

## Frequently Asked Questions (FAQs)

### 1. What is FASTag?

FASTag is a device that employs Radio Frequency Identification (RFID) technology for making toll payments directly from the prepaid or savings account linked to it. It is affixed on the windscreen of your vehicle and enables you to drive through toll plazas, without stopping for cash transactions.

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

- **Cashless payment** – Federal Bank FASTag users don't need to carry cash for toll transactions, and don't need to worry about collecting the exact change
- **Faster transit** – Auto-debit of exact amount through the Federal Bank FASTag enables faster transit through the toll plazas and saves time
- **Online recharge** – Federal Bank FASTag can be recharged online through Credit Card / Debit Card / Internet banking
- **SMS alerts** – Instant SMS alerts on registered mobile number for toll transactions, low balance, etc.

### 3. What are the documents required to avail a Federal Bank FASTag?

- Limited KYC holder's account: RC copy of the vehicle, ID and address proof and photo of the customer
- Full KYC Holders account: RC copy of the vehicle, ID and address proof and photo of the customer

Note: Please carry all the originals for verification purposes

### 4. Which are the roads where the FASTag can be used?

FASTag is presently operational at 397 toll plazas across National Highways. The system is interoperable and the same FASTag can be used across all toll plazas under the National Electronic Toll Collection (NETC) program. More toll plazas will be brought under the NETC program in the future.

### 5. Is there any discount / cashback on toll payments using FASTag?

You can avail cashback of 5% on all Toll payments using FASTag in FY 2018-19. The cashback amount for a month will be credited back to your FASTag account in the subsequent month, post receiving the funds from Indian Highway Management Company Limited (IHMCL).

### 6. What is the customer care number of the Federal Bank FASTag system?

1800 266 9520

**7. What is the validity period of FASTag card?**

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

**8. What if the RFID Tag balance goes below the minimum required balance in the tag?**

The customer can approach either any point of sale location of the Bank or use payment gateway facility (Debit/ Credit card, Internet banking) available in the corporate website to recharge the Federal Bank FASTag wallet

**9. Who is implementing the NETC program?**

Indian Highways Management Company Limited (IHMCL) (a company incorporated by National Highways Authority of India) and National Payment Corporation of India (NPCI) are implementing this program with support from Toll Plaza Concessionaires, FASTag Issuer Agencies and Toll Transaction Acquirer (select banks).

**10. Do I need to use any specific lane at the toll plaza for FASTag?**

A vehicle with FASTag may use any lane at toll plazas by making cash payment. However, the FASTag will work only in the lanes demarcated for FASTag. Vehicle without valid FASTag entering FASTag lane will be charged double the applicable toll amount in cash

**11. How to surrender the FASTag?**

The Tag holder shall give a written request to the DSA for cancellation/surrender/closure of the Tag along with the Existing Tag. In case, the existing tag is damaged, the customer shall surrender the damaged tag. New tag will be issued to the customer after charging applicable fees of the new Tag. In case of the death of the customer, Legal heirs of the customer may claim the refund of the Tag amount after producing death certificate and other relevant documents

**12. Can a customer use a single FASTag for two vehicles?**

Customer will have to take two separate FASTags for the two vehicles.

**13. What are the KYC documents required to apply for FASTag for Individual vehicle owner?**

Driving License, PAN Card, Passport, Voter ID Card, Aadhar Card (with address). A valid driving license would be sufficient for Address & ID proof

**14. How can a customer buy Federal Bank FASTag?**

Presently, Federal Bank FASTag will be available in POS locations in Ernakulam and Thrissur districts. More locations will be added shortly. FASTag executives will be available in all the major toll plazas in these locations. Customer can visit the executives in the above-mentioned POS locations with the required documents to avail Federal Bank FASTags. We will also be entering into arrangements with vehicle showrooms, vehicle dealers, pollution centres, wherein customers can visit to purchase Federal Bank FASTags.