



FasTrak® Customer Service Center
PO Box 26926
San Francisco, CA 94126
www.bayareafastrak.org
1-877-BAY-TOLL (1-877-229-8655)
Fax 1-415-956-1663

Replacement Toll Tag Request Form

Note: If you are requesting a toll tag to replace one that you already have (e.g., due to battery failure, lost/stolen, damaged), please complete this form. However, if you are requesting a toll tag to add to your existing account, please complete an [Additional Toll Tag Request Form](#).

FasTrak Account Number	
Company Name, if applicable	
Name	
Address	
City, State Zip	
Phone number	

REPLACEMENT FOR NON-FUNCTIONING TOLL TAGS

If your toll tag is no longer working (e.g., battery failure), please follow the instructions below:

☐ I am requesting _____ toll tag(s) to replace my non-functioning toll tag(s).

Credit Card Customers: Depending on the number of replacement toll tags you are requesting and the number of toll tags you currently have on your account, a temporary toll tag deposit may be required. If a temporary deposit is required, the amount due is equal to \$20 x combined total number of tags over 3. Please complete the payment information below.

Complete this form, print it out, and mail/fax it to the FasTrak Customer Service Center. When you receive your replacement toll tag(s), please return the old toll tag(s) to the FasTrak Customer Service Center. (You can use the same envelope for the return, but you will need to provide postage.) Upon receipt of your old tag(s) at the Customer Service Center, the temporary deposit, if applicable, will be transferred to your pre-paid toll balance.

Cash/Check Customers: A temporary tag deposit (equal to \$20 x number of replacement tags) will be required. Please see payment information below.

When you receive your replacement toll tag(s), please return the old toll tag(s) to the FasTrak Customer Service Center. (You can use the same envelope for the return, but you will need to provide postage.) Upon receipt of your old tag(s) at the Customer Service Center, your temporary deposit will be refunded to you (or transferred to your pre-paid toll balance?).

REPLACEMENT FOR DAMAGED, LOST, OR STOLEN TOLL TAGS

If your toll tag is damaged, lost, or stolen, please follow the instructions below:

- ☐ I am requesting _____ toll tag(s) to replace my damaged toll tag(s).
☐ I am requesting _____ toll tag(s) to replace my lost toll tag(s).
☐ I am requesting _____ toll tag(s) to replace my stolen toll tag(s).

If your toll tag was lost or stolen, you must notify the FasTrak Customer Service Center immediately. You remain liable for all tolls charged to your account until you have notified the Customer Service Center. You will be charged \$20 for each damaged/lost/stolen toll tag. (For stolen tags, the charges may be refunded to you, if you provide a copy of an official police report.)

Credit Card Customers: The amount due is equal to \$20 x each damaged/lost/stolen toll tag. Please complete the payment information below, print it out, and mail/fax it to the FasTrak Customer Service Center.



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Cash/Check Customers: The amount due is equal to \$20 x each damaged/lost/stolen toll tag. Please see payment information below.

PAYMENT INFORMATION

Check Accounts: Make check payable to: "FasTrak".
Mail payment with this form to the above address. *Do not send cash in the mail.*

Credit Card Accounts: Enter card information below, sign and return by fax or mail.

☐ Visa

☐ Mastercard

☐ American Express

☐ Discover

Card Number: _____ - _____ - _____ - _____

Exp. Date: ____ / ____
(MM / YYYY)

Name Printed on Card: _____

I understand the FasTrak License Agreement remains in effect for all replacement toll tags. If paying by credit card, I authorize the FasTrak Customer Service Center to charge my card for the total payment due.

Signature: _____ Date: _____