
GOODBYE QUEUES. HELLO FASTAG.

CASHLESS TOLL PAYMENT SERVICE



 **AXIS BANK**

Progress on...



HERE ARE SOME COMMON QUERIES
TO HELP YOU UNDERSTAND FASTag.

TAG AFFIXATION

ACCOUNT UPGRADE

FASTag RECHARGE OPTIONS

WALLET UPDATION

VIEW STATEMENTS

TOLL PLAZA WHERE FASTag WILL WORK

TAGS NOT READ AT PLAZA

CALL CENTER SUPPORT

FOR ANY FURTHER QUERIES OR ISSUES PLEASE CONTACT OUR
24 X 7 CUSTOMER CARE NUMBER – 1800 419 8585.

*Terms and Conditions apply. RBI never deals with individuals for savings account, current account, credit card, debit card, etc.



TAG AFFIXATION

In case the Tag affixation is not done, it can be done by a distribution partner who shall get in touch with you for this. In case there is any issue / clarification in Tag Affixation, please contact the Toll Free Number 1800 419 8585.



ACCOUNT UPGRADE

If you have not submitted KYC documents then you can avail the FASTag Lite plan. This plan allows you to load upto Rs. 20,000 per month onto your FASTag Wallet. However, to upgrade your plan, you can switch your plan to FASTag (normal) which will allow you to have upto Rs. 1 Lakh in your FASTag Wallet at any point in time. For this plan you will need to submit complete KYC documents.

It is easy to upgrade your FASTag Lite Account to FASTag Account by just opening a Savings / Current Account with Axis Bank. You may visit any of our Axis Bank Branches to open a Savings / Current Account.



FASTag RECHARGE OPTIONS

NEFT / RTGS FROM ANY BANK ACCOUNT DIRECTLY TO THE WALLET

You may also choose to recharge your Wallet directly by following the steps below from the Internet Banking / Mobile Banking of any Bank in India:

Step 1: Log in to Internet Banking of the Bank account of your choice

Step 2: Create Beneficiary for other bank transfers / NEFT to create the beneficiary use the following details

1. Name: <Your Name>
2. Account Number: <Enter your 17 Digit Wallet Number>
3. IFSC Code: UTIB0000ETC

Step 3: Provide the amount that needs to be recharged

Step 4: Once you enter the amount, proceed with the payment

CASH RECHARGE AT AXIS BANK AUTHORIZED POINT OF SALE (POS) ONLY

Customers can visit any of the Axis Bank POS Centers and request the agent to recharge their Tag.

Step 1: Provide the FASTag Wallet ID / Vehicle Number

Step 2: Provide the amount that needs to be recharged

Step 3: Receive the Tag recharge confirmation via SMS.

Please ensure the amount in the SMS and the amount paid is the same before you leave the counter.



FASTag RECHARGE OPTIONS

Any financial transaction done by the customer will be visible in the online portal. Axis Bank does not accept cheques as a mode of recharge or payment of Tag cost.

Axis Bank offers you multiple options to recharge your FASTag regularly

AUTO DEBIT FACILITY

If you have an existing Axis Bank Savings / Current Account you can link any one of your accounts to your FASTag Wallet and set up auto debit instructions. Thus when the balance runs low in your FASTag Wallet, the funds (as per pre - set permission) will be automatically debited from the linked Account and transferred onto your FASTag Wallet. Do note, that in case of insufficient funds in your account, the funds will not be transferred to your FASTag Wallet and your vehicle may be stopped at the toll - plaza for the same reason.

Low balance occurs when the available balance goes below Rs. 1,000 (This could be adjusted as per customer's need).



WALLET UPDATION

The FASTag Wallet usually gets debited within 3 business days from the date of transaction at the Toll Plaza. Once the amount gets debited the customer gets an SMS on the registered mobile number.



VIEW STATEMENTS

With your FASTag Account you get easy access to the online portal which can help you get information on details of your Wallet, balances, recharge, vehicle linked, toll transactions done, etc.

This is a self - service portal where your Wallet ID is your User ID and password needs to be generated by the respective user.

The detailed process for first time users and the User Manual for the Portal is attached.

For the first time when you log in to the Account, please check the following:

1. If you can see all your vehicles mapped with FASTag listed alongwith their respective details
2. Any / all money credited by you into the FASTag Wallet
3. All money paid for any subsequent recharge is shown correctly



TOLL PLAZA WHERE FASTag WILL WORK

Your Axis Bank FASTag works on FASTag ETC Lanes on across 360+ NHAI (National Highway Authority of India) authorized Toll Plazas. The list of these toll plazas is attached. Kindly refer to the website and plan accordingly.



TAGS NOT READ AT PLAZA

This is an emerging technology and has dependencies on multiple stake holders including, but not limited to toll plaza concessionaires and it's infrastructures, connectivity, hardware etc. In some cases despite having valid balances, the vehicle may get stuck in the toll plaza. In such cases it is advised to pay in cash and move on. Maintain the cash receipt and contact the call center.

In few rare cases, there may be a scenario where your Wallet gets debited after the vehicle has crossed the plaza by paying cash. For any such transaction, you or your driver should retain the Cash Slip and a copy of the same should be sent to the Bank, basis which a chargeback will be initiated and the money will get refund within 15 business days of submitting the required proof.




CALL CENTER SUPPORT

For any assistance on FASTag, you can contact our call center 1800 419 8585 and speak to our customer support representative.



Reach us at:

     | www.axisbank.com

 1800 419 8585

 axisbank.com/support