

### **Axis Bank FASTag - Terms and Conditions**

1. The customer agrees that entering of OTP sent by the bank for validation implies that customer has requested to avail the FASTag product of the bank and authorizes the bank to contact the customer through phone calls, email, etc. towards provision of the referred service.
2. The customer hereby agrees and confirms that, the applicable Security Deposit, as decided by the bank from time to time, shall be maintained as "Minimum Amount" in the customer's Account as per the applicable terms & conditions stipulated by Axis Bank, and customer shall ensure that the Security Deposit should not fall below the Minimum Amount. The Customer also agrees to bear the charges for recharges based on the recharge mode chosen by the customer. The charges are liable to be changed by the bank from time to time.
3. The customer hereby agrees and confirms that Axis Bank or Toll Plaza will not be responsible towards any physical damage to the FASTag in any manner whatsoever and that the customer shall be solely responsible for any such damage or loss to the FASTag.
4. The customer hereby agrees and confirms that Axis Bank shall under no circumstances be held liable or responsible in any manner if the Toll Plaza is not functional or unable to read the FASTag. In such cases, the Customer will have to make Payment to the Toll Plaza via other modes such as Cash, etc.
5. The customer hereby agrees and confirms that Axis Bank shall have all the rights & authority in its sole discretion to flag the FASTag in Hotlist if the customer's wallet falls into negative balance or fails to comply with terms & conditions stipulated by Axis Bank under the applicable laws.
6. The customer hereby agrees and confirms that the balance in the FASTag wallet shall not remain negative from the date of transaction.
7. The customer hereby agrees and confirms that if the FASTag wallet maintains a negative balance, the bank may recover the amount from the Security Deposit amount. In cases where the negative balance exceeds the Security Deposit amount, the remaining outstanding amount will be recovered from other funds, deposits, or accounts held by the FASTag holder with the bank.
8. The customer hereby agrees and confirms that, the balance maintained in his/her account cannot be treated as Security Deposit and the same cannot be pledged/charged as security for any loan or other services availed from Axis Bank or any other bank/financial Institution in any other manner.
9. The validity of the FASTag is 5 Years from the date of issuance. However, the validity will be auto renewed by the Bank every time on the expiry of the 5 years for a period of another 5 years. The customer agrees to this auto-renewal and confirms that in case, the customer requires to stop the facility, he/she shall approach the bank for closure/replacement of the FASTag.
10. The customer hereby agrees and confirms that once the customer's wallet is recharged the amount so recharged in the wallet cannot be withdrawn, except at the time of closure of said wallet subject to the recovery of applicable charges/commissions/costs due to Axis Bank. The outstanding amount

in the wallet would be transferred to the bank account of the customer. No cash will be disbursed by the bank.

11. The customer hereby agrees and confirms that by applying for Axis Bank FASTag, customer agrees to indemnify Axis Bank and its officials from and against any and all claims, actions, suits, proceedings, costs, damages, judgments, amounts paid in settlement and expenses (including without limitation reasonable attorneys' fees and reasonable disbursements at actual) (collectively, "Loss") incurred by Axis Bank, to the extent suffered, as a result of, arising from, or in connection with or relating to or arising out of the use of the FASTag by the customer. The customer also agrees to indemnify the Axis Bank and its officials from and against any Loss incurred or suffered by the Axis Bank as a result of the Axis Bank providing its services in the form of wallet Account and any transaction made therein, to enable the customer to utilize the FASTag.
12. The products & services provided herein by the Axis Bank will be as per the applicable terms & conditions stipulated by the Axis Bank and the Axis Bank shall at its sole discretion reserve the right to modify/alter all or any of the terms & conditions, without prior notice or any reason whatsoever.
13. The products & services provided herein shall be subject to applicable RBI guidelines and regulations, issued from time to time and other prevailing laws and regulations in India.
14. The FASTag may be used for the purpose of making applicable toll payments as may be required by the relevant authorities at participating toll plazas on the highway through the ETC Lane provided at such Toll plazas. No Interest shall be payable by Axis Bank on the amount loaded in the wallet.
15. The bank has hosted a dedicated 24 x 7 call centre facility for this product. This team can be reached using toll free number 18004198585 or at etc.management@axisbank.com. The customer agrees to contact this call centre for any assistance related to this product and confirms that the Service Request number would be obtained by him / her for all requests raised.
16. If the FASTag is lost or stolen, the customer must file a report with the local police and should be able to produce a copy of the police report upon request by Axis Bank. The customer must immediately report the loss / theft over the telephone to the Customer Care. Customer Care shall, upon adequate verification hotlist/cancel/suspend the FASTag and terminate all facilities in relation thereto during working hours on a working day following the receipt of such information and on request of the customer and shall not be liable for any inconvenience caused to the customer in this regard. The customer shall take cognizance of the fact that once a FASTag is reported lost or stolen and is subsequently found, the same shall be promptly cut in half and adequate care taken to prevent its misuse. The customer is responsible for the security of the FASTag and shall take all steps towards ensuring the safe keeping thereof. The customer will be liable for all charges incurred on the FASTag until the FASTag is reported Lost/ Stolen. In the event, Axis Bank determines that the aforementioned steps are not complied with, financial liability on the lost and stolen FASTag would rest with the customer.
17. In case the wallet has a negative balance amount, the FASTag will be hot-listed, and the corresponding FASTag shall not be accepted at any Toll Plazas.
18. On closure of the FASTags, the total of all Toll and/or Parking related transactions outstanding whether or not already reflected in the statement and the amount of any transactions incurred after closure shall become forthwith due and payable by the customer.

19. The customer is responsible for all transactions initiated by use of the FASTag, accept as otherwise set forth herein. Each time the customer uses the FASTag at a participating Toll Plaza, he authorizes Axis Bank to reduce the funds available in the FASTag Account by the amount of Transaction. The customer is not allowed to exceed the available amount in the FASTag Account through an individual transaction or a series of transaction. Nevertheless, if a transaction exceeds the balance of the funds available, in the FASTag Account, the customer shall remain fully liable to Axis Bank for the amount of the transaction. Axis Bank reserves the right to bill the customer for any negative balance. The customer agrees to pay Axis Bank promptly for the negative balance. Axis Bank also reserves the right to cancel/ terminate the FASTag, should the customer create one or more negative balances with the FASTag.
20. Axis Bank shall have the absolute discretion to amend or supplement any of the Terms and Conditions, features and benefits offered on the FASTag. The balance available on the FASTag shall be liable to be utilized for all transactions/charges incurred and all other obligations under the revised Terms and Conditions. Axis Bank shall notify/ communicate the amended Terms and Conditions by hosting the same on the bank website. The customer shall be responsible for regularly reviewing the terms and conditions, including amendments thereto as may be posted on the bank website and shall be deemed to have accepted the amended terms and conditions by continuing to use the FASTag.
21. The customer confirms that the Vehicle Registration Number for which the FASTag has been applied is being used by the customer and the amount pertaining to the Toll Transactions done by the said vehicle can be debited to the customer's Wallet.
22. The customer acknowledges and agrees that is strictly not transferable and shall only be used with respect to the abovementioned vehicle owned by the customer.
23. The customer hereby consents that the physical RFID FASTag can be delivered to the customer at the address mentioned in the application form or can be hand-delivered. customer shall ensure that FASTag is affixed to the vehicle bearing the same registration number as was mentioned in the application form. customer confirms that any liability incurred from the FASTag to the extent of the Toll Transactions received will be borne by the customer. The customer confirms that process of FASTag Affixation is well understood and takes all responsibility toward FASTag Damage or Incorrect FASTag Affixation.
24. The customer is aware that the Online Portal has been provided by the bank wherein the transactions of the wallet can be accessed. customer agrees to report any issue with the Wallet Transactions within 3 days of the date of the transactions. In case, no dispute is reported, bank shall assume that the wallet transaction is acceptable to the customer and there are no unanticipated concerns. In case customer observes some unknown transactions in the customer wallet, it should be reported to the customer service desk within 3 days. After due validation, bank shall get the amount reimbursed from the Toll Plaza in due course.
25. Bank reserves the right to consolidate the customer ID and update the KYC status if existing relationship found for the customer basis the PAN details mentioned.
26. For Existing to Bank customers, the bank will use details stored in the bank database for issuance of FASTag. The customer has the facility to auto debit the account for payment of security deposit and first recharge.

27. For Existing to Bank customers, the bank also provides auto debit facility which can be set as per the customer's requirement at the time of issuance, The 'minimum threshold' is the amount that will trigger a reload of the wallet when wallet balance reaches this amount. The 'maximum threshold' is the amount that will be loaded every time the wallet balance reaches the minimum threshold. The customer confirms that the last updated auto debit will overwrite the old instructions for the wallet that is linked to the FASTag.
28. The customer agrees that the Min KYC wallet that monthly recharge limit will be applicable for a lifetime until the wallet gets converted to Full KYC from Min KYC. Additionally, credit freeze will not be applicable in the wallet even if it is not converted to Full KYC from Min KYC status.
29. The bank may be required to share Personal Information to its Service Providers and Authorized Vendors in order to render service to customers. In such cases, before sharing any such Personal Information, the bank shall ensure that a proper Agreement is signed by the recipient Service Providers and Authorized Vendors, and they are bound by confidentiality conditions.
30. The bank may disclose personal information to credit rating agencies and fraud prevention and law enforcement agencies and identity/ address verification agencies who may record and use customer Information and disclose it to other organizations for debt tracing, fraud and money laundering prevention purposes/illegal activities.
31. The following charges are applicable on FASTag:

Tag Issuance Fee (one time)	₹100/- (Inclusive of taxes)
Reissuance Fee	₹100/- (Inclusive of taxes)
Security Deposit*	₹200/- for vehicle class 4 (car, jeep, and van)
Minimum Recharge*	₹100/- for vehicle class 4 (car, jeep, and van)

\*Minimum recharge amount and Security Deposit for other vehicles will vary as per the vehicle class threshold

32. Axis Bank does not levy any charges or fees for accessing or using its digital channels. By availing services through any digital platform provided by the Bank, the customer acknowledges and agrees to the following terms relating to risk, responsibility, and liability.
33. The customer shall be responsible for maintaining the confidentiality and secure use of their login credentials, registered mobile number, devices, and internet connectivity. Any unauthorised access or misuse arising due to negligence, carelessness, or failure to safeguard such information at the customer's end shall be the responsibility of the customer.
34. The bank shall not be liable for losses arising from phishing, vishing, malware attacks, device compromise, or third-party fraud where such loss is attributable to the customer sharing or disclosing credentials, OTPs, PINs, passwords, or other confidential information, in contravention of the bank's instructions or advisories.
35. The customer shall be fully responsible for the security of their registered mobile number, device, login credentials, PIN, passwords, and OTPs. Any unauthorized transaction arising due to the customer sharing or compromising such information shall be the sole liability of the customer

36. Kindly go through Axis Bank's [Grievance Redressal Policy](#).