

## **FASTag – Frequently Asked Questions (FAQs)**

### **1. What is FASTag?**

FASTag is a reloadable tag affixed on a vehicle's windshield that enables automatic toll payments and seamless passage through toll plazas without stopping for cash transactions.

### **2. Can I manage multiple FASTags under a single profile?**

Yes. A single FASTag profile can be used to manage multiple FASTags linked to the same customer profile.

### **3. How do I activate and affix my FASTag?**

#### **FASTag Activation**

- For Car/Jeep/Van categories, the FASTag issued is already active.
- For other vehicle categories, complete Know Your Vehicle (KYV) through the FASTag Customer Portal:
  1. Log in to the FASTag Customer Portal.
  2. Select Registered Tags.
  3. Choose Update KYV.
  4. Complete the required details and submit.

#### **How to Affix the FASTag**

1. Clean and dry the windshield surface before affixing the tag.
2. Peel off the adhesive backing carefully.
3. Affix the FASTag on the inside of the windshield, preferably at the top centre behind the rear-view mirror.
4. Press firmly to ensure proper adhesion.

**Note:** Incorrect placement may affect tag readability at toll plazas.

### **4. How do I view FASTag transactions?**

You can view FASTag transaction history through:

- FASTag Customer Portal
- FedMobile

- Feddy WhatsApp
- FedNet

## **5. What is FASTag Autopay?**

FASTag Autopay automatically recharges your FASTag wallet when the balance falls below a predefined threshold, ensuring uninterrupted toll payments. You can setup autopay using FASTag customer portal.

## **6. Can I replace my vehicle and continue using the same FASTag?**

No. FASTag is vehicle-specific and should not be transferred to another vehicle. A new FASTag must be obtained for the new vehicle.

## **7. What should I do if my FASTag is damaged?**

If your FASTag is lost, stolen, damaged, or becomes unreadable, you can apply for a replacement tag.

You can request tag replacement through the FASTag Customer Portal>> Registered Tags>> Order replacement Tag.

Any available wallet balance in the existing FASTag will be transferred to the replacement tag after processing.

## **8. What should I do if a toll is deducted incorrectly?**

You may raise a grievance through our dedicated FASTag support team at [fblnetcsupport@federal.bank.in](mailto:fblnetcsupport@federal.bank.in)

## **9. Whom should I contact for FASTag assistance?**

For assistance, contact:

**Federal Bank FASTag Customer Care**

Toll Free: **1800 266 9520** Email: [fblnetcsupport@federal.bank.in](mailto:fblnetcsupport@federal.bank.in)

## **10. Is FASTag mandatory?**

FASTag is mandated for electronic toll collection across national highways and enables faster, cashless toll payments.

## **11. I have received a FASTag for a vehicle with Temporary Registration (TR). What should I do after obtaining the permanent registration number?**

If your FASTag was issued for a vehicle with a Temporary Registration (TR) number, you must update the permanent Vehicle Registration Number (VRN) once the vehicle is registered with the RTO.



Steps to update the VRN:

1. Visit the Federal Bank FASTag Customer Portal.
2. Log in using your registered mobile number.
3. Navigate to Registered Tags.
4. Select Update VRN.
5. Enter the permanent Vehicle Registration Number and submit.

Important: The VRN must be updated within 90 days of FASTag issuance. Failure to update the VRN within the stipulated period may result in tag closure as per NPCI guidelines.

## **12. How can I check the status of my FASTag before travelling?**

To avoid inconvenience at toll plazas, it is recommended to verify that your FASTag is active and has sufficient balance before commencing your journey.

You can check your FASTag status through any of the channels – FASTag portal, FedMobile/FedNet, My FASTag App (powered by IHMCL).

Always ensure your FASTag is active and adequately funded prior to travel to enable seamless passage through toll plazas.

## **13. What should I do if both FASTag balance and cash are deducted at the toll plaza?**

In certain cases, due to technical or network issues at the toll plaza, the FASTag transaction may not be updated immediately, resulting in the toll operator collecting cash even though the FASTag amount has also been deducted.

If this happens:

1. Retain the cash payment receipt issued by the toll plaza.
2. Contact Federal Bank FASTag Customer Support and provide proof of cash payment.
3. The Bank will coordinate with the concerned toll plaza and initiate the refund process, wherever applicable.

## **14. What should I do if I sell my vehicle?**

If you have sold your vehicle, the FASTag associated with that vehicle should be surrendered to avoid future transactions being linked to your account.

Steps:

- Remove the FASTag affixed to the vehicle windshield.



- Log in to the Federal Bank FASTag Customer Portal.
- Navigate to **Registered Tags** → **Surrender Tag**.
- Submit the tag surrender request.
- Provide the necessary bank account details for refund of the available wallet balance.

**Note:** The FASTag should not be transferred to the new owner of the vehicle.

### 15. How can I set up Autopay for my FASTag?

Autopay allows your FASTag wallet to be automatically recharged when the balance falls below a predefined threshold, ensuring uninterrupted toll payments.

**Prerequisite:**

A Federal Bank account must be linked to your FASTag profile.

**To set up Autopay:**

1. Log in to the FASTag Customer Portal.
2. Navigate to the **Autopay** section.
3. Link your Federal Bank account (if not already linked).
4. Configure:
  - Recharge Amount
  - Minimum Balance Threshold
5. Authenticate the request and complete the setup.

**If the Autopay option is not visible:**

1. Go to **Profile**.
2. Select **Link Federal Bank Account**.
3. Complete the account-linking process.
4. Return to the dashboard and configure Autopay.

**Note:** Autopay is available only for FASTag wallets registered and linked with an eligible Federal Bank account.

