

For recharge through Net Banking, please follow these steps:

- 8.1.1. Log into Customer Portal with your username and password
- 8.1.2. Go to Payments Section>>Recharge Account
- 8.1.3. Select the tag accounts to be recharged and mention the respective amounts to be uploaded
- 8.1.4. Choose payment mode as 'Pay by Online' and click 'Continue'
- 8.1.5. A new window will open with an option to select your bank
- 8.1.6. Please select your bank from the list and continue
- 8.1.7. You will be asked for the login credentials for your bank account. Please proceed with the details and complete the payment.

For recharge through NEFT/ RTGS, please follow the following steps:

- 8.2.1. Log into Internet Banking
- 8.2.2. In payee details write either Wallet ID Number or Vehicle Number
- 8.2.3. In IFSC column write UTIB0000ETC and proceed with the payment.

Note:

- 8.3.1. Convenience fee will be applicable for online recharge.
- 8.3.2. Minimum recharge amount a tag can be recharged with is Rs.100.

8.3.3. Do not refresh the browser or press the 'Back' button in the middle of the transaction.

8.3.4. How do I generate/ reset my username and password?

Please log in to the customer portal and register yourself to generate your user id and password. Please enter the required information in the prompts and the system will send an SMS with your log in details to your registered mobile number.

9. What are the documents needed to apply for a new FASTag?

You need to submit the following documents along with the application for FASTag:

9.1. Registration Certificate (RC) of the vehicle.

9.2. KYC documents as per the category of the vehicle owner.

Our representative will provide you an application form, which you need fill and submit. All required documents for FASTag should be in the name of the owner of the vehicle. If the vehicle owner is not present at the time of application, driver will need to submit his photo ID proof. A valid driving license would be sufficient for Address & ID proof.

10. What are the charges for FASTag?

FASTag has a onetime Fee of Rs. 200 + service tax. The refundable security deposit depends on the vehicle type.

**Charges applicable on HDFC FASTag:**

Particulars	Amount (Rs.)
Tag joining fee*	200

**One - time Tag Deposit amount (Refundable):**

Vehicle Class	Description	Tag Deposit (Rs.)	Threshold (Rs.)	Amount
1	Two wheeler	100.00	100.00	
2	Three - Wheeler Passenger	350.00	150.00	
3	Three - wheeler Freight	350.00	150.00	

4	Car/Jeep/Van	200.00	100.00
5	Light Commercial vehicle 2-axle	300.00	140.00
6	Light Commercial vehicle 3-axle	300.00	140.00
7	Bus 2-axle	400.00	300.00
8	Bus 3-axle	400.00	300.00
9	Mini-Bus	400.00	300.00
10	Truck 2 - axle	400.00	300.00
11	Truck 3 - axle	500.00	300.00
12	Truck 4 - axle	500.00	300.00
13	Truck 5 - axle	500.00	300.00
14	Truck 6 - axle	500.00	300.00
15	Truck Multi axle (7 and above)	500.00	300.00
16	Earth Moving Machinery	500.00	300.00
17	Heavy Construction machinery	500.00	300.00
18	Tractor	500.00	300.00
19	Tractor with trailer	500.00	300.00
20	Tata Ace and Similar mini Light Commercial Vehicle	200.00	100.00

Please note:

- 10.1. \*Service tax will be levied on all the prescribed fees & charges at the applicable rates.
- 10.2. Convenience fee will be applicable for online recharge.
- 10.3. Threshold amount is the minimum recharge amount to be done at the time of tag activation.

10.4. Toll amount will be deducted as per the applicable amount, depending on the vehicle class and the plaza used. Charges mentioned above are subject to change.

10.5. The above mentioned tag deposit rates would be applicable as per your vehicle class and will be refunded to you at the time of FASTag account closure.

11. Is there any discount / cashback on Toll payments using FASTag?

You can avail a cashback of 10%, 7% and 5% on all Toll payments using FASTag in FY 2016-17, 2017-18 and 2018-19 respectively.

12. How would I cross toll plaza, if ETC equipment are not working?

In case ETC equipment are not working and your FASTag account is having sufficient balance, please pay the toll fee in cash at the plaza. You can call on our dedicated Call center Number 1800 4198 585 who will take your query and try to resolve it ASAP. Alternatively, Customer can be advised to Login into the portal and raise the request there.

13. Is there any minimum value for such recharge / top up?

Yes the minimum recharge amount is Rs. 100/-

14. Can I use one FASTag for two vehicles if I have two vehicles and one FASTag?

One FASTag can only be used for one vehicle.

15. What will happen to my account balance if my FASTag is lost somehow?

Your FASTag will be blocked if it is lost. For this you need to call and report this to our customer care number. A new FASTag account will be created. The remaining balance in the old account will be transferred to this new account.

16. Will I be able to know if wrong fees are charged at toll plazas from my FASTag account ?

For every deduction from your FASTag account you will receive an SMS alert in your registered phone number. You can report any incorrect deduction from your account by calling our customer care number.

17. What is the procedure to report an incorrect deduction?

An incorrect deduction can be reported by calling us at our call center. Our staff will handle the request and will revert the incorrect deduction to your FASTag account.

18. What is the procedure to block my FASTag account, in case my vehicle is lost?

You can call our Call Center to block the Tag. Call center will do the same after verifying and confirming the details of Customer.

19. What if I reside within 10 Km of a Toll plaza. Will I get the concessions given to local vehicles when I take FASTag?

You can take the FASTag and submit the proof of your stay within the 10 kms of your tollplaza. Once verified you will get the concessions.

20. Why rates differ across different vehicle categories?

Due to the differed load carrying capacity and harmdone to the road the rates differ.

21. Why concessions to local/ frequent users are different?

Due to different rules over a period of time the rates might be different. Sometimes the concession are made for welfare of frequent or local users.

22. Why full user fee (toll) is to be paid although we travel a small length on the project road?

For projects above 60 kilometers a fixed fee is collected and for a road of lesser length the fees are based on the actual length of the road.

23. What is normal minimum distance between two adjacent Toll Plazas?

The distance between two adjacent toll plazas should be 60 km as per 2008 rules.

24. Why are the toll rates difference at different toll plazas?

The charges are based on the road width and length and the infrastructure like bridges, tunnels, etc. built along that road the provisions of the concessions agreement also affect the toll charges.