



Passport size photograph for Individual customer

# EBIXCASH FASTAG APPLICATION FORM

PLEASE FILL THE DETAILS IN BLOCK LETTERS (Field marked with \* are mandatory)

\*Date :

Application Number :

EbixCash Agent Code :

## CUSTOMER DETAILS

\*Customer Name :

First Name Middle Name Last Name

\*Gender :  Male  Female  Third Gender

\*Date of Birth :

Annual income :  Occupation : \_\_\_\_\_

## REGISTERED ADDRESS

\*Address :

\*City :  \*State :

Country :  \*Pin :  \*Mobile :

Email ID :

Mobile Number. :  Office Ph No. :  No. :

STD Code

## CORRESPONDENCE ADDRESS

\*Address :

\*City :  \*State :

Country :  \*Pin :  \*Mobile :

Email ID :

Mobile Number. :  Office Ph No. :  No. :

STD Code

## KNOW YOUR CUSTOMER (KYC)

Please submit ID proof and Address proof documents from the following list of valid documents

Driving License  PAN Card (Can be used as ID proof only)  Voter ID Card  Passport

\*Proof of Identity Document Number:  \*Address proof Document No.:

## PAYMENT DETAILS

Payment Mode:  RTGS / NEFT \*Amount Rs. :

**TRANSACTION DETAILS:**

\*Transaction No.:  \*Transaction Date :

\*Bank Account No. :

Bank and Branch : \_\_\_\_\_

IFSC Code :  Transaction ID :

## CONSUMER RECEIPT

\*Customer Name:

EbixCash Tag Customer ID:  Application Reference Number:

Total number of tags applied for:  Total EbixCash Tags Fee:  Total Service Tax:

Total Amount loaded on EbixCash Tag:  Total Amount received from the customer:

Point of Sale kiosk name: \_\_\_\_\_ Location: \_\_\_\_\_

Employee name and signature

Stamped and signature

Date :

- EbixCash Tags are issued by EbixCash  
**\*Terms and conditions apply**
- Toll Collection agencies collect fee(s) from customers on behalf of EbixCash

Customer Care:

## VEHICLE DETAILS

Sr. No	*License Plate Number	*Vehicle Type/ Vehicle Class	Year	Make, Model & Color	Registered State	Tag Deposit Amount	Amount to be loaded	*RC Number
1								
2								
3								
4								
5								

Total no. of tags applied for:

Total (₹):

## FEES AND CHARGES

Sr.No	PARTICULARS	AMOUNT (INR)
1	Tag Issuance Fee (One-time Fee)	100/- (including all applicable taxes)
2	Tag Reissuance Fee	100/- ( including all applicable taxes)
3	Online reload fee	Charges as applicable
4	Reload at EbixCash outlet	Charges as applicable

\*All Fees and charges are subject to change from time to time without prior information

Tag Class	Description	Tag Colour	Tag Deposit	Threshold Amount
4	Car / Jeep / Van / TATA Ace and similar mini Light Commercial Vehicle	Violet	200	200
5	Light Commercial Vehicle /Mini Bus	Orange	100	500
6	Bus / Truck - 3 Axle	Yellow	100	500
7	Bus / Truck - 2 Axle	Green	100	500
12	Tractor / Tractor with trailer / Truck 4/ 5/ 6 Axle	Pink	100	800
15	Truck 7 Axle and above	Blue	100	800
16	Earth Moving / Heavy Construction Machinery	Black	100	800

The above mentioned tag deposit rates would be applicable as per your vehicle class and will be refunded to only KYC Customers after deducting any unbilled amount at the time of FASTag account closure.

Toll charges will be deducted as per the applicable amount, depending on the vehicle class and the toll plaza used. Charges mentioned above are subject to change.

## DECLARATION

### I/ we hereby irrevocably and unconditionally declare, confirm and agree that:

1. I/ we have carefully read the Terms and Conditions and Schedule of Charges as applicable to the ETC Facility as set forth in the product leaflet (which I/ we have fully understood) and hereby agree, undertake and accept the same. I/ we hereby confirm that the Tag Application has been filled by me/us. I/ we understand that any changes/ updates in the Terms and Conditions and Schedule of Charges applicable to the EbixCash Tag would be updated on [www.ebixcash.com](http://www.ebixcash.com), from time to time and I/ we hereby agree and undertake that I/ we shall keep myself/ ourselves updated about any such changes/ updates to these Terms and Conditions and Schedule of Charges.
2. All the particulars and information provided in the Tag Application (including all documents referred or provided therewith) are true, correct, complete and up-to-date in all respects, and I/ we have not withheld any information. I/we shall inform EbixCash immediately regarding any change in any of the information provided by me/ us in the Tag Application. I/ we agree and undertake to provide all such further information that EbixCash may require, from time to time.
3. I/ we understand that EbixCash reserves the unqualified right to reject my/ our Tag Application without providing any reason. I/ we agree and understand that EbixCash reserves the right to retain my/ our Tag Application and all documents provided therewith. I/we am/are aware that the submission of the completed Tag Application, this declaration and all other documents/ information that EbixCash may require, does not result in automatic or deemed approval by EbixCash for provision of the ETC Facility, the provision of which shall be at the sole discretion of EbixCash. I/we shall not hold EbixCash liable for any loss, damage or delay caused to me/us due to EbixCash rejecting my/our Tag Application. EbixCash's decision in this regard shall be final.
4. I/ we authorize EbixCash or its agents to make all references and enquiries which EbixCash may consider necessary in respect of or in relation to any information provided in my/ our Tag Application, and I/ we agree and undertake to provide full co-operation in this regard.
5. I/ we authorize EbixCash to exchange, share or part with all the information, data or documents relating to my/ our Tag Application, with other its group companies, other banks, financial institutions, credit bureaus, agencies, governmental authorities or such other persons as EbixCash may deem necessary or appropriate, for processing of the said information/ data by such persons or otherwise for any other use/ purpose, and I/ we shall not hold EbixCash liable for the use/ sharing of such information by either EbixCash or such third parties.
6. I/ we authorize EbixCash unconditionally and irrevocably to debit any and all amounts as may become payable by us in respect of the Tag as per the Terms and Conditions and Schedule of Charges from the Tag Balance.

Signature of the authorized signatory / Individual Customer

Date :

Place : \_\_\_\_\_

## TERMS & CONDITIONS FOR EBIXCASH FASTAG

1. The Customer agrees that entering of OTP sent by the EbixCash for validation infers that customer has requested to avail the FasTag product of the EbixCash and authorizes the EbixCash 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 EbixCash from time to time, shall be maintained as "Minimum Amount" in the Customer's Account as per the applicable terms & conditions stipulated by EbixCash and Customer shall ensure that, the said 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 EbixCash from time to time.
3. The Customer hereby agrees and confirms that, EbixCash will not be responsible towards any physical damage to the Tag in any manner whatsoever and that the Customer shall be solely responsible for any such damage or loss to the Tag.
4. The Customer hereby agrees and confirms that, EbixCash shall under no circumstances be held liable or responsible in any manner if, the Plaza Terminal is not functional or unable to read the Tag. In such cases, the customer will have to make Payment to the Toll Plaza via other modes such as Cash, Cards etc;..
5. The Customer hereby agrees and confirms that, EbixCash shall have all the rights & authority in its sole discretion to flag the Tag in Blacklist, if the Customer fails to maintain the Minimum Amount in his/her Account or fails to comply with terms & conditions stipulated by EbixCash and under the applicable laws.
6. The Customer hereby agrees and confirms that, once wallet is loaded the said amount cannot be withdrawn, except at the time of closure of said Wallet subject to the recovery of applicable charges/commissions/costs due to EbixCash. The outstanding amount in the wallet would be transferred to the bank account of the customer provided by the customer. No cash will be disbursed by EbixCash.
7. The Customer hereby agrees and confirms that by applying for EbixCash Tag, Customer agrees to indemnify EbixCash 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 EbixCash, 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 Tag by Customer. Customer also agrees to indemnify, defend and hold harmless EbixCash and its officials from and against any Loss incurred or suffered by EbixCash as a result of EbixCash providing its services in the form of EbixCash Account and any transaction made therein, to enable the Customer to utilize the Tag .
8. The services provided herein by EbixCash will be as per the applicable terms & conditions stipulated by EbixCash and EbixCash shall at its sole discretion reserves the right to modify/alter all or any of the terms & conditions, without prior notice or any reason whatsoever.
9. The services provided herein shall be subject to applicable RBI/NPCI guidelines and regulations, issued from time to time and other prevailing law and regulations in India.
10. The Tag 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 EbixCash on the amount available loaded on the Tag.
11. The EbixCash has hosted a dedicated 24 x 7 call center for this product. This team can be reached using toll free number 18002662949. The customer agrees to contact this call center for any assistance related to this product and confirms that the Service Request number would be obtained by him / her for all requests raised.

**TERMS & CONDITIONS FOR EBIXCASH FASTAG**

12. If the Tag is lost or stolen, the tag member must file a report with the local police and should be able to produce a copy of the police report upon request by EbixCash. The tag member must immediately report the loss / theft over the telephone to the customer care. Customer Care shall, upon adequate verification hotlist/cancel/suspend the tag 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 tag member and shall not be liable for any inconvenience caused to the Tag Member in this regard. The Tag Member 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 Tag Member is responsible for the security of the tag and shall take all steps towards ensuring the safe keeping thereof. The Tag member will be liable for all charges incurred on the Tag until the Tag is reported Lost/ Stolen. In the event, EbixCash determines that the aforementioned steps are not complied with, financial liability on the lost and stolen tag would rest with the tag member.
13. The Tag member is responsible for all transactions initiated by use of the Tag, accept as otherwise set forth herein. Each time the Tag Member uses the Tag at a participating toll plaza, he authorizes EbixCash to reduce the funds available in the Tag Account by the amount of Transaction. The Tag Member is not allowed exceed the available amount in the Tag Account through an individual transaction or a series of transaction. Nevertheless, if a transaction exceeds the balance of the funds available, in the Tag Account, the Tag Member shall remain fully liable to EbixCash for the amount of the Transaction. EbixCash reserves the right to bill the tag member for any negative balance. The tag member agrees to pay EbixCash promptly for the negative balance. EbixCash also reserves the right to cancel/ terminate the tag, should the tag member create one or more negative balances with the tag
14. The Customer confirms that the Vehicle Registration Number for which the Tag has been applied is being used by the customer and the amount pertaining to the Toll Passages done by the said vehicle can be debited to the Wallet that would be opened as a part of servicing this application form.
15. The customer hereby consents that the physical RFID Tag can be delivered to the customer at the address mentioned in the application form or can be hand-delivered. Customer shall ensure that Tag 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 Tag, to the extent of the Toll Transactions received will be borne by the customer. The Customer confirms that process of Tag Affixation is well understood and takes all responsibility toward Tag Damage or Incorrect Tag Affixation.
16. The Customer is aware that the Online Portal has been provided by the EbixCash wherein the transactions of the wallet can be accessed. Customer agrees to report any issue with the Wallet transactions. In case, no dispute is reported, EbixCash shall assume that the wallet transaction is acceptable to the customer and there are no unanticipated concerns. Incase customer observes some unknown transactions in the customer wallet, it should be reported to the Customer service desk. After due validation, EbixCash shall get the amount reimbursed from the Toll Plaza in due course.
17. EbixCash reserves the right to consolidate the customer ID and update the KYC status if existing relationship found for the customer basis the document details mentioned.
18. For resolving any dispute, EbixCash has formalised "Customer Grievance Redressal Policy" which is available on the website [www.ebixcash.com](http://www.ebixcash.com)
19. For detailed wallet T&C, Fess & Charges please visit the website: [www.ebixcash.com](http://www.ebixcash.com)
20. Please visit the website: [www.ebixcash.com](http://www.ebixcash.com) to know about our customer privacy policy.

**FOR OFFICIAL USE ONLY:**

EbixCash Tag Customer ID:	<input type="text"/>	Application Reference Number:	<input type="text"/>
Total Amount Received:	<input type="text"/>	Transaction Date:	<input type="text"/>
KYC Documents Verified with originals:	<input type="checkbox"/> Yes <input type="checkbox"/> No		
All documents scrutinized and found in order by official at Agent location			
All documentation completed and submitted on:	<input type="text"/>	Authorized Signatory	