

## Baroda FASTag – Frequently Asked Questions

1. What is Electronic Toll Collection (ETC) / Baroda FASTag?

Electronic Toll Collection is a solution for digital payment of Toll charges using FASTag. Baroda FASTag is a device that employs Radio Frequency Identification (RFID) technology for making toll payments directly from the prepaid account linked to it. It is affixed on the windscreen of your vehicle and enables you to drive through toll plazas.

Baroda FASTag has a validity of 5 years and after purchasing it, you only need to recharge/ top up the FASTag as per your requirement.

2. Which are the roads where Baroda FASTag can be used?

Baroda FASTag can be used on all toll plazas on National Highways where it has been integrated. To find out list of toll plazas currently integrated with FASTag kindly visit NHAH site at <http://www.nhai.org>

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

Yes, you will have to use the lanes demarcated for FASTag.

4. How can I recharge my Baroda FASTag account?

You may recharge your account by cash, at the Point of Sale (POS) locations or you may also recharge online through Debit/Credit card or through Net Banking.

5. How do I generate/ reset my username and password?

Please log in to the customer portal and register yourself to generate your user id and password. Please enter the required information in the prompts and the system will send an SMS with your log in details to your registered mobile number. You may call our customer care @ 1800 103 4560 for assistance.

6. Can a Baroda FASTag bought for my one vehicle be used for another vehicle?

No, Baroda FASTag is issued to each vehicle based on KYC documents submitted. If a Baroda FASTag for instance bought for one Car is used for a Truck then such FASTag shall get blacklisted resulting into denial of vehicle passage from FASTag lanes on Toll Plazas. Baroda FASTag users are advised to desist from such practice.

7. What are the charges for Baroda FASTag?

Baroda FASTag has a onetime issuance fee of Rs.100 inclusive of applicable tax (Rs 84.74 + GST) and the refundable security deposit depends on the vehicle type and minimum recharge (threshold) at the time of tag activation. Details available on the bank's website.

8. How to raise dispute/complaint related to a particular transaction?
  - a. Login in to FASTag Portal with User ID / Wallet ID and Password.

- b. Select the option of Service Request -> Generate Service Request.
  - c. Select Request Type as Transaction Dispute to lodge a complaint/dispute with respect to a particular debit on your FASTag Wallet.
  - d. Also one can raise a dispute by calling 24x7 Customer Care on 18001034568.
9. How to block FASTag account in case the vehicle is theft?
- a. Login in to FASTag Portal with User ID / Wallet ID and Password.
  - b. Select the option of Service Request -> Generate Service Request.
  - c. Select Request Type as Closure Request to close the RIFD Tag or Wallet.
  - d. Also one can block FASTag account by calling 24x7 Customer Care on 1800 103 4568