

FREQUENTLY ASKED QUESTIONS (FAQS)

Q1. What is IB FASTag?

Ans. IB FASTag is a device that employs **Radio Frequency Identification (RFID)** technology for making toll payments directly from the prepaid wallet account. It is affixed on the windscreen of your vehicle and enables you to drive through toll plazas, without stopping for cash transactions. The tag can be purchased from our branches/ Kiosks/Web-site and it is linked to the prepaid account, then you need to recharge/ top up the tag as per your requirement.

Q2. List of toll plazas in our country to avail this facility?

Ans. Attached as [Click Here](#) in main page for List

Q3. How can I get IB FASTag?

Ans. For online mode you may visit bank web site, fill the online application form and make the initial payment. Allahabad Bank Fastag will be delivered to your given address. Otherwise customer can visit any nearby Allahabad Bank Branch and apply for FASTag. Our representative will provide you an application form, which you need to fill and submit to the branch.

Q4. What are the documents required to avail IB FASTag?

Ans. You will need to carry original as well as copy of following documents for applying for a FASTag.

- Registration Certificate (RC) of the vehicle.*
- KYC doc as listed in the application form.

**All required documents for FASTag should be in the name of the owner of the vehicle.*

Q5. What are the features of IB FASTag?

Ans.

- Cashless payment – IB FASTag users don't need to carry cash for toll transactions, and don't need to worry about collecting the exact change.
- Promotional cash back – All IB FASTag users get monthly cash back of 2.5% of toll transactions till 31st March, 2020.
- Faster transit – Auto-debit of exact amount through the IB FASTag enables faster transit through the toll plazas and saves time.
- Online recharge– IB FASTag can be recharged online through Credit Card / Debit Card / Net banking/ IMPS etc.
- SMS alerts– Instant SMS alerts on registered mobile number for toll transactions, low balance, etc. A customer may create personal Tag account by registering online, and can have the facility of topping up the FASTag account through online modes i.e credit card, debit card, internet banking etc. History of past transactions, available balance is also visible in the account etc.

Q6. What are the charges for FASTag?

Ans. Attached as [Click Here](#) in main page for List

Q7. What is the validity of the IB FASTag?

Ans. The tag is valid for 5 years*.

* In case of Insufficient balance i.e below threshold amount in wallet and non use of tag since last six months continuously; bank may reserve the right to cancel the TAG for further use.

Q8. What is the customer care number of the IB FASTag system?

Ans. 1800 258 6680

Q9. What if my IB FASTag is debited twice at the toll plaza?

Ans. The customer should contact the customer care; customer care will raise the query to the NPCI system, and will resolve the matter.

Q10. What if the FASTag balance goes below the minimum required balance in the tag?

Ans. The customer can approach either bank's branches/ Kiosk of the Bank or use online services i.e internet banking, customer portal, provided by the Bank to top up the customer wallet.

Q11. How to surrender the Tag?

Ans. The Tag holder shall give a written request for cancellation/surrender/closure of the Tag along with the existing Physical 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 fees for 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 as per norms.

Q12. What is the process flow, in case of dispute at the toll plaza?

Ans. In case the plaza is not working, the customer will call customer care, Customer care representative will advise the customer to pay the toll in cash and will escalate the matter with NPCI for the particular toll plaza. In case the customer tag is faulty or not being read at the plaza, the customer may call up the customer care, customer care will advise the customer to pay the toll in cash, and will escalate the matter with the respective channel partner and Bank. The Bank/ Bank's Kiosk holder will call the customer and will replace the Tag without any cost.

Q 13. Which are the roads where the tag can be used?

Ans. FASTag is presently operational at 600+ toll plazas across National Highways. The system is inter-operable 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. You may see the list of

plazas in the 'Active Toll Plaza List' section. For More details, Please visit the www.ihmcl.com or www.npci.org for more details.

Q14. I have two vehicles; can I use one IB FASTag for two vehicles?

Ans. No, you will need to take two separate FASTags for the two vehicles.

Q15. I have new vehicle fitted with RFID Tag. How to get it activated?

Ans. OEM or RFID tags fitted by vehicle manufacturer cannot be used as replacement of IB FASTag. Only FASTags issued by IB can be used for purpose of electronic toll payment. In future the IB FASTags will be affixed on the windshield by the vehicle manufacturer/dealer which can be used for the toll payment.

Q16. Do I need to use any specific lane at the toll plaza for IB FASTag?

Ans. Yes, you will have to use the lanes demarcated for FASTag users. Only the marked lanes have the required RFID infrastructure installed to read your FASTag. In case you enter a cash-only lane, the FASTag will not be read and cash will need to be paid.

Q17. How would I know that the correct user fee has been deducted from my IBFASTag account?

Ans. You will receive an SMS alert in your registered phone number each time a balance is deducted from your IB FASTag account.

Q18. How would I report an incorrect deduction and how will I get back the same?

Ans. You can report an incorrect deduction by calling Customer Care Helpline number written on the IB FASTag. The Bank will review your request and if found correct, they will reverse the incorrect deduction.

Q19. I have IBFASTag and also sufficient balance in the FASTag account, but I could not go through ETC lane. How do I get my FASTag checked/ rectified to see whether it is active or not?

Ans. You can raise a request regarding the same by calling the Bank's customer care. 1800 258 6680

Q20. Can I avail a monthly pass?

Ans. Monthly pass for a toll plaza will be issued at that particular toll plaza or the POS locations put by the Acquirer Bank of the toll plaza. If you are registered tag holder, you need to visit the toll plaza [or the Acquirer Bank POS locations] and request for the particular pass scheme. You need to pay for the selected pass scheme by cash or card to the operator. Once the payment is approved, the operator will activate the affixed tag for the pass scheme.

Note: There is no need to purchase any other RFID tag to avail a monthly pass scheme at any toll plaza. The FASTag already purchased by you will be configured for the pass at the toll plaza.

Allahabad Bank is not issuing monthly pass.

Q21. Are there any other charges applicable like convenience fees etc.?

Ans. There may be additional charges associated with recharging the FASTag account through Payment Gateways using On-line Channels (Cards / Internet Banking/ Mobile Banking etc). Please visit the Banks' website for more details.

Q22. What do I have to do if I have lost/ damaged my RFID Tag? What will happen to the account balance?

Ans. You can request the Bank to issue a new tag. The balance amount in the old tag linked account can be transferred to the new tag account.

Q23. How do I block my FASTag account, in case my vehicle is lost?

Ans. You can call Bank's customer care and block your FASTag account.

Q24. Can FASTag be used for passage through toll plazas on the state highways?

Ans. FASTag is presently operational at 600+ toll plazas across National Highways. The system is inter-operable and the same FASTag can be used across all toll plazas under the NETC program. More toll plazas will be brought under the NETC program in the future.

Q25. I reside within 10 km of a particular toll plaza. Do I need to take FASTag to get the concessions available for local vehicles?

Ans. You can purchase a FASTag to avail the concessions. Once you purchase the FASTag, you will need to submit the required documents (proof of residence) at the Acquiring Bank POS location to validate your residence within 10km of a particular plaza. Once it is verified, you may avail the concession on the FASTag assigned to your vehicle.

Q26. In case of harassment/ misconduct/ discourteous/ rude behaviour of toll collection staff, what should we do?

Ans. In case of such a scenario, a complaint is to be lodged with respective Project Directors at the toll plaza. Further, the incident may be reported to NHAI email at etc.nodal@ihmcl.com.