FAQ - FASTag Recharge (version- 1)

1. How to recharge a FASTag?

a) Recharge of **bank issued FASTag** (i.e. FASTag purchased from a bank)

- Any FASTag issued by bank can be recharged by visiting **respective bank web-portal.** On submitting user credentials, a wallet associated with FASTag can be recharged via net banking, UPI and debit/credit card.

- FASTag issued by banks can also be recharged **via UPI on My FASTag App** (available on Android Play Store, iOS version coming soon)

- Customer may also call respective bank's customer care number for assistance/information on recharge

b) Recharge of **NHAI FASTag** (i.e. bank neutral FASTag)

- The NHAI FASTag which are linked to NHAI prepaid wallet can be recharged via UPI on My FASTag App through net banking, UPI and debit/credit card.

- Those NHAI FASTag which are linked to a bank account via My FASTag App are automatically topped up once the balance goes down below minimum threshold amount. The amount of auto-top can be chosen by customer by providing standing instruction while linking the tag with bank account.

2. I have forgotten by Tag details. How to retrieve information?

a) For **bank issued FASTag** (i.e. FASTag purchased from a bank)

A customer may call concerned bank's Toll-free number written on the back side of the tag. Customer has to mention his or her user credentials (mobile number against which the tag has been registered, Vehicle Registration Number (VRN) etc.) On successful verification of use credentials, requisite information shall be provided.

Toll-free number of all banks are provided as below:

Sr No	Issuer Bank	Customer Care Helpline No
1	Axis Bank	1800-419-8585
2	ICICI Bank	1800-2100-104
3	IDFC Bank	1800-266-9970
4	State Bank of India	1800-11-0018
5	HDFC Bank	1800-120-1243
6	Karur Vysya Bank	1800-102-1916
7	Equitas Small Finance Bank	1800-419-1996
8	Paytm Payments Bank	1800-102-6480
9	Kotak Mahindra Bank	1800-419-6606
10	Syndicate Bank	1800-425-0585
11	Federal Bank	1800-266-9520
12	South Indian Bank	1800-425-1809
13	Punjab National Bank	080-67295310
14	Saraswat Bank	1800-266-9545
15	Fino Payments Bank	1860-266-3466
16	City Union Bank	1800-2587200
17	Bank of Baroda	1800-1034568
18	IndusInd Bank	1860-5005004
19	Yes Bank	1800-1200

Sr No	Issuer Bank	Customer Care Helpline No
20	Union Bank	1800-222244
21	Nagpur Nagarik Sahakari Bank	1800-266718
22	Airtel Payments Bank	400

The list of Customer care number of the banks can be availed from below:

    i. www.ihmcl.com
    ii. My FASTag App
    iii. NHAI Helpline number 1033

b) For **NHAI FASTag** (i.e. bank neutral FASTag)

A customer may call 1033 Helpline number for any assistance.