ICICI Bank

NETC | **FASTag**
NATIONAL ELECTRONIC TOLL COLLECTION | Easy to Cruise

Your **guide** to a happy and **safe journey** on the **Highways!**

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What is a FASTag?

Brief about FASTag

FASTag is a easy to use rechargable PREPAID CARD which has a RFID Tag that makes your road trips enjoyable. With this tag affixed securely on your vehicle, you can bid goodbye to long queues at toll.

Your FASTag is linked to a prepaid account from which the applicable toll amounts are automatically deducted.

How so?

Your car passes through Toll Plaza	The amount gets instantly deducted from your FASTag	Your vehicle simply zips through tolls without stopping to pay cash

So, how does FASTag help?

You can zip through tolls	Saves your fuel, time and money	Enables social distancing	No need to carry cash with you

Did you know this?

From Feb 15, 2021, Govt. of India has made FASTag mandatory. If you have entered a FASTag lane, without FASTag affixed on the windscreen OR your FASTag is not working due to insufficient funds in your account– **you have to pay DOUBLE the toll amount**.

BUY FASTAG   **LOGIN NOW**

How to use a FASTag?

Remove adhesive liner from the Tag sticker and make sure car shield surface is not wet, damaged,etc

Paste FASTag at the centre of your car's windshield with the adhesive side facing outside

Maintain sufficient balance in your FASTag prepaid account

What you shouldn't do with a FASTag

1. Don't stick adhesives/cellotape on the FASTag

2. Once affixed on the windscreen of your car, do not take it out

3. Don't fold it or keep it in your pocket

4. Don't buy multiple tags for one vehicle

5. Don't carry the Tag in hand but affix it properly on the vehicle

Why you should consider us the best option for FASTag

All customers* can buy a FASTag	ONE STOP Solution App e-Toll App available for FASTag services	FASTag services now available with WhatsApp Banking	One Tag for toll, fuel, parking services
Safe, secure, seamless, hassle-free with ISO Certification	**Industry first feature**: Avoid hassles of recharge with **AUTORECHARGE** Feature	Multiple Recharge options	Dedicated Relationship Manager for all business requirements

*All customers implies both ICICI Bank and non ICICI Bank customers can buy our FASTag

What is ICICI FASTag used for?

ICICI Bank FASTag – ONE FASTag with Triple benefits

YOU CAN USE IT FOR MAKING THE BELOW PAYMENTS:

Fuel Payments	Toll Payments	Parking Payments

BENEFITS

Better tracking, as one account with fuel, toll and parking details	Cashless and contactless toll, fuel and parking payments	Reduction in the wait time

Fuel Payments

Use FASTag services now to manage fuel based payments (petrol, diesel, compressed natural gas and lubricants) at Hindustan Petroleum Corporation Ltd. (HPCL) / Indian Oil Corporation Ltd. (IOCL) and Bharat Petroleum Corporation Ltd. (BPCL) outlets at Hindustan Petroleum Corporation Ltd. (HPCL) / Indian Oil Corporation Ltd. (IOCL) and Bharat Petroleum Corporation Ltd. (BPCL) outlets.

Reach the IOCL/BPCL/HPCL fuel outlet and follow the below simple steps

Available for HPCL, IOCL, Bharat Petroleum users

HP PAY app	HPCL/IOCL/BPCL Fuel outlets
Download HP Pay and Register for a New User	Inform fuel operator to make payment using FASTag
Map/Update FASTag during one time registration	Fuel pump operator Scans Vehicle Number via POS Device
Scan the QR Code provided by The fuel operator	You will receive OTP on registered mobile number
Choose the Product and select 'Submit'	Input the OTP in the POS machine
Enter the Amount and Pay Now through FASTag	Fuel Payment is successful and amount is deducted from FASTag account. You will receive a transaction sms and receipt is shared for it by pump operator
Enter the transaction OTP and Confirm for a successful payment	

To know more about us	Click on this video ▶

> ## Did you know this?
>
> Get 4 PAYBACK Reward points for every Rs. 100 paid through HP PAY app

Parking Payments

ICICI Bank FASTag can be used for making parking payments at: Airports, Bus Terminals, Commercial establishments, hospitals, malls, ports, SEZ, society.

Toll Payments

Toll Payment involves RFID Scanning of FASTag and auto deduction from prepaid wallet linked at a Toll Plaza. Currently there are 251 active ICICI Bank Toll Plazas and around 189 plazas linked to other banks where the user can pay using ICICI e-toll payments

CLICK HERE to know the list of active toll plazas.

How to buy an ICICI Bank FASTag?

Simple 3 steps process:

1. **Click Here** to buy FASTag
2. Fill in details and make the payment
3. Your FASTag will be delivered for **FREE** at your doorsteps within 7 working days

Other modes to buy an ICICI Bank FASTag

If you are an ICICI Bank Customer	If you are a Non-ICICI Bank Customer
Log in to iMobile Pay, Internet Banking, InstaBIZ app or the eToll app	Log in to www.icicibank.com/fastag
Visit the nearest ICICI Bank Branch	Visit the plaza sales office or the ICICI Bank FASTag sales office

> ## Did you know this?
>
> You can know your ICICI Bank FASTag balance instantly by giving a missed call to ' **801 092 8888**' from your registered mobile number

What are the documents required:

- Address Proof
- Registration Certificate (RC) copy of the vehicle
- ID Proof
- One Passport size photograph

You need to sign on each of the individual documents provided before submitting the same.

How to recharge your ICICI Bank FASTag?

You can recharge your ICICI Bank FASTag on the go with the below options:

- iMobile Pay app
- Unified Payments Interface (UPI)
- Internet Banking

a. Through iMobile Pay App

To download the iMobile Pay app,Click on the below options:

If you are an ICICI Bank customer:	If you are a non-ICICI Bank customer:
• Select ICICI FASTag under Bill Payment and FASTag	• Select ICICI FASTag under Bill Payment and FASTag
• Select Link New Vehicle → Recharge Icon → Enter Amount → Select Account and Confirm	• Select Vehicle Recharge → Enter Vehicle Number → Enter Amount → Select Account and Confirm

To view how to recharge FASTag via iMobile Pay App **Click here**

b. Through Unified Payments Interface (UPI)

Step 1. Select iMobile Pay/POCKETS app

Step 2. Select 'UPI'

For recharge to be initiated in:

CUG Wallet:

- Enter VPA-netc.IB<8 Digit customer id>@icici

  Please ensure to mention correct 8 digit customer ID.

Tag:

- Enter Virtual Payment Address (VPA) as netc.<your vehicle number> @icici

How to Set FASTag Auto Recharge facility through UPI Mandate?

Now, recharge your FASTag automatically as per your defined frequency - Through UPI Mandate.

Salient features of auto recharge facility through UPI Mandate:

1. Frequency enabled as per convenience

2. One-time quick and easy process to set up

3. Enable/Disable any time as per requirement

4. Set up this facility in both <CUG/wallet> and Tag

Steps to enable FASTag Auto Recharge through UPI mandate:

- Log in to ICICI Bank FASTag customer portal
- Select 'Payments' → 'Standing Instructions for UPI' from the top menu
- Enter details to set 'Standing Instructions through UPI'

  a. Select 'Payment Frequency' from the drop-down

  b. Enter 'Virtual Payment Address (VPA)' *

  c. Enter 'Top-up Amount' (Minimum amount: Rs <100>)

  d. Select 'Start Date' and click on 'Submit' button

- Go to the UPI Mandate section in your app (with which the VPA ID is linked) and accept the authorisation request on the same day.
- Pre-debit notification will be sent from the respective app (where the UPI Mandate has been set).
- Accept the notification and enter the PIN#(if required).
- UPI Mandate will be triggered within <24> hours of accepting the pre-debit notification and the amount will be deducted from your bank account.

*Linked to bank account
#PIN is requested only if the recharge amount is more than Rs 15,000.
Let's consider this scenario:
You set the Standing Instructions through UPI by logging into the customer portal on March 15, 2023 with 'Payment Frequency' as Daily.
You will receive the Authorization request in your mobile app on March 15, 2023 and Pre-debit notification on March 16, 2023, which needs to be accepted and PIN entered. This is a one-time process. Within 24 hours of accepting the pre-debit notification, UPI Mandate will be triggered and the amount will get deducted from the Bank account. Starting from March 16, 2023, amount will get deducted on a daily basis to automatically recharge your FASTag

Important:
✓ **To recharge your tag via UPI your vehicle number should be updated with us.**
✓ **To know more on how to update your vehicle number, Click Here**
✓ **To know more on how to recharge FASTag using UPI, Click Here**

You can recharge ICICI Bank FASTag through the below apps as well. Click the icons to install the apps:

Google Pay   **Phonepe**   **Amazon Pay**   **WhatsApp**

Click Here to know more about how to recharge ICICI Bank FASTag through UPI, iMobile Pay and Internet Banking.

How to change mobile number registered with the FASTag Account?

Step 1   **Click here**   to login to FASTag customer portal

Step 2   Open the Customer Service tab from the Top Menu

Step 3   •   Click on '**View History**' under '**Phone Numbers**' section

          •   It will show a history of all the changes/updates being done to your phone number

          •   Click on '**Edit**' under '**Phone Numbers**' to update it

Step 4   •   Enter the new mobile number under the '**Mobile No.**' field

          •   Additionally, you can enter the home contact number under the '**Home Phone No.**' field, office contact details under '**Office Phone No.**' field and fax details under '**Fax No.**' field

             Click on '**Update**' button

How to get a replacement Tag?

Step 1   **Click here**   to login to FASTag customer portal

Step 2   Go to **HELPDESK** section in the Main Menu and Select **RAISE REQUEST/COMPLAINTS**

Step 3   Choose '**TAG REPLACEMENT**' from the '**Subtype**' dropdown list under the 'Type' '**REQUEST/COMPLAINT**'

Step 4   Click on '**Search VRN**' to search for vehicle registered under your FASTag account

Step 5   •   Enter your Vehicle number, then click on '**Search**'

          •   From the list, click on '**Select**' for the tag you wish to apply for replacement

Step 6   •   Select your replacement reason as applicable

          •   Enter all the applicable details in the fields provided

          •   Then click on '**Submit**' to submit your tag replacement request

Tag (Replacement) fee of Rs.99.12/- including gst is applicable

How to buy an add-on tag for additional vehicle under same customer ID?

You can apply for another FASTag through the same customer account. You have to enter the new vehicle details, and the new tag will be linked to your initial account.

Step 1   **Click here**   to login to FASTag customer portal

Step 2   •   Choose '**ADD ON TAG UNDER SAME CUST ID**' from the '**Subtype**' dropdown list under the '**Type**' '**REQUEST/COMPLAINT**'

          •   From '**Type Of Query**' dropdown, select '**Add on Tag**'

          •   From '**Vehicle Class**' dropdown, select the applicable class of vehicle

          •   Enter the License Plate number of new vehicle and all other relevant details in the fields provided

Step 3   •   Attach the front and backside of RC copy

          •   Click on '**Submit**' to submit your request for an addon tag

How to change your Vehicle Registration Number (VRN)?

Step 1   Click here to login to FASTag customer portal

Step 2   •   Within the customer FASTAG portal scroll below to Sub Groups section

          •   From the list of TAG accounts, click on the View Tag Account summary

Step 3   •   From top menu now click on Vehicles and Select Manage Vehicles from the dropdown of vehicle

          •   Click on Edit icon

          •   Now update your VRN(Vehicle Registration Number) and other vehicle details

How to view Tag Balance?

Via e-Toll App

1. Login to e-Toll Mobile Application

2. Click on the Tag Icon in the bottom menu

3. Click on your registered vehicle and expand to check FASTag Balance

Tag Details: Click to view Balance

Tag Icon: Click to view Tag details
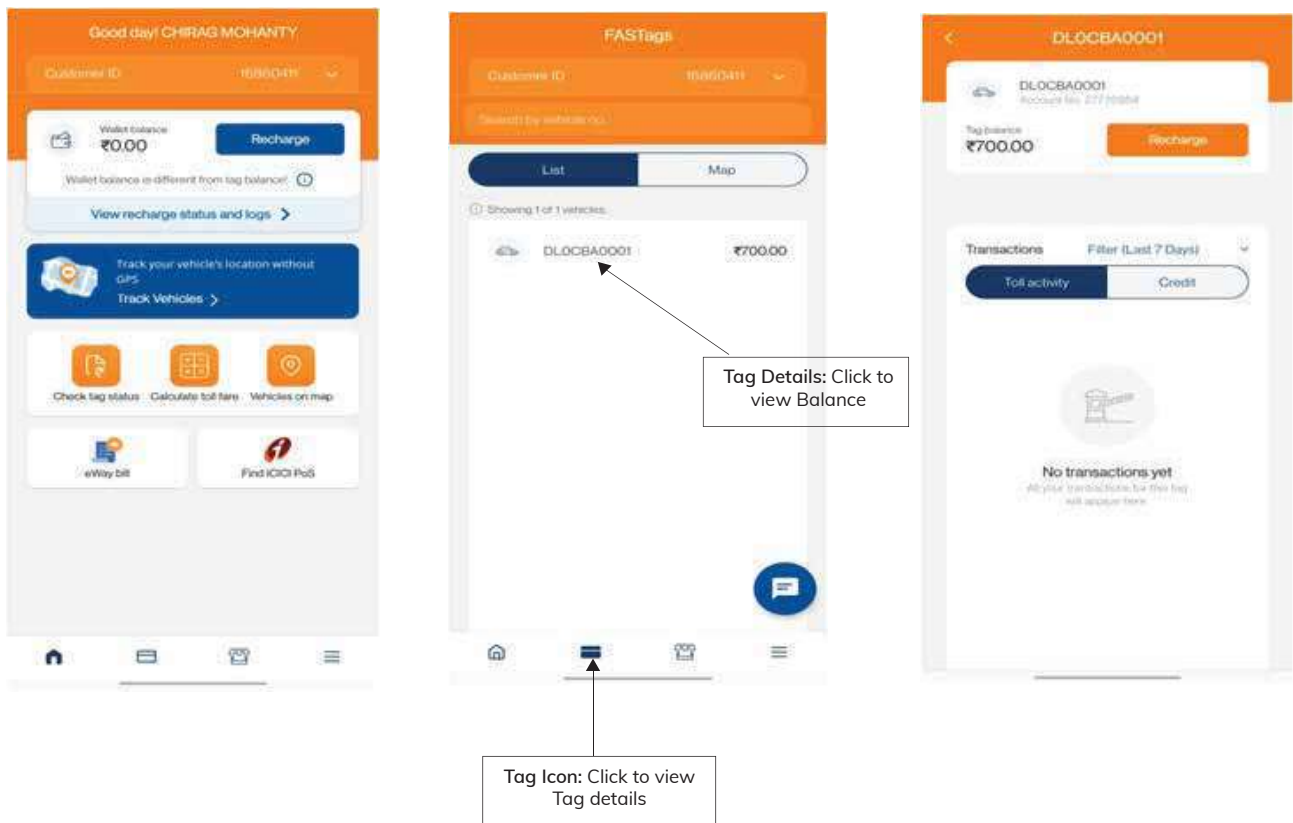
Via missed call

You can check FASTag balance details by sending a missed call to 8010928888 from your registered mobile number

Auto Recharge Facility

With this facility, your ICICI Bank FASTag Account gets automatically recharged when the amount goes below the threshold limit. You do not have the need to recharge FASTag Account, every time you take your vehicle out on the highway, no stress when you are out of funds.

How is it useful to you?

- Set auto-recharge for all vehicles
- Modify/delete auto-recharge for any vehicle
- One-time set up process
- Quick and simple.

Know more on the steps of how to auto recharge FASTag through iMobile Pay/Internet Banking.

| Click here | for iMobile Pay | Click here | for Internet Banking |

Did you know this?

ICICI Bank is the **first** in the industry to enable the auto-recharge facility for FASTag. Click Here to check out this video on auto recharge

References:

https://www.icicibank.com/Personal-Banking/cards/prepaid/fastag/recharge-fastag.page?#toptitle

Monthly Pass

You can avail the monthly pass facility, if you are a regular commuter at multiple toll plazas so as to reduce fare charges. This pass is specific to the assigned toll plazas

Here are some of the few key benefits on purchasing the monthly pass:

1. Save money, especially if you are a daily commuter at toll plazas

	Total Cost / Day	Cost / Month (Considering 26 working days)	Cost for Pass	*You Save
Single Plaza Pass	Rs 80	Rs 2,080	Rs 1,240	Rs 840
Multiple Plaza Pass (Considering 2 Toll Plazas that are crossed in a day)	Rs 160	Rs 4,160	Rs 1,500	Rs 2,660

So you save a minimum amount of Rs 500* in a month

2. A separate FASTag is not needed and activation of the Monthly Pass is done on the current ICICI Bank FASTag, only.

3. A one-time monthly expense that is easy to track and is available online.

How you can avail a monthly Pass via ICICI Bank FASTag portal online:

- Log in to the FASTag customer portal. **Click Here** to login
- Go to '**View tag account summary**' page for the vehicle
- Under '**Vehicle**' tab, select '**Pass**'

Automatically the pass gets activated on the current ICICI Bank FASTag

Monthly Pass can also be availed from the IHMCL Website. To do the same follow the steps:

- **Click Here** to go to Indian Highways Management Company Limited (IHMCL) website and Select '**FASTag MONTHLY PASS**' tab.
- '**Select Plaza**' from the drop-down, enter the '**CAPTCHA**' and select '**Submit**'
- Enter your '**Tag ID**'/'**Vehicle Registration No**' and select '**Search**'
- From the table '**Select Tag**' for which you would like to avail Plaza Pass
- To link plaza/plazas to your Pass:
    1. One plaza, select '**Single Plaza Pass**' radio button
    2. Multiple plazas, select '**Multiple Plaza Pass**' radio button
- Enter other details and select '**Get Pass Amount**'
- View the details and select '**Purchase Pass**'
- Confirm details and select '**Purchase**' to make payment

Dedicated FASTag Portal

For details relevant to transaction queries/statements, Account summary, payments and Recharge and account activity the user can navigate to FASTag Customer Portal

Click Here to view FASTag Customer Portal:

Dedicated e-Toll app for all your FASTag needs

e-Toll app is a ONE STOP app that takes care of all your FASTag needs:
- You can recharge FASTag, on the go
- Fast and secure OTP based login
- View and transact on all your FASTag transactions
- Check FASTag balance
- Generate statement
- Calculate toll fare for trips

FASTag services on ICICI Bank WhatsApp Banking

Now enjoy the convenience of applying for a new FASTag with ICICI Bank WhatsApp Banking. You can also access your FASTag account on your fingertips.

ICICI Bank FASTag services available with WhatsApp Banking:

Features and services available with WhatsApp Banking:

- Request new FASTag
- Get FASTag balance
- Update Vehicle Registration Number
- Get last 5 transactions

Simply send 'Hi' to 86400 86400 from your registered mobile number to get started

Disputes

For any queries and issues pertaining to FASTag:

- **Click Here** to login to the FASTag customer portal.
- Under the HELPDESK option, Raise a Complaint
- Select the Type as DISPUTE TRANSACTION/CHARGEBACK
- And select the subsequent Subtype

Some common disputes which can be addressed as follows:

- **Improper Fare Calculation:** Raise a complaint subtype as Return journey fare calculation is improper in the **HELPDESK** Section of portal
- **Toll services not availed/tag holder does not recognise the transaction or unnecessary deduction:** Raise a 'Subtype' as 'Toll services not availed/tag holder does not recognize the transaction'
- **Duplicate transaction at a Plaza/double debit:** Raise a 'Subtype' as 'Duplicate transaction at plaza/double debit'
- **Toll fare calculation error:** Raise a 'Subtype' as 'Toll fare calculation error'
- **Wrong debit adjustment Raised:** If complete amount is not debited in one go and the adjustment post deduction is incorrect Raise a 'Subtype' as 'Wrong debit adjustment raised'.
- **Paid by other means:** Payment through other means like credit cards, cash yet FASTag account is deducted. Raise a 'Subtype' as 'Paid by other means'
- **Monthly pass/Local pass/Discount not applied:** Raise a 'Subtype' as 'Monthly pass/Local pass/Discount not applied'
- **Wrong Deduction:** If the toll fare has not been calculated properly at the plaza, as per the vehicle type, then customer need to raise a 'Subtype' as 'Wrong deduction'

Click Here to go to the DISPUTE Section

More Queries

Hey! Have more queries?

Here's Mr. Chatur to help you and your friends resolve FASTag queries. So let's have a quick chat with him

Hello Mr. Chatur: I have queries related to FASTag

Mr. Chatur, Hello How may I assist you today

Query 1:

You: The windshield of my car is broken and my ICICI Bank FASTag is damaged/I have lost my FASTag/My FASTag is stolen. What do I do Mr. Chatur?

Mr. Chatur: Don't worry,you will definitely need a FASTag replacement.For replacement of your damaged FASTAG,- follow the steps:

- **Login** to Customer FASTag portal
- Go to MENU and select HELPDESK
- Go to RAISE REQUESTS AND COMPLAINTS
- Now opt for FASTAG REPLACEMENT and enter your Address and ID proof details, the details of your previously linked tag will be verified and you will be issued a new FASTag delivered at your location

Query 2:

You: My FASTag has been detected multiple times and there has been a multiple Debit.What do I do?

Mr. Chatur:

Please follow the instructions:

- References Have more queries? Check out our FAQs section on the website: **CLICK HERE**
- Raise a request 'Subtype' as 'Wrong deduction'
- Enter your grievance with proofs accordingly

Any dispute related query needs to be raised within 30 days of the Transaction Date at the Toll Plazas and issue will be resolved in 15 working days after raising the complaint

Query 3:

You: My FASTag wallet is blacklisted, I am unable to use it,what do I do?

Mr.Chatur: There could be 3 reasons for blacklisting. Please check:

- Whether your FASTag account balance isn't adequate
- Whether you have entered the correct Vehicle class while registering
- Whether your KYC Process is incomplete

Please visit FASTag Customer Portal or try via iMobilePay App and check if the details are correct

Query 4:

You: I payed the toll/parking ticket by other means i.e. Cash/card etc yet my FASTag account got deducted

Mr. Chatur: You can easily claim for the wrongly debited amount by following the steps:

- Go to HELPDESK under the **Customer Portal**
- Raise a request as PAID BY OTHER MEANS
- Enter the details of your grievance and transaction to claim amount

You can check these via iMobilePay App,through FASTag customer portal or through Internet Banking portal

References
Have more queries? Check out our FAQs section on the website: **CLICK HERE**