ICICI Bank

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

Your Guide
to a
plethora of services
that you can avail in
FASTag portal.

Recharge vehicle

View Statement

Raise dispute or chargeback

Update details

Table of Contents

Login and Password

1. Here, you can log-in into your FASTag Customer Portal and view all information regarding your FASTag
2. In case you don't have an account on Customer Portal, you can register for it by following the steps mentioned below under '**Register**' Section

• Register

Step 1: (Click Here) Open the following website by copying the link into the address bar of your web browser
https://fastaglogin.icicibank.com/CUSTLOGIN/Default.aspx

Step 2: Once the page loads, move over your mouse pointer to the '**Register**' button and click on '**Register**'
Click on the option '**Individual/Corporate**' from the drop-down list and Register

Step 3: Enter your FASTag customer ID and Date of birth and '**Submit**'
If you do not know your eight-digit Customer ID then call at our 24 * 7 customer care @ Toll Free Number: 1800 2100 104 (Chargeable Number:1860 2670 104)

(Click Here) to view the steps pictorially

Note: If you are registering as a corporate user, then the mandatory details required while registration are your Customer ID and PAN Card

• Login via Username

To login into FASTag Customer Portal using your username & password

Steps to login to customer portal via Username

Step 1: (Click Here) to login to customer portal

Step 2: Select '**Individual Login**'

Step 3: Next, click on '**Login Via Username**'

Step 4: Enter your username and password in the fields mentioned and then click on '**Login**'

(Click Here) to view the steps pictorially

• Login via Mobile Number
To login into FASTag Customer Portal using your registered mobile number

Step 1: (Click Here) to login to customer portal

Step 2: Once the page loads, select the option '**Individual Login**'

Step 3: Next, click on '**Login Via Mobile Number**'

Step 4: Enter your mobile number in the fields mentioned
Enter the verification code that is being displayed
Then click on '**Request For OTP**'

Step 5: Enter the OTP received on your registered mobile number in the field provided
Then, click on '**Login**'

(Click Here) to view the steps pictorially

Note: Due to security reasons access to all features/services will be restricted if you login via mobile number.-

• **Account Recovery**

In case you forget your username or password, then you can easily recover your username and password.

Note: In case your account gets locked due to entering multiple incorrect passwords, your account can be accessed by resetting your password

- Forgot Username

To recover your account username, follow the below mentioned steps.

Step 1: On the below screen, click on '**Username?**' to recover your username
         Click here to go to Login Via Username Instructions
Step 2: Select the '**Individual**' account type option
          Enter Your Customer ID followed by Date of Birth
          Then, click on '**Submit**'
Step 3: Your username will be sent on your registered mobile number/ email id

Click Here to view the steps pictorially

- Forgot Password

To recover your account password, follow the below mentioned steps.

Step 1: On the below screen, click on '**Username?**' to recover your username
          Click here to go to Login Via Username Instructions

Step 2: Enter your username and the verification code that is being displayed on screen
          Then click on '**Request For OTP**' to get an OTP on your registered mobile number

Click Here to view the steps pictorially

Account Summary

Upon successful login, you are greeted with the Customer Portal Homepage, that shows various details of your account e.g., Customer ID, Contact Information, Tag balance, etc.

• **View Account Summary**

Step 1: To View Account Summary, first Login into the Customer Portal
         Click here to view Login Instructions

   - Then, after successful login, you can see your account summary
   - To view more information such as recent activity of the tag account, online statement, payment history, follow the below mentioned steps.

Click Here to view the steps pictorially

• **View Recent Activity**

You can view recent activity of your tag account, comprising of all account transactions, payments done to the account, various adjustments etc.

Follow the steps mentioned below.

Step 1: - **Login** into the Customer Portal. Click here to view Login Instructions
          - After login, hover the mouse pointer over '**Statements & Activity**'
          - Next, click on '**Recent Activity**' from the dropdown list

Step 2: - '**Recent Activity**' section would be highlighted
          - Select what kind of activity you want to view
          - Specify the particular time period for which you wish to see the activity
          - Click on '**Search**' button
Step 3: - Activity history of the selected '**Activity Type**' will be displayed
          - Below is an example of a Recent Activity where '**Activity Type**' is '**ALL**' and '**Time Period**' is the month of May 2022

Click Here to view the steps pictorially

• View Online Statement

You can view an existing statement, request a statement for a different time frame, save or download a statement.

- View Statement
To view an already generated statement, follow the below mentioned steps
Click here for instructions on how to generate a statement

Step 1: - **Login** into the Customer Portal.   Click here to view Login Instructions
          - After login, hover the mouse pointer over '**Statements & Activity**'
          - Next, click on '**Online Statement** from the dropdown list

Step 2: - '**Online Activity**' section would be highlighted
          - Under the '**Customer Statements**' section, you can view your previously generated statements
          - Click on the PDF Icon under '**Download**' to save the pdf document on your computer

Click Here to view the steps pictorially

- Generate Statement
You can specify a certain time period and generate new statement.

Step 1: - **Login** into the Customer Portal. Click here to view Login Instructions
          - After login, hover the mouse pointer over '**Statements & Activity**'
          - Next, click on '**Online Statement** from the dropdown list

Step 2: - Select the time period, for which you wish to generate the statement. Or you can even specify a specific time period.
          - Next, click on the '**Generate Statement**' button

Step 3: - Post generation, you can '**Save Statement**', to save it to your Customer Portal or you can '**Download Statement**', to save it locally on your system

Click Here to view the steps pictorially

- Export Statement
You can export transaction summary and vehicle summary in excel format, and save it locally.

Step 1: - On the '**Online Statement**' page, you can see 2 options to export summaries in excel format
          - Click on '**Export Transaction Summary**' to download an excel file comprising of Transaction summary of your tag account

- Click on '**Export Vehicle 'Summary**' to download an excel file consisting of all the different transactions, vehicle-wise, for the specified time duration

(Click Here) to view the steps pictorially

View CUG Statement

You can view all the transactions against your CUG [closed user group] from the Customer Portal

A CUG is pool of money, which can be used to transfer money to any individual tag accounts mapped under it. Closed user group program are payment instruments issued by a person for facilitating the purchase of goods and services from him/it. These instruments do not permit cash withdrawal or redemption.

Step 1: - **Login** into the Customer Portal. (Click here) to view Login Instructions
- After login, hover the mouse pointer over '**Statements & Activity**'
- Next, click on '**CUG Statement**' from the dropdown list

Step 2: - Select the time period, for which you wish to generate the statement. Or you can even specify a specific time period.
- Next, click on the '**Generate Statement**' button

Step 3: - Once generated, you can save the CUG statement to Customer Portal
- You can also download it to your local system by clicking on the '**Download Statement**' button

(Click Here) to view the steps pictorially

View Payment History

You can view all the payments and recharges being done to your FASTag, along with their status on this page.

To view payment history, follow the mentioned steps

Step 1: - **Login** into the Customer Portal. (Click here) to view Login Instructions
- After login, hover the mouse pointer over '**Payments**'
- Next, click on '**Payment History**' from the dropdown list

Step 2: - Here you can specify different fields to filter the payment history, such as type of activity, payment modes, payment status, time period etc.
- Specify each field or keep it default to '**ALL**', specify the time period desired and then click on '**Search**'
- Below are the various options to specify
     Activity: All, Online Payments, Offline Payments
     Payment Status: All, Failed, InProcess, Rejected, Reversal, Approved
     Payment Level: All, CUG Wallet, Tag Accounts, One Wallet
     Payment Type: Different Modes of Payment, e.g., Credit Card, Debit Card, IMPS, UPI etc.

Step 3: - After specifying the different fields, click on '**Search**'
- Once the statement is generated, you can view that statement by clicking on the '**View**' icon or you can export it to excel as well.

(Click Here) to view the steps pictorially

Tag Account Summary

Each FASTag, that is affixed on the car windshield, has a tag account associated with it. Here, you can view summary of the specific tag account, recent activity & online statements associated with the tag, vehicle details, proof of fitment, tag recharge etc.

To access tag account summary of a specific tag, follow the steps mentioned below

Step 1: - **Login** into the Customer Portal. (Click here) to view Login Instructions
        - After login, scroll below to '**Sub Groups**' section
        - Here, from the list of tag accounts, click on '**View Tag Account Summary**' of the specific tag
        - You will be redirected to a page that has the tag account details, details of the vehicle assigned to that particular tag, activity, monthly pass details etc.

(Click Here) to view the steps pictorially

• Manage Vehicle Details associated with Tag Account

Here, you can view and update the details of the vehicle, that the tag is assigned to.

Step 1: - Open Tag Account Summary Page. (Click Here) to view instructions on how to open the Tag Account Summary page
        - From the top menu, hover mouse pointer over '**Vehicles**' and click on 'Manage Vehicles' from the dropdown list

Step 2: - The '**Registered Vehicle Details**' section would show the details of the vehicle linked with your tag account
        - Scroll to the right to update vehicle details

(Click Here) to view the steps pictorially

Upload Vehicle Documents
In case any documents pertaining to your vehicle e.g., RC/Vehicle Image etc. are pending to be uploaded, then you can upload the same

Step 1: - Open '**Manage Vehicle Details**' page. (Click Here)for the instructions for the same
        - Scroll to the right and click on icon under '**Upload**' heading
        - Upload the respective documents and then click on '**Upload**' button

(Click Here) to view the steps pictorially

- Update Vehicle Details
Step 1: - Open '**Manage Vehicle Details**' page. (Click Here)for the instructions for the same
        - Scroll to the right and click on '**Edit**' icon
        - Update Vehicle Details such as License Plate no., make and model of the vehicle, class of vehicle, and other details
        - Click on '**Update**' button

(Click Here) to view the steps pictorially

Generate Proof of Fitment

Here, you can generate the proof of fitment of FASTag on your vehicle

Step 1: - Open Tag Account Summary Page. [Click here] to view instructions on how to open the Tag Account Summary page
- Select '**Documents**' from the top menu --> '**Received Documents**'

Step 2: - From the '**Fitment Proof Details**' page, click on '**Regenerate Proof of Fitment**' to generate the latest proof of fitment copy
- Click on the pdf icon under '**View**' to download your latest generated statement

[Click Here] to view the steps pictorially

• Generate Vehicle-Specific Statements

After accessing the tag account summary page of a specific tag, you can generate and view statements, recent activity, trip activity of the vehicle assigned to that particular tag.

- Online Statement
To view/download the online statement of a particular vehicle, follow the steps mentioned below.

Step 1: - Open Tag Account Summary Page. [Click here] to view instructions on how to open the Tag Account Summary page

Step 2: - From the top menu, hover the mouse pointer on '**Statements & Activity**' and click on '**Online Statement**' from the dropdown menu

Step 3: - Click on '**Export Vehicle Summary to Excel**', to download an excel file having a summary of the trips, and balance available in FASTag of the particular vehicle
- Click on '**Export Transaction Summary to Excel**', to download an excel file consisting of all the transactions done on the FASTag of the particular vehicle

Step 4: - You can also specify the time period for which you want to generate the statement
- Specify the '**Time Period**' and click on '**Generate Statement**'

Step 5: - Click on '**Save Statement**', to save the generated statement on the Customer Portal
- Click on '**Download Statement**', to download a PDF of the generated statement

[Click Here] to view the steps pictorially

- Trip Activity
To view information about toll charges being done on the particular tag, follow the steps mentioned below.

Step 1: - Open Tag Account Summary Page. [Click here] to view instructions on how to open the Tag Account Summary page

Step 2: - From the top menu, hover the mouse pointer on '**Statements & Activity**' and click on '**Trip Activity**' from the dropdown menu

Step 3: - Specify the '**Time Period**' for which you want to view the toll charges

- You can also mention '**Trip No.**' in the field provided [Optional]
- Click on 'Search' button

Step 4: - All the trips under the specified time period will be listed
- Click on the icon under '**View**' tab to view details of the particular trip

Step 5: - The trip details, toll plaza name, toll charges of that particular trip will be displayed
- Click on '**Create Complaint**', to raise any complaint about any discrepancies in the trip
- You will be redirected to the '**Raise Requests and Complaints**' page of the Customer Portal, and the specific trip details will be auto-filled in the complaint
- Additionally, you can click on '**Print**', to save a PDF document of the trip details

Click Here to view the steps pictorially

• Fuel Transactions – Vehicle Level

Here, you can view all the fuel transactions being done, by the specific tag account

Step 1: - Open Tag Account Summary Page.   Click Here to view instructions on how to open the Tag Account Summary page

Step 2: - From the top menu, hover the mouse pointer on '**Statements & Activity**' and click on '**Fuel Transactions**' from the dropdown menu

Step 3: - Specify the Fuel Transaction ID OR enter the time period for which you want the view the fuel transactions
- Click on '**Search**' button

Click Here to view the steps pictorially

• Close Tag Account

Using this option, you can terminate a specific FASTag affixed to a vehicle.

Follow the steps mentioned below to terminate a tag

Step 1: - Open Tag Account Summary Page.   Click Here to view instructions on how to open the Tag Account Summary page

Step 2: - Hover mouse pointer over '**Customer Service**' in the top menu, and then click on '**Close Account**'
- Click on the checkbox adjacent to '**I Agree**' and click on '**Accept**' button

Step 3: - Mention the reason for closing in the '**Reason For Closing The Account**' field
- In the '**Document Details**' section, mention the name of person requesting for closure of tag, upload valid ID Proof, passbook, cancelled cheque *etc.* [Note: Max file size allowed is 2MB]
- Enter your bank account details
- Balance amount left in any wallet will be credited to this bank account
- Click on '**Close Account**' button to terminate the tag account

Click Here to view the steps pictorially

- **One Wallet**

You can also opt to enable One Wallet for your Customer Account. Once you opt for One Wallet, then there will be one single transacting wallet that will be shared amongst the different tags/vehicles.

You won't need to maintain minimum balance in each of the tag that you have. All the toll deductions will happen straight through the One Wallet.

- **Opt-in for One Wallet**

In order to opt-in for the One Wallet, follow the steps mentioned below.

Step 1: - **Login** into the Customer Portal. Click here to view Login Instructions
            - Click on '**Enable One Wallet**' from the right-side menu

Step 2: - Ensure all the listed prerequisites for the one wallet are satisfied
            - Each prerequisite should have a green tick mark next to it
            - Then, click on '**Enable One Wallet**'

Once, you successfully enable One-Wallet, the Account Summary page will now show One Wallet balance, and the recharge options pertaining to CUG wallet will now be replaced by One Wallet

Post-conversion to One Wallet, your account summary page will show different wallets and their respective balances.

- **One Wallet Balance**: This is the main transacting wallet, from which toll deduction for all your vehicles will happen. It has maximum limit of Rs. 1 Lakh
- **Cashback Balance**: This wallet will hold all the cashbacks that you might receive when you use ICICI Bank FASTag
- **Chargeback Balance**: This wallet holds all the amount that has been refunded by the bank, against any wrong deductions or disputes raised by the customer
- **Security Deposit Balance**: This wallet holds the security deposit paid, while purchasing ICICI Bank FASTag
- **Miscellaneous Balance**: This wallet contains a pool of money, that is used for miscellaneous purposes, pertaining to ICICI Bank FASTag
- **One Wallet Threshold**: This denotes the minimum balance that must be maintained in your One Wallet

Click Here to view the steps pictorially

- **Manual Balance Transfer**

You can manually transfer money from cashback, chargeback and miscellaneous wallets into '**One Wallet**'

For e.g. You have received cashback, that has been credited to your '**Cashback Balance**' wallet. Hence, in order to utilize this cashback for toll/fuel payments, you must first transfer the amount from '**Cashback Balance**' into your '**One Wallet**'

To manually transfer balance, follow the steps mentioned below

Step 1: - **Login** into the Customer Portal. [Click here] to view Login Instructions
        - Ensure that One Wallet has been activated

Step 2: - Hover mouse pointer over '**Payments**' in the top menu and click on '**Manual Balance Transfer**' from the dropdown list

Step 3: - Select the source wallet that you want to transfer money from
        - From the '**Destination Wallet**' dropdown list, select the destination wallet that you want to transfer money into
        - Enter the amount to be transferred in the '**Transfer Amount from Source to Destination**' field
        - Click on '**Transfer**' button

[Click Here] to view the steps pictorially

Note: All transfers are non-reversible. Hence, it is advised to check the amounts before proceeding

• One Wallet Summary

You can view all transactions being done, using the One Wallet using this option. You can either export the transaction summary in an Excel format or a PDF document

Step 1: - **Login** into the Customer Portal. [Click Here] to view Login Instructions
        - Ensure that One Wallet is enabled

Step 2: - Hover mouse pointer over '**Statements & Activity**' in the top menu and click on '**Wallets Summary**' from the dropdown list

Step 3: - Mention the time period for which you want to download the statement
        - Click on '**Generate Statement**' button
        - Your generated statement will be listed under the '**Customer Statements**' section
        - Click on the PDF icon below '**Download**' to download your statement

[Click Here] to view the steps pictorially

FASTag Recharge

You can recharge your FASTag using the Customer Portal, transfer balance between tag accounts, recharge CUG wallet, and even set up standing instructions to enable auto-recharge of your FASTag.

Recharge Account

Step 1: - **Login** into the Customer Portal. [Click here] to view Login Instructions
        - After login, hover the mouse pointer over '**Payments**'
        - Next, click on '**Recharge Account**' from the dropdown list

Step 2: - Here, you have two options. You can recharge Tag account directly or you can recharge CUG wallet
        - A Tag account is the FASTag Account through which all transactions pertaining to the FASTag happens

- CUG wallet is the pool of money, which can be used to transfer money to any tag individual tag account linked under it

- Pay to Tag Accounts

Step 2.1.1:- Click on the radio button next to '**Pay to Tag Accounts**'
- Next, click on the checkbox next to your tag account number
- Enter the amount to be recharged
- Choose a desired mode of payment from the available payment modes and then click on '**Continue**'

Step 2.1.2 - Confirm the details entered and then click on '**Make Payment**' to complete your recharge

- Pay to CUG Wallet

Step 2.2.1 - Click on the radio button next to '**Pay CUG Wallet**'
- Next, click on the checkbox next to your CUG Account Number
- Enter the amount to be recharged [Note: Minimum amount that can be recharged is Rs. 500]
- Choose a desired mode of payment from the available payment modes and then click on '**Continue**'

Step 2.2.2 - Confirm the details entered and then click on '**Make Payment**' to complete your recharge

Click Here to view the steps pictorially

• CUG Balance Transfer

You can transfer money from your CUG wallet into your Tag account.

Step 1 - **Login** into the Customer Portal. Click here to view Login Instructions
- After login, hover the mouse pointer over '**Payments**'
- Next, click on '**CUG Balance Transfer**' from the dropdown list

Step 2 - Once the CUG Balance Transfer page loads, click on the checkbox next to the Tag Account which you wish to recharge with money from the CUG Wallet
- Alternatively, you can also enter Tag account or License Plate number in the fields to find the appropriate Tag Account
- Once you select the tag account, click on '**Add**'

Step 3 - Enter the recharge amount in the field provided, and then click on '**Submit**' to transfer the amount from your CUG Wallet to Tag Account

Click Here to view the steps pictorially

• Balance Transfer

Here, you can transfer balance from one tag account to another.

Step 1 - **Login** into the Customer Portal. Click here to view Login Instructions
- After login, hover the mouse pointer over '**Payments**'
- Click on '**Balance Transfer**' from the dropdown list

Step 2 - Enter the Tag Account No. and/or license plate number from which you want to transfer the balance, and then click on '**Search**' button
- Alternatively, you can also click on the radio button under '**Select**' from the list of tag accounts
- This is the source account from which balance will be transferred into other accounts

Step 3 - Enter the amount to be transferred in the '**Amount**' field
- Enter remarks, if any, in the '**Remarks**' field

Step 4 - Scroll down and click on the radio button, next to '**Recipient Tag Account No.**', into which you want to transfer the balance.
- After selection of tags, click '**Add**' button

Step 5 - Next, enter the amount that you want to transfer, into the receiving tags.
- In case of transferring into multiple tag accounts, the sum of money to be transferred in each tag account should be equal to the amount entered in '**Amount**' field at Step 3.
- Click on '**Submit**'

Step 6 - Click on 'OK' on the browser popup
- You will be presented with success message on screen

Click Here to view the steps pictorially

Note: If you do not have multiple tag accounts under one customer account, then a warning would be shown.

• CUG Master Accounts

You can even set-up Auto Recharge facility on your Tag. Once you set this up, your tag account will be auto-recharged, by utilizing the CUG Wallet balance.

Using the CUG Master Accounts feature, whenever the tag balance goes below a certain value, it will be auto-recharged using the balance present in the CUG Wallet.

To enable auto recharge facility on your tag, follow the below mentioned steps.

Step 1. - **Login** into the Customer Portal. Click here to view Login Instructions
- After login, hover the mouse pointer over '**Payments**'
- Next, click on '**CUG Master Accounts**' from the dropdown list

Under this facility, there are two ways to set up the auto-recharge facility. One is proportioning method and the other is auto recharge.

- Proportioning

Here, you can set up a proportion of CUG Wallet balance, to be auto-recharged into the tag. If you have multiple tag accounts, then you can specify different proportions to be Proportioning into different tag accounts.

For e.g. Let's say the minimum balance that is set up is Rs. 200. And the '**Percentage**' value for Proportioning is set to 50%. CUG wallet currently has Rs. 1000 in it.

Whenever the FASTag balance goes below Rs. 200, then Rs. 500 [50% of Rs. 1000] will be transferred from CUG Wallet into tag automatically.

Step 2.1   - From the CUG Master Accounts page, click on the radio button next to '**Proportioning**', and then click on the checkbox next to the tag account number
- Enter the percentage to be set, followed by the effective starting date
- If you have multiple tag accounts, then enter the respective percentage for each tag account. [Note: In case of multiple tag accounts, the percentages must add up to 100%]
- Click on '**Activate**' to enable auto recharge facility on your tag account

Auto Recharge

Apart from proportioning, you can also set up a fixed amount of auto recharge to be done in your tag account. Once the amount is set up, it will get automatically credited from your CUG Wallet to tag account when the tag account balance goes below minimum auto-recharge balance, set by the user

Step 2.2   - From the CUG Master Accounts page, click on the radio button next to '**Auto Recharge**', and then click on the checkbox next to the tag account number
- Enter the minimum and maximum auto recharge balance, followed by the effective start date of auto recharge
- Click on '**Activate**' button to set up auto recharge
- Whenever the tag account balance will go below the auto recharge minimum balance, then your tag account will be credited by the CUG wallet automatically, and the balance will be updated to the value of auto recharge maximum balance

(Click Here) to view the steps pictorially

• Standing Instructions

You can set up Standing Instructions to recharge your tag once the balance goes below the threshold value. Your bank account will be debited, while executing auto-recharge of your FASTag. Once you enable Standing Instructions, you will need to login into your Internet Banking and approve the Standing Instructions request.

There are two different types of standing instructions available.

- Ad hoc Standing Instructions

Here, the top-up in balance of FASTag happens in an ad hoc fashion. Once the balance goes below the predetermined threshold value, then it is recharged with the specified top-up amount automatically.

Follow the below mentioned steps to set up ad hoc Standing Instructions

Step 1   - **Login** into the Customer Portal. (Click here) to view Login Instructions
- After login, hover the mouse pointer over '**Payments**'
- Click on '**Standing Instructions**' from the dropdown list

Step 2.   - Select the radio button next to '**Ad hoc**'
- Select '**RETAIL INTERNET BANKING**' as the payment mode, enter the threshold amount, the top up amount and the start date of the SI
- Enter the '**Threshold Amount**'. Once the tag below goes below this amount, the Standing Instruction will get executed and the tag will be recharged automatically

- Enter the '**Top-Up Amount**'. This is the amount with which the card will be recharged
- Enter '**Start Date**'. This will be the starting date, post which the Standing Instructions will get executed
- Click on '**Submit**'
- Next, login into your ICICI Bank Internet Banking to approve the standing instructions request

Note:
- The minimum threshold amount for the SI is 50% of One Wallet Threshold Value and the maximum threshold amount for SI is the One Wallet Threshold
- The minimum Top-Up Amount for the SI is 50% of One Wallet Threshold and the maximum Top-Up Amount for the SI is that the (Threshold + Top-Up) should be lesser than One Wallet Max Limit (Rs. 1 Lakh)

Scheduled Standing Instructions

You can also schedule a weekly, monthly or a quarterly auto-recharge to your tag account.
To set an auto-recharge schedule, follow the below mentioned steps.

Step 1:
- **Login** into the Customer Portal. (Click here) to view Login Instructions
- After login, hover the mouse pointer over '**Payments**'
- Click on '**Standing Instructions**' from the dropdown list

Step 2:
- On the standing instructions page, select the radio button next to '**Scheduled**'
- Set the Payment Frequency, which can be weekly / monthly / quarterly
- Enter the amount to be recharged under the '**Amount**' field
- Enter the starting date of the Standard Instructions under the '**Payment Start Date**' field
- Click on '**Submit**' to setup the SI
- Next, login into your ICICI Bank Internet Banking to approve the standing instructions request

(Click Here) to view the steps to enable standing instructions pictorially

Customer Service

You can view and update your contact information, enable and disable various kinds of alerts, and terminate your tag account.

• Viewing and Updating Contact Information

To view contact information on the portal, follow the steps mentioned below.

- View Address Details

Step 1:
- **Login** into the Customer Portal. (Click here) to view Login Instructions
- After login, hover the mouse pointer over 'Customer Service
- Next, click on '**Contact Information**' from the dropdown list

Step 2:
- From the customer information screen, click on '**View History**' under '**Addresses**' section
- It will show a history of all the changes/updates being done to your address

(Click Here) to view the steps pictorially

- Update Phone Number

Step 1: - Open the Customer Information screen. [Click here] for instructions for the same

Step 2: - From the customer information screen, 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 3: - 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

[Click Here] to view the steps pictorially

- Update Email Address

Step 1: - Open the Customer Information screen. [Click here] for instructions for the same

Step 2: - From the customer information screen, click on '**View History**' in '**Email Address**' section
      - It will show a history of all the changes/updates being done to your email address
      - Click on '**Edit Email Address**' to update it

Step 3: - Enter the updated email address under the '**Email Address**' field
      - Click on '**Update**' button

[Click Here] to view the steps pictorially

• Enabling and Disabling Alerts

You can enable and disable various transaction alerts, communication regarding complaints etc.

To enable and disable different kinds of alerts, follow the steps mentioned below.

Step 1: - **Login** into the Customer Portal. [Click here] to view Login Instructions
      - After login, hover the mouse pointer over 'Customer Service
      - Next, click on '**Alerts & Communication**' from the dropdown list

Step 2: - You will see a list of all the alerts available, in the SMS and Email format
      - Click on the toggle to turn any alert on or off
      - Then click on '**Save**' to confirm your changes

[Click Here] to view the steps pictorially

• Security Settings

You can change your account password here. Also, you can edit your security questions that are used in case you lose access to your account.

Step 1: - **Login** into the Customer Portal. [Click Here] to view Login Instructions

- After login, hover the mouse pointer over 'Customer Service
- Next, click on '**Security Settings**' from the dropdown list

Step 2: - At the '**Security Settings**' screen, you can change your password and also update your security questions as well
- Enter your current password under the '**Current Password**' field
- Enter the new password in the '**New Password**' field, followed by entering it again in the '**Confirm New Password**' field
- Click '**Update**' button to successfully update your account password

Step 3: - From the dropdown list of security questions, select any one question
- Enter its answer in the '**Security Answer 1**' field
- Repeat the steps for Security Question 2 & 3
- Click on '**Save**' button to successfully update your security questions

Click Here to view the steps pictorially

• Temporary Tag Blocking

You can block your FASTag temporarily using this feature. Once a temporary blocking request is approved, that FASTag won't be charged at toll plazas and cash should be paid.

Step 1: - **Login** into the Customer Portal. Click Here to view Login Instructions
- After login, hover the mouse pointer over 'Customer Service
- Next, click on '**Temporary Tag Blocking**' from the dropdown list

Step 2: - Click on '**Click here to activate Tag Blocking Request**'
- Once done, your request for temporary tag blocking has been initiated in the system

Step 3: - Once the request is approved by the bank, navigate to '**Temporary Tag Blocking**' under the 'Customer Service' section and enter the vehicle details, along with the '**Start Date**' and '**Start Time**' of the temporary tag blocking
- Enter the '**End Date**' and '**End Time**' of the temporary tag blocking. Your FASTag will be unblocked post this date and time
- Enter remarks in the 'Remarks' field given
- Click on '**Submit**' button

Note: - The start date should be within 15 days of current date
- The start time should be within 20 minutes from current time
- Start date and Enda Date should not be more than 7 days
- Minimum duration of tag blocking must be 15 minutes

Step 4: - You will see the following confirmation box
- Click on '**OK**' button to confirm tag blocking
- You will see a banner that states that temporary tag blocking has been initiated successfully

Alternatively, you can also upload the Tag Blocking Template, as mentioned below

Step 3B1: - Once the request is approved by the bank, navigate to '**Temporary Tag Blocking**' under the '**Customer Service**' section.
- From the 'Upload Temporary Tag Blocking Requests' section, click on '**Click Here**' to download the tag blocking template

- Once the template file (.xls format) is downloaded, fill it with the relevant details
- Then click on 'Upload' to upload the filled template file

Step 3B2: - Upon successfully uploading the template, you will be shown the details about the tag blocking request
- Click on '**Submit**' button to submit your tag blocking request
- You will receive a banner that shows successful submission of the tag blocking request

Click Here to view the steps pictorially

• Edit/View Temp. Tag Blocking Request

Once you successfully submit a tag blocking request, you can edit your request or deactivate the request with this feature.

Step 1: - **Login** into the Customer Portal. **Click Here** to view Login Instructions
- After login, hover the mouse pointer over 'Customer Service
- Next, click on '**Edit/View Temp. Tag Blocking Request**' from the dropdown list

Step 2: - All the tag blocking requests will be displayed here.
- Scroll to the right to either '**Deactivate**' or 'Edit' your tag blocking request

- Editing Temp. Tag Blocking Request

Step 2.1: - Click on '**Edit**'
- Enter the updated 'Start Date', '**Start Time**', '**End Date**', '**End Time**'
- Click on '**Update**' to update the details entered above

- Deactivating Temporary Blocking Request

In order the deactivate the blocking request i.e. enabling the FASTag again, follow the below mentioned steps

Step 2.2: - Navigate to Edit/View Temp. Tag Blocking
- Scroll to the right and click on '**Deactivate**'
- Click '**OK**' on the alert box that is displayed
- You will see a confirmation message stating that the tag blocking request has been deactivated

Click Here to view the steps pictorially

• Edit/View Bank Account Details

You can add/update bank account details using this option.

Step 1: - **Login** into the Customer Portal. **Click Here** to view Login Instructions
- After login, hover the mouse pointer over 'Customer Service
- Next, click on '**Edit/View Bank Account Details**' from the dropdown list

Step 2: - You can view your bank account details here
- In case no records are displayed, you can click on the icon next to '**Add Bank Account Details**' to add new details

Step 3: - Enter all the applicable bank details in the respective fields mentioned
- Choose your account type from the '**Account Type**' dropdown list
- Upload a cancelled cheque by clicking the '**Choose File**' button
- Click on '**Save**' button to successfully add bank account details

Click Here to view the steps pictorially

Note: The file format for the cancelled cheque should be either .jpg or .pdf or .tiff. The file size should not exceed 2MB

• Fuel Transactions

Here, you can view all the transactions wherein your FASTag has been used to make fuel purchases

Step 1: - **Login** into the Customer Portal. Click here to view Login Instructions
- After login, hover the mouse pointer over 'Customer Service
- Next, click on '**Fuel Transactions Customer Level**' from the dropdown list

Step 2: - Specify the Fuel Transaction ID OR enter the time period for which you want the view the fuel transactions
- Click on '**Search**' button

Click Here to view the steps pictorially

• Terminate FASTag Account

Follow the steps mentioned below to close your FASTag account.

Step 1: - **Login** into the Customer Portal. Click here to view Login Instructions
- Click on '**Close Account**' from the top menu

Step 2: - Click on '**I Agree**' checkbox and then click on '**Accept**'

Step 3: - Click on the checkboxes, next to the tag account of the tag that you want to terminate. You can terminate multiple tags at once as well

Step 4: - Mention the reason for closing in the '**Reason For Closing The Account**' field
- In the '**Document Details**' section, mention the name of person requesting for closure of tag, upload valid ID Proof, passbook, cancelled cheque etc. [Note: Max file size allowed is 2MB]

Step 5: - Enter your bank account details
- Balance amount left in any wallet will be credited to this bank account
- Click on '**Close Account**' button to terminate the specific tag account(s)

Click Here to view the steps pictorially

• Authorized Users

You can create different users, to access the Customer Portal. This feature ensures that the single customer account can be accessed simultaneously, by multiple users. This is particularly helpful when you have multiple tag accounts, each being handled by a separate user.

To create a new user, follow the steps mentioned below

Step 1: - **Login** into the Customer Portal. Click here to view Login Instructions
- Then click on '**Authorized Users**' from the top menu

Step 2: - Click on '**Add New User**'

Step 3: - At the bottom of the '**User Details**' page, select a role for the new user, from the '**Role**' dropdown list
- Note: Admin role will enable the user to create new users

Step 4: - Enter all the personal details as applicable, followed by entering the username and password for the new user
- Enter the password once again in the '**Confirm Password**' field
- Assign the role to the user, if not done already
- Click on '**Save**' button

Note: - The Username should contain minimum 5 characters and maximum 50 characters
- Username should not contain any spaces or special characters. Only alphanumeric characters are allowed
- The password should not contain any part of the username, the first name or last name, and it should contain minimum 7 characters and maximum 20 characters
- The password should consist the combination of at least 3 out of the following: uppercase letters, lowercase letters, numbers, special characters

(Click Here) to view the steps pictorially

• Sub Groups

Sub groups is a useful feature when there are multiple tags in your account, and you want to group them together as per some criteria, for better management of the tag account.

• Viewing Subgroups

Follow the steps mentioned below in order to view existing subgroups and the tag accounts mapped under it.

Step 1: - **Login** into the Customer Portal. Click here to view Login Instructions
- Scroll down, to the sub-group section, where all the tag accounts under specific sections are listed
- Alternatively, you can click on '**Manage Sub Groups**', under the '**Manage Your Account**' section on the right-side of the webpage

• Creating a new sub group

To create a new sub group, follow the steps mentioned below.

Step 1: - **Login** into the Customer Portal. (Click here)to view Login Instructions
- Hover mouse pointer over '**Sub Goups**' from the top menu, and click on '**Manage Sub Groups**' from the dropdown list
- Alternatively, you can click on '**Manage Sub Groups**', under the '**Manage Your Account**' section on the right-side of the webpage

Step 2: - Click on '**Add New Sub Group**'

Step 3: - Enter the name of the sub group in the '**Sub Group Name**' field
         - Enter description about the sub group in the '**Description**' field
         - Click on '**Add**' button

Note: - Subgroup name should contain minimum 1 and maximum 50 characters
       - Only alphanumeric characters are allowed

(Click Here) to view the steps pictorially

• Adding Tag to Sub Group

To add a vehicle/tag to a particular sub group, follow the steps mentioned below

Step 1: - **Login** into the Customer Portal. (Click here) to view Login Instructions
         - Hover mouse pointer over '**Sub Groups**' from the top menu, and click on 'Manage Sub Groups' from the dropdown list
         - Alternatively, you can click on '**Manage Sub Groups**', under the '**Manage Your Account**' section on the right-side of the webpage

Step 2: - Click on '**Map Tag Accounts**'

Step 3: - From the list of the tag accounts displayed, click on the checkboxes adjacent to the '**Tag account No.**' of the tags that you want to add to the particular sub group
         - You can select multiple tag accounts as well at this step
         - Click on the '**Sub Group**' dropdown list and select a specific sub group
         - Click on '**Submit**' button

(Click Here) to view the steps pictorially

• Deleting a Sub Group

To delete a user-generated sub group, follow the steps mentioned below

Step 1: - **Login** into the Customer Portal. (Click here) to view Login Instructions
         - Hover mouse pointer over 'Sub Groups' from the top menu, and click on 'Manage Sub Groups' from the dropdown list
         - Alternatively, you can click on '**Manage Sub Groups**', under the '**Manage Your Account**' section on the right-side of the webpage

Step 2: - Click on the delete icon of the sub group you wish to delete
         - Click on 'OK' on the browser pop up
         - You will be presented with a success message upon deletion of the sub group
            to view the steps pictorially

Note: - You cannot delete the 'Default' sub group, created by the system
       - You cannot delete a sub group that has tags mapped to it

Documents

To view the status of the documents uploaded for KYC, follow the steps mentioned below

Step 1: - **Login** into the Customer Portal. (Click Here) to view Login Instructions
- Then, hover mouse pointer on '**Documents**' from the top menu
- Click on '**KYC Documents**' from the dropdown menu

(Click Here) to view the steps pictorially

Help Desk

You can raise complaints concerning with tag transactions, raise request regarding tag replacement and other customer queries.

• **Raise Requests and Complaints**

Step 1: - **Login** into the Customer Portal. (Click Here) to view Login Instructions
- Then, hover mouse pointer on '**Help Desk**' from the top menu
- Click on '**Raise Request/Complaint**' from the dropdown menu

Step 2. - From the Help Desk screen, click on the Type dropdown arrow and select the specific type of request
- There are two options i.e., '**Request/Complaint' And 'Dispute Transaction/ Chargeback**'

(Click Here) to view the steps pictorially

Once you select a specific '**Type**', you are presented with various subtypes as shows below.

Request / Complaint

Under Request and Complaints, you have the following options.
- Other Personal Detail Update
- Tag Blacklist Removal
- Tag Replacement
- Add on Tag under same customer ID
- New Tag Request
- Recharge Failed but Account Debited
- Tag not Delivered after TAT
- Tag Not Working

- Other Personal Detail Update

Here, you can update your personal details such as name, date of birth, address, email address.

Step 1: - Choose '**other Perosnal Detail Updation**' from the 'Subtype' dropdown list under the '**Type**' '**Request/Complaint**'
- Enter the date of request, current time, title and description about your request
- From the '**Type Of Query**' dropdown list, select the applicable option
- Next, upload relevant proofs by clicking on '**Attach**' button
- Then, click on '**Submit**' to submit your request

(Click Here) to view the steps pictorially

- Tag Blacklist Removal

Step 1: - Choose '**tag Blacklist Removal**' from the '**Subtype**' dropdown list under the '**Type**' '**Request/complaint**'
- Enter the license plate number, date and time, title and description of your request
- Select the applicable type of query from the 'Type Of Query' dropdown, attach relevant proofs, if any, using the '**Attach**' button
- Click on '**Submit**' to submit your request

Click Here to view the steps pictorially

- FASTag Replacement

Step 1: - Choose 'tag replacement' from the '**Subtype**' dropdown list under the '**Type**' '**Request/complaint**'

Step 2: - Click on '**Search VRN**' to search for vehicle registered under your FASTag account

Step 3: - Enter your Vehicle number, then click on '**Search**'
- From the list, click on 'Select' for the tag you wish to apply for replacement

Step 4: - 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

Click Here to view the steps pictorially

- Add on Tag under same customer ID

You can also 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: - Choose 'Add On Tag Under Same Cust ID' from the 'Subtype' dropdown list under the '**Type**' '**Request/complaint**'
- From 'Type Of Query' dropdown, select '**Addon 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 2: - Attach the front and backside of RC copy
- Click on '**Submit**' to submit your request for an addon tag

Click Here to view the steps pictorially

- Recharge failed but account has been debited

In case of an issue wherein a recharge gets failed, but your account is debited for it, then follow the below steps to raise an issue

Step 1: - Choose '**Recharge Failed But Account Debited**' from the '**Subtype**' dropdown list under the '**Type**' '**Request/complaint**'

Step 2: - Under the '**Type of Query**', select as applicable
- Mention various details such as Mode of Recharge, recharge date, amount, transaction id in the respective fields
- Attach Screenshot of payment by pressing the '**Attach**' button
- Then click '**Submit**'

Click Here to view the steps pictorially

- Tag Not Delivered

In case a Tag is not delivered in the stipulated amount of time, then follow the steps below

Step 1.: - Choose '**Tag Not Delivered After Tat**' from the '**Subtype**' dropdown list under the '**Type**' '**Request/complaint**'
- Enter the tag account details and other relevant details and then click on '**Submit**'

Click Here to view the steps pictorially

Tag Not Working

In case a tag is not working, then follow the below steps

Step 1: - Choose '**Tag not working**' from the 'Subtype' dropdown list under the '**Type**' '**Request/complaint**'
- Enter the tag account details and other relevant details and then click on 'Submit'

Click Here to view the steps pictorially

Dispute Transaction/Chargeback

If any FASTag transaction has any errors i.e., toll calculation error, double debit, duplicate transaction at plaza or wrong deduction etc., then refer the below steps

- Under Request and Complaints, you have the following options.
- Return Journey fare calculated incorrectly
- Toll services not availed/ Tag holder does not recognize the transaction
- Duplicate transaction at plaza/double debit
- Toll fare calculation error
- Wrong debit adjustment raised
- Credit posted as debit
- Paid by other means
- Monthly pass/ local pass issue/ discount not applied
- Wrong deduction

Step 1: - Choose the appropriate option from the '**Subtype**' dropdown list under the '**Type**' '**Dispute Transaction/Chargeback**'

Step 2: - Next, click on '**Search Trip**' to search for the actual trip where the error has happened

Step 3. - Enter the RRN and the Trip No

Step 4.: - Enter the dispute amount and other relevant details in the field provided.
- Then click on '**Submit**'

Click Here to view the steps pictorially

View & Track Complaints

After you register a complaint or an inquiry, you can use this feature to track current status of your complaints.

Step 1: - **Login** into the Customer Portal.
- Then, hover mouse pointer on '**Help Desk**' from the top menu
- Click on '**View/Track Inquiry**' from the dropdown menu

Step 2: - Specify the time period, between which the complaint/inquiry was registered on the portal
- Select an option from the '**Status**' dropdown list
o ALL: View all complaints in the specified time period
o OPENED: View all complaints that are yet to be resolved
o CLOSED: View all complaints that have been resolved
o REOPENED: View all complaints that have been opened again post resolution
- Select an option from the '**Type**' dropdown list
o ALL: To view all the complaints
o REQUEST/COMPLAINT: To view any requests or complaints about a feature
o ENQUIRY: To view all the enquiries
o DISPUTE TRANSACTION/CHARGEBACK: To view all the complaints pertaining to wrong transactions or related to refund
- Alternatively, you can also specify the exact '**Ticket No.**' of your complaint in the field provided, to view the status of that specific complaint
- Click on '**Search**' button

Step 3: - You will be presented with list of all the complaints in the specified time period
- Scroll to the right and click on the file icon, under '**View**', to view details of that specific complaint

Click Here to view the steps pictorially

Bulk Dispute Complaints

You can raise multiple dispute-related complaints, much more efficiently using this feature.

Step 1: - **Login** into the Customer Portal.
- Then, hover mouse pointer on '**Help Desk**' from the top menu
- Click on '**View/Track Inquiry**' from the dropdown menu
Step 2: - Click on the '**Click Here**' text to download the template for bulk dispute complaints

Step 3: - The excel template file will have certain fields such as Type, Subtype, Priority, Severity etc.
- Each single row in the file corresponds to one complaint. Fill details in all the fields as applicable, and upload the file by clicking the '**Upload**' button

Click Here to view the steps pictorially

Other Links

Along with the various features of the ICICI FASTag, you can also view information on the

- Different POS outlets, where you can buy ICICI Bank FASTag
- List of Active Toll Plazas
- Terms and Conditions, FAQs of ICICI Bank FASTag

Step 1: - **Login** into the Customer Portal. Click Here to view Login Instructions
- Scroll to the bottom of the webpage
- Click on the links mentioned in the bottom-right of the page
- You will be redirected to the respective page