



**6. Details of Related Person (please tick one option given below)**

**A**-Addition of Related Person, **B**- Deletion of Related Person, **C**- KYC Number of Related Person.....

**Related Person Type (please tick one)** - A-Guardian of Minor, B- Assignee, C- Authorized Representative such as Driver, any other person authorized by the owner of the Vehicle (Tick One)

Name of related Person.....Proof of Identity of related person(please select one)\*.....

A-Passport Number.....,Passport Expiry Date.....

B-VoterID Card.....,

C-Driving License.....,Driving License Expiry Date.....

D- NAREGA Job Card.....,

E- Letter Issued by National Population register containing details of name & address.....

**7. Vehicle Details (RC copy duly verified to be collected)**

Name of the Vehicle Owner ( as per the Registration Copy)	
Registration Number of the Vehicle (signed copy of RC to be taken)	
Vehicle Colour	
Engine Number	
Chasis Number	
Make of the Vehicle	
Model of the Vehicle	
Vehicle Class (Please refer the List defined by NPCI)	

**8. Transaction Details**

Payment Mode: (Cash, others)	
FASTag Fees	
Security Deposit	
Load amount	
Total:	

**9.** Remarks (if any).....

**10.** In case of Aadhar/Officially Valid Document furnished by the client does not contain updated address, the following documents shall be deemed to be officially valid documents for the limited purpose of proof of address

Document Code	Description
01	Utility bill which is not more than two months old of any service provider( electricity, telephone, post-paid mobile phone, piped gas, water bill)
02	Property or Municipal tax receipt
03	Pension or Family Pension payment orders(PPOs) issued to retired employees by Government Department or Public Sector Undertakings, if they contain the address
04	Letter of allotment of accommodation from employer issued by State or Central Government departments, statutory or regulatory bodies Public sector undertakings, scheduled commercial banks, financial institutions and listed companies. Similarly, leave and license agreements with such employers allotting official accommodation.

**Declaration:**

I hereby apply for the issuance of a State Bank FASTag and declare that the information provided by me in this application form is true and correct to the best of my knowledge and belief and I undertake to inform you of any changes therein, immediately. In case any of the above information is found to be false or untrue or misleading or misrepresenting, I am aware that I may be held liable for it. I hereby consent to receiving information from Central KYC Registry through SMS/Email on the above registered number/email address.

Submission of Aadhar : NO ( ) IF YES ( ) I hereby declare that I have submitted my Aadhar Card issued by UIDAI voluntarily for identification and or address proof towards the compliance of KYC norms under PMLA 2002

I declare that, I am eligible to apply for SBI FASTag. I have read the terms and conditions applicable to State Bank FASTag, and I understand that SBI is entitled at its discretion to accept or reject this application without assigning any reason whatsoever. I agree to be bound by all the terms and conditions in force from time to time. I also understand that upon any usage of State Bank FASTag at any Toll Plazas and Top ups of the FASTag via point-of-sale / online portals, the amount in the FASTag account will result in decrease/ increase as per the transactions/case type. The Bank/third party will levy all the applicable charges/taxes as per the service types availed by me.

[ ] I have read and agree to the terms and condition attached with this form.

**Optional:** I hereby authorize State Bank to debit my SBI Current/savings account Number at \_\_\_\_\_ Branch by Rs..... (In Words :.....), once the minimum balance falls below the prescribed amount as defined by SBI from time to time.

Date: .... /.... /.....

Place:

**Signature/Thumb Impression of the Applicant**

**Attestation/For Office Use Only**

Documents Received (Tick any one) – A- Self Certified, B- True Copies, C-Notary,

Risk Category (Tick one) - High, Medium, Low. In person Verification Carried out by (name of the person).....

**Details of the PoS**

POS Name .....POS Code..... Signature and Seal  
**( POS Authorised Person)**

**Details of the Channel Partner (Service Provider)**

Name .....Code.....Designation..... Signature and Seal

**Terms and conditions of the SBI FASTag**

These Terms and Conditions apply to and regulate the provision of FASTag facility provided by SBI. These terms and conditions (the "Terms and Conditions") shall be in addition to and not in derogation to any other terms as stipulated by SBI from time to time.

**1. Definitions**

In these Terms and Conditions, unless there is anything repugnant to the subject or context thereof, the following words / expressions shall have the meaning as stated herein under:

"Application" or the "Tag Application" shall refer to the application made by a customer to SBI for the issuance of a FASTag. The Application shall be in the form of a written application made in the manner and format prescribed by SBI, and shall form an integral part of these Terms and Conditions.

"Concessionaire" refers to the person/entity that has been granted the right to construct, maintain, and toll the Highway by the National Highways Authority of India.

"National Highway" shall mean all the National Highways where ETC program is active.

"Tag" refers to the prepaid FASTag issued by SBI.

"Tag Account" shall mean the account opened in the name of the Customer and maintained by SBI for the purpose of usage of the Tag as per the Terms and Conditions contained herein.

"Customer" shall mean the individual or corporates who makes an Application for the issuance of, and to whom the Tag has been issued by SBI subject to such terms and conditions as may be specified by SBI, and who is authorized to hold and use the Tag.

"Tag Website" refers to www.fastag.onlinesbi.com, which is owned, operated and maintained by SBI.

"Transaction" shall mean any Tag transaction/s carried out by the Customer/s as permitted by these Terms and Conditions, including but not limited to, loading or reloading of funds to a Tag; Tag balance enquiries and/or such other uses as SBI may permit in writing from time to time.

"Customer Care" refers to the telephonic customer service facility provided by SBI throughout the day to Customer/s for any Tag related queries.

**2. Interpretation**

- a. All references to singular include plural and vice versa and the word "includes" should be construed as "without limitation".
- b. Words importing any gender include the other gender.
- c. Reference to any statute, ordinance or other law includes all regulations and other instruments and all consolidations, amendments, re-enactments or replacements for the time being in force.

- d. All headings, bold typing and italics (if any) have been inserted for convenience of reference only and do not define limit or affect the meaning or interpretation of these Terms and Conditions.
- e. The rules of interpretation as set out in the General Clauses Act shall, unless it be repugnant to the subject or context thereof, apply to these Terms and Conditions as if incorporated herein.

### **3. Applicability of Terms**

The Customer shall be deemed to have unconditionally agreed to and accepted these Terms and Conditions by submitting the Application for the Tag or by performing a Transaction or by accepting the Tag, in the form and manner prescribed by SBI from time to time.

### **4. Issuance of Tags**

SBI may issue the Tag to a customer on the request of the customer and pursuant to the customer making an Application for the Tag and agreeing to the applicable terms and conditions in the form and manner prescribed by SBI in this regard. SBI shall maintain records of these Applications and other Transactions in such manner as may be deemed suitable by SBI.

The Tag issued by SBI to the Customer shall be mandatorily affixed by the authorized representative of the Bank on the vehicle of the Customer with the vehicle number specified by the Customer in the Application. The Tag is not transferable and may only be used with respect to the vehicle on which the Tag has been affixed by the authorized representative of the Bank.

The Tag shall be activated with a minimum amount being loaded on the Tag by the Customer. Tag Cost as decided by the Bank will be applicable as per the tag class.

The tag holder shall be bound to comply with these Terms and Conditions and all the policies stipulated by SBI from time to time in relation to the FASTag. SBI may, at its sole discretion, refuse to accept the Application and to issue the Tag to the Customer.

### **5. Documents needed to apply for SBI FASTag**

Since the SBI FASTag is linked to an account, KYC documentation would be required as per the KYC policy of the Bank. Apart from the KYC documentation, you need to submit Registration Certificate (RC) of the vehicle along with the application for SBI FASTag. The SBI FASTag is linked to a prepaid account, then it can be issued as per below defined limits:

By accepting minimum details of account holder: This type of FASTag cannot have more than Rs. 10,000\*/- limit in their FASTag (Prepaid) account. The monthly reload limit is also capped to Rs. 10,000/-.

Requirements: Minimum KYC details (as per Bank policy), vehicle RC Copy, Photo of the customer.

Full KYC FASTag account holder: This type of FASTag account cannot have more than Rs. 1 Lakh limit in their FASTag (prepaid) account. There is no monthly reload cap in this account.

Requirements: Full KYC details (as per Bank policy), Vehicle RC Copy, Photo of the customer

### **6. Features of Tag**

The Tag may be used for the purpose of making applicable toll payments at participating Toll Plazas on the Highway through the ETC lane provided at such Toll Plazas. The list of participating Toll Plazas will be updated on the Tag Website by SBI from time to time. No interest shall be payable by SBI on the amount available/loaded for this purpose.

A User ID and password will be provided to the Customer to allow him/her to reload the Tag through the Tag Website. The Customer must not disclose this User ID and password to anyone else.

The Customers may load and reload the Tag at Point of Sale (PoS) subject to verification of their identity and any other mandatory requirements as prescribed by the Bank from time to time and/or using the payment gateway available to the Customers after they log in to Tag Website using the User ID and password provided to them. Limitations regarding minimum amount, maximum amount, annual load limit and frequency of loading and reloading shall be applicable as prescribed by the Bank from time to time. The cash loading / reloading facility is subject to the relevant applicable fee(s). Funds loaded on a Tag after activation by SBI are immediately available for the Customer for use.

## **7. Lost or Stolen Tags**

If the Tag is lost or stolen, the Customer must immediately report the loss/ theft over the telephone to the Customer Care and /or lodge a complaint with a Point of Sale (PoS). Customer Care shall, upon adequate verification, blacklist the Tag and terminate all facilities in relation thereto during working hours on a working day following the receipt of such intimation and on the 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 Tag 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 Tag and shall take all steps towards ensuring the safe-keeping thereof. The Customer will be liable for all charges incurred on the Tag until the Tag is reported lost /stolen. Further, in the event SBI determines that the aforementioned steps are not complied with, financial liability on the lost or stolen Tag would rest with the Customer. In case of any dispute relating to the time of reporting and/ or Transaction/s made on the Tag or any other matter in relation to the said Tag, SBI shall reserve the right to ascertain the time and/ or the authenticity of the disputed Transaction.

In the event Transaction/s on the Tag occur after the Customer claims to have destroyed the Tag, the Customer shall be entirely liable for any such charges incurred on the Tag and shall under no circumstances hold SBI responsible for the same.

## **8. Surrender/Replacement of Tags**

The Tag issued to the Customer shall remain the property of SBI. The Customer shall be responsible for peeling off from windshield and destroying of the Tag in case a request for cancellation/ surrender/ replacement has been made.

In case of loss of the Tag, the Tag may be blocked by the Customer by calling up the Customer Care at 1800-11-0018 or by emailing the request to helpdesk.fastag@sbi.co.in after furnishing the required information for blocking the Card and as more specifically provided for under clause titled as "Lost or Stolen Tags".

Once a Tag is reported as lost or stolen the Tag cannot be used again, even if found subsequently. The Customer declares that if a Tag is reported as lost or stolen or is damaged or stolen, if found subsequently it shall be the responsibility of the Customer to return such Tag to SBI. Similarly, in case a Tag is damaged, it shall be the responsibility of the Customer to return the damaged Tag to SBI to enable closure of the Tag account.

In the event of death of the Customer, SBI shall cancel the Tag upon being informed of the same. The legal heirs of the Customer can recover the balance amount available on the Tag as per SBI's policy / process.

## **9. Expiration and Termination**

FASTag has unlimited validity. The same FASTag can be used till the tag is read by the reader and not tampered with. In case due to wear and tear the reading quality depreciates, you can reach out to any of SBI FASTag location (Point of Sale) for a new tag at an additional cost.

On termination of the Tag the total of all charges then outstanding, whether or not already reflected in the Statement and, the amount of any Charges incurred after termination, shall become forthwith due and payable by the Customer as though they had been so reflected, and interest will accrue thereon as may be applicable as per SBI policy/process, from time to time.

The Customer shall continue to be fully liable to SBI for all charges incurred on the Tag prior to termination.

Notice of termination or request to surrender of the Tag shall be deemed given when the customer confirms and provides the necessary documents (as per SBI Policy) to any Point of Sale (PoS). The Customer may not use the Tag after the tag closure/ termination request has been submitted.

## **10. Usage Guidelines**

The said Tag is valid only in India and only with respect to payments required to be made in INR. The Customer shall at all times ensure that the Tag is affixed on the requested vehicle only and shall under no circumstances whatsoever allow the Tag to be used by any other individual. The Customer shall be responsible for all facilities granted by SBI and for all related charges and shall act in good faith in relation

to all dealings with the Tag and SBI. The Bank accepts no responsibility for any surcharge levied by any Concessionaire and debited to the balance available on the Tag, with the Transaction amount. Any Transaction undertaken at a Participating Toll Plaza shall be conclusive proof that the charge recorded on such requisition was properly incurred for the amount and by the Customer using the Tag except where Tag has been lost, stolen or fraudulently misused, the burden of proof for which shall be on the Customer.

The Customer is responsible for all Transactions initiated by use of the Tag, except as otherwise set forth herein. Each time the Customer uses the Tag at a participating Toll Plaza, he authorizes SBI to reduce the funds available in the Tag Account by the amount of the Transaction. The Customer is not allowed to exceed the available amount in the Tag Account through an individual Transaction or a series of Transactions. Nevertheless, if a Transaction exceeds the balance of the funds available in the Tag Account, the Customer shall remain fully liable to SBI for the amount of the Transaction. SBI reserves the right to bill the Customer for any negative balance. The Customer agrees to pay SBI promptly for the negative balance. SBI also reserves the right to terminate/ block the Tag should the Customer create one or more negative balances with the Tag.

SBI reserves unto itself the absolute discretion to decline to honour the Transaction requests on the Tag, without assigning any reason thereof.

## **11. Closure**

The Customer may at any point of time, request for closure of the Tag Account by visiting any Point of Sale (PoS) and submitting such documentation as may be required by SBI policy/process in this regard. The Customer shall also be required to return the Tag to authorized SBI personnel. Thereafter, the balance amount (if any) remaining in the related Tag Account would be returned to the Customer in his bank account.

## **12. Exclusion from Liability**

In consideration of the Bank providing the Customer with the facility of the Tag, the Customer hereby agrees to indemnify and keep SBI indemnified from and against all actions, claims, demands, proceedings, losses, damages, personal injury, costs, charges and expenses whatsoever which SBI may at any time incur, sustain, suffer or be put to as a consequence of or by reason of or arising out of providing the Customer the said facility of the Tag or by reason of SBI's acting in good faith and taking or refusing to take or omitting to take action on the Customer's instructions, and in particular arising directly or indirectly out of the negligence, mistake or misconduct of the Customer; breach or noncompliance of the rules/ Terms and Conditions relating to the Tag and/or fraud or dishonesty relating to any Transaction by the Customer. The Customer shall also indemnify SBI fully against any loss on account of misplacement loss of the Card. Without prejudice to the foregoing, SBI shall be under no liability whatsoever to the Customer in respect of any loss or damage arising directly or indirectly out of:

1. Any defect in quality of goods or services supplied by any third party.
2. The refusal of any person to honour or to accept the Tag.
3. The malfunction of any computer system.
4. Handing over of the Tag by the Customer to anybody other than the Point of Sale (PoS).
5. The exercise by SBI of its right to demand and procure the surrender of the Tag prior to the expiry date, whether such demand and surrender is made and/or procured by SBI or by any authorized person or computer terminal.
6. The exercise by SBI of its right to terminate the Tag.
7. Any injury to the credit, character and reputation of the Customer alleged to have been caused by the re-possession of the Tag and/or any request for its return or the refusal of any Toll Plaza to honour or accept the Tag.
8. Any misstatement, misrepresentation, error or omission in any details disclosed by SBI except as otherwise required by law, if SBI receives any process, summons, order, injunction, execution distraint, levy lien, information or notice which SBI in good faith believes/ calls into question the Customer's ability, or the ability of someone purporting to be authorized by the Customer, to transact on the Tag, SBI may, at its option and without liability to the Customer or such other person, decline to allow the Customer to obtain any portion of his funds, or may pay such funds over to an appropriate authority and take any other steps required by applicable law. SBI reserves the right to deduct from the balance available on the Tag a service charge and any expenses it incurs, including without limitation legal fees, due to legal action involving the Customer's Tag.
9. Any statement made by any unauthorized person requesting the return of the Tag or any act performed by any person in conjunction.

10. In the event a demand or claim for settlement of outstanding dues from the Customer is made, either by SBI or any person acting on behalf of SBI, Customer agrees and acknowledges that such demand or claim shall not amount to be an act of defamation or an act prejudicial to or reflecting upon the character of the Customer, in any manner.
11. The tag is not transferable and is unique to the vehicle similar to the vehicle registration number and would be affixed mandatorily at the time of issuance on the vehicle and will have a balance which the customer has paid for his tag to be loaded with.

### 13. Breach and Termination/Withdrawal

The Customer will be liable to pay SBI, upon demand, all amounts outstanding from the Customer to SBI.

### 14. Charges

The holding and use of the Tag will incur fees which will be debited to the balance available in the Tag Account. The details of the charges are attached herewith as Annexure I.

Any government charges, duty or debits, or tax payable as a result of the use of the Tag shall be the Customer's responsibility and if imposed upon SBI (either directly or indirectly), SBI shall debit such charges, duty or tax against the balance available on the Tag. There will be separate service charges levied for such facilities as may be announced by the Bank from time to time and deducted from the balance available on the Tag. In the situation that the balance available on the Tag is not sufficient to deduct such fees, the Bank reserves the right to deny any further Transactions. The Customer also authorizes SBI to deduct from the balance available on his Tag, and indemnifies SBI against any expenses it may incur in collecting money owed to it by the Customer in connection with the Tag (including without limitation reasonable legal fees). SBI may levy service and other charges for use of the Tag, which will be notified to the Customer from time to time by updating these Terms and Conditions. The Customer authorizes SBI to recover all charges related to the Tag as determined by SBI from time to time by debiting the balance available on the Tag. Details of the applicable fees and charges as stipulated by SBI shall be displayed on the website and /or at Point of Sale (PoS)

### 15 Disputes

In case of any complaint or query pertaining to any Transaction/s, the Customer may contact us by either calling us on our Customer Care at 1800-11-0018 or sending an email to helpdesk.fastag@sbi.co.in. In case the Customer has any dispute in respect of any Transaction, the Customer shall advise details to SBI within 30 days of the Transaction date failing which it will be construed that all charges are acceptable to the Customer and in order.

In order to enable SBI to investigate and respond to the complaint/query, the Customer shall be required to provide SBI with such information as may be required by SBI. Please note that SBI does not ask customers for any confidential information and therefore Customer/s must not share with us any information of a confidential nature including but not limited to passwords, user id's etc.

For full details regarding our complaints procedure, please refer to the FASTag Website ([www.fastag.onlinesbi.com](http://www.fastag.onlinesbi.com)). The Customer Care numbers shall be as updated on this Website from time to time.

### Annexure I

Charges applicable on SBI FASTag:

Issuance fees of the Tag:- Rs. 100/- across all categories, including all applicable taxes Other Charges: - A minimum security amount depending on the vehicle category (refundable at the time of cancellation of RFID Tag) and Minimum Balance would be charged to the customer as per the Table given below:

Sr. No.	Vehicle Class No.	Particulars	Security Amount	Minimum Balance
1	4	Car / Jeep / Van/ Tata Ace and similar mini light commercial vehicle	200	100
2	5	Light Commercial Vehicle	300	140
3	6	Three Axle Commercial Vehicles	400	300
4	7	Bus/Truck	400	300
5	12	4 to 6 axle	400	300
6	15	7 or More Axle	400	300
7	16	Heavy Construction Machinery (HCM)/Earth Moving Equipment (EME)	400	300

- These charges may vary in case of campaign run by bank

Please note:

1. Goods and Service tax (GST) will be levied on all the prescribed fees & charges at the applicable rates.
2. Convenience fee will be applicable for online recharge
3. Charges mentioned above are subject to change. Please visit [www.fastag.onlinesbi.com](http://www.fastag.onlinesbi.com) for the latest charges

One - time Tag Deposit amount (Refundable): The above mentioned security amount would be applicable depending on your vehicle class and would be refunded to you at the time of FASTag account closure.

Date: .../.../.....

Place...

**Signature/Thumb Impression of the Applicant**

