



Passport size
photograph

Application for State Bank of India FASTag (For Individual) – Full KYC

Thumb
impression/signature
are to be provided

For Office use only

All fields marked with * are mandatory, Fill form in English in Block Letters, Date format should be dd/mm/yyyy, KYC no. is mandatory to update application

Date: / / , Application Number: , Account Type- A-Limited, B- Full KYC, (tick one) **SBI FASTag Number:**

Service Provider Code:, PoS Code:, Application Type (New/Update), KYC Number:

1. Personal Details

Name* (same as ID Proof)	J	A	N	E		H	E	N	Z	Y		S	H	E	E	B	A		
Maiden Name (if any*)																			
Father/Spouse Name*	C	H	A	N	D	R	A	S	E	K	A	R							
Mother Name*	G	I	L	O	R	Y													

PAN NUMBER * ABCD E1234 XX

Date of Birth* 08/08/1987

Gender*(tick one) M- Male, F- Female, T- Transgender, ☒ F
Marital Status*(tick one) Married, Unmarried, Others ☒ Married
Nationality* (Tick one) Indian, Other country ☒ Indian
Residential Status*(tick one) A- Resident Individual, B- NRI, C- Foreign National, D- Person of Indian Origin ☒ A
Occupation Type*(tick one) S- Service (Private Sector, Public Sector, Government Sector), O- others (Professional, Self Employed, Retired, Housewife, Student), B- Business, X-Not categorized ☒ S

2. Please Specify Residence for Tax purposes in Jurisdiction(s) outside India ☒ YES/ ☐ NO
If YES, ISO 3166 Country Code of Jurisdiction of Residence:, Tax Identification Number or equivalent (If issued by jurisdiction)*:, Place/City of Birth*:, ISO 3166 Country Code of Birth*:

Address in the Jurisdiction details where applicant is resident outside India for tax Purposes

Address: City/Town/Village:
District: State: PIN: Country Code:

3. Proof of Identity/Address* 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:
F- Aadhar No (Given Voluntarily) 1234 5678 9123

4.1 Permanent address

Line 1* NO. 1 FIRST FLOOR MOON APARTMENT
Line 2 CAR STREET
Line 3 KARAIKUDI District* TN
City/Town/Village* KARAIKUDI State/U.T Code* TN Country Code*(IN)/other country, please refer list of country codes IN
Pin/Post Code* 626001

4.2 Correspondence/Current/Local address (please tick if same as 4.1 ☒) [In case the above OVD does not contain current address, the customer may submit any one of the four deemed OVDs mentioned at Para 10.]

Line 1*
Line 2
Line 3
City/Town/Village* District*
Pin/Post Code* State/U.T Code* Country Code*(IN)/other country, please refer list of country codes

4.3 Address in the Jurisdiction details where applicant is resident outside India for Tax Purposes (Applicable if section 2 is ticked)

Line 1*
Line 2
Line 3
City/Town/Village* District*
Pin/Post Code* State/U.T Code* ISO 3166 Country Code*

5. Contact Details* (All communications will be sent on Provided Mobile no. /Email-ID)

Tel.(Off) Tel.(Res) Mobile No * 9876543210
Fax E-Mail ID BM@EMAIL.COM

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)	JANE HENZY SHEERA
Registration Number of the Vehicle (signed copy of RC to be taken)	XXXXXX
Vehicle Colour	ASH
Engine Number	XXXXXX
Chasis Number	XXXXXX
Make of the Vehicle	FORD
Model of the Vehicle	INDIA MLTD
Vehicle Class (Please refer the List defined by NPCI)	FIGO 12 ZXI LMV

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: 27/07/2021

Place: TRICHY

Sign.

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 NamePOS Code..... Signature and Seal
(POS Authorised Person)

Details of the Channel Partner (Service Provider)

NameCode.....Designation..... Signature and Seal

Terms and conditions governing 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:

"Bank" means State Bank of India (SBI) and both the terms can be used interchangeably.

"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 or online 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 or any other competent authority in this regard.

"National Highway" shall mean all the National Highways in India where Electronic Toll Collection (ETC) program is active.

"Tag" refers to the 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.

"Customers" shall mean the individual or corporate 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 <https://fastag.onlinesbi.com>, which is owned, operated and maintained by SBI.

"Toll Plaza" shall mean such establishments maintained by the Concessionaire, wherever located, whereby users are required to pay the toll amount applicable on a vehicle for usage of the Highway.

"Transaction" shall mean any Tag transaction 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 from time to time.

"Customer Care" refers to the telephonic customer service facility provided by SBI 24x7 to Customer for any Tag related queries.

2. Interpretation/All references to singular include plural and vice versa and the word "includes" should be construed as "without limitation".

- Words importing any gender include the other gender.
- 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.
- 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.
- 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.

The Tag issued by SBI to the Customer shall be mandatorily affixed by the authorized Point of Sales (PoS) or by the customer as per instructions provided for the same 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 subject to approval of the application by the Bank and 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 current applicable charges are listed in the Annexure.

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 as well as may refuse to issue the Tag to the Customer.

5. Documents needed to apply for SBI FASTag

Since the SBI FASTag is a prepaid instrument, KYC documentation would be required as per the KYC policy of the Bank. Apart from the KYC documentation, the Customer need to submit copy of 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: This type of FASTag cannot have more than Rs. 10,000/- balance limit in their FASTag (Prepaid) account. The monthly reload limit is also capped at Rs. 10,000/- and the total amount loaded during the financial year shall not exceed Rs. 1,00,000/-.

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

Customer onboarded with minimum details need to be converted into KYC compliant customer within a period of 24 months from the date of issuance of tag, failing which no further credit shall be allowed in FASTag wallet. However, the customer will be allowed to use the balance available in the wallet. Please contact nearest PoS or mail to helpdesk.fastag@sbi.co.in for conversion to Full KYC.

*Periodicity and amount may change from time to time as prescribed by RBI/Bank.

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

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

6. Features of Tag

The Tag may be used for the purpose of making applicable toll payments (as may be required by the relevant authorities) to the Concessionaire 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 National Highway Authority of India (NHAI) / Indian Highway Management Company Limited (IHMC).

from time to time. No interest shall be payable by SBI on the amount available/loaded on the Tag, irrespective of the limit and irrespective of the nature of account/Tag.

Please visit <https://fastag.onlinesbi.com>. Your Registered Mobile number for SBI FASTag is the default login ID and default password will be sent through SMS on your registered mobile number. If you do not receive the default password by SMS, please click on forgot password link available on the login page, to get your password on your registered mobile number with SBI FASTag.

The Customers may load and reload the Tag at Point of Sale (PoS)/Agents 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. Funds loaded on a Tag after activation by SBI are immediately available on real time basis in the tag for the Customer to use.

7. Lost or Stolen Tags

If the Tag is lost or stolen, the Customer must file a report with the local police station concerned and should be able to produce a copy of the police report upon request by SBI. The Customer must also immediately report the loss/theft over the telephone to the Customer Care and/or lodge a complaint with a Point of Sale (PoS)/Agent. Customer Care shall, upon adequate verification, hold/cancel/suspend 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 the Bank 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/mutilated and adequate care should be taken by the Customer 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 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 and the decision of SBI shall be final in this regard.

In the event the Transactions 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 and shall be surrendered to SBI, on request. The Customer shall be responsible for peeling off the tag from windshield of vehicle and destroying the tag in case of 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 & furnishing the required information for blocking the Tag under clause titled as "Lost or Stolen Cards".

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, if found subsequently it shall be the responsibility of the Customer to destroy such Tag. Similarly, in case a Tag is damaged, it shall be the responsibility of the Customer to destroy the damaged Tag 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 receive 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 in readable condition by the RFID devices and not tampered with. In case due to wear and tear the reading quality depreciates, the Customer has to reach out to any SBI FASTag Point of Sales (PoS)/Agent 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 sales (PoS)/Agent. It will be assumed that Customer has peeled off the tag and destroyed it. Customer will be liable for any transaction occurred on tag till completion of surrender process of tag.

10. Usage Guidelines

The 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 kept safe and shall under no circumstances whatsoever allow the Tag to be used by any other individual. The Customer shall be responsible in respect of payments 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 reported 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/debit 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 block/cancel/terminate the Tag should the Customer create one or more negative balances with the Tag/FASTag wallet.

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 online by logging in to customer portal <https://fastag.onlinesbi.com> and submitting documents as required or by SBI policy/process prescribed in this regard from time to time. The Customer shall also be required to return the Tag to authorized PoS of Bank. Thereafter, the balance amount (if any) remaining in the related Tag Account would be returned to the Customer in his bank account. In case of negative balance, the Tag holder need to settle all outstanding amount first and then closure of Tag will be processed. It will be assumed that Customer has peeled off the tag and destroyed it. Customer will be liable for any transaction occurred on tag till completion of surrender process of tag.

12. Statements and Records

The Customer may enquire about the balance on his Tag from the SBI FASTag customer portal post login. The Customer will also receive a short messaging system message on the mobile number registered with the Bank, after each Transaction, informing him of the Transaction value. The Customer shall inform SBI in writing within 30 days, if any irregularities or discrepancies exist in the Transactions/particulars of the Tag Account. If SBI does not receive any information to the contrary within 30 days, it shall assume that the Transactions are correct. All records maintained by SBI, in electronic or document form of the instructions of the customer and such other details (including, but not limited to payments made or received) pursuant to these Terms and Conditions, shall as

against the customer, be deemed to be conclusive evidence of such instructions and such other details.

SBI shall not be required to provide copies of the Transaction slips to the customer with respect to transactions and the customer will only receive transactional alerts through short messaging system message on the mobile number registered by the customer with the Bank.

13. 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 Tag. 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 designated employees of SBI at SBI's premises or 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. Except as otherwise required by law, if SBI receives any process, summons, order, injunction, execution, distress, 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 Registered Number (VRN) 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/her tag to be loaded with. The Tag issued to the customer is valid for use only in India and for the payment of toll charges in Indian currency only and further will be accepted only on the Toll plazas participating in the program. The participating toll plaza list will be updated in the Tag website by National Highway Authority of India (NHAI) / Indian Highway Management Company Limited (IHMC) from time to time.
12. The tag is the property of SBI. Its usage shall be subject to the Terms and Conditions mentioned herein and any additional conditions stipulated by SBI, from time to time. The Customer shall affix the Tag immediately on the vehicle at the time of Tag issuance.

14. Breach and Termination/Withdrawal

The Customer will be liable to pay SBI, upon demand, all amounts outstanding against tag/FASTag wallet from the Customer to SBI.

15. 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 debts, 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 balance 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 agree to indemnify 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 on SBI FASTag Portal 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 for SBI FASTag shall be displayed on the website and for at Point of Sale (PoS).

16. Disputes

In case of any complaint or query pertaining to any Transaction, the Customer may contact SBI by either calling on 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 SBI any information of a confidential nature including but not limited to passwords, user IDs, etc.

For full details regarding our complaint's procedure, please refer to the FASTag Website (<https://fastag.onlinesbi.com>). The Customer Care numbers shall be as updated on this Website from time to time.

17. Settlement of Disputes

SBI and the Customers, agree that any legal action or proceedings arising out of these Terms and Conditions shall be brought in the courts or tribunals at Mumbai in India and are irrevocably submitting themselves to the jurisdiction of that court or tribunal at Mumbai. SBI may, however, in its absolute discretion commence any legal or proceedings arising out of the terms and conditions in any other court, tribunal or other appropriate forum, and the Customer, hereby consents to the jurisdiction. The terms and conditions shall be governed by and construed in accordance with the laws of India.

18. Notification of Changes

SBI shall have the absolute discretion to amend or supplement any of the terms and Conditions, features and benefits offered on the tag including, without limitation to, changes which affect interest charges or rates and methods of calculation at any time. The balance available on the tag shall be liable to be utilized for charges incurred and all other obligations under the revised terms and conditions, including amendments thereto as may be posted on the tag website and shall be deemed to have accepted the amended terms and conditions by continuing to use the Tag.

19. Indemnity

The Tag Members agree to indemnify and keep indemnified SBI against all and any claims, suits, liability, damages, losses, costs, charges, expenses, proceedings and action of any nature whatsoever made or instituted against SBI or incurred by SBI on account of usage of the Tag.

SBI may, at its sole discretion, utilize the services of external service providers or agents and on such terms as required or necessary, in relation to its products/services.

20. Declaration

I declare, confirm, and unconditionally agree that:

1. I have read, understood and hereby agree to the terms and conditions as applicable to SBI FASTag as set forth on the website <https://fastag.onlinesbi.com> which may be amended from time to time. I understand that access to any changes/updates in terms and conditions applicable to this account/relationship would be available on the website only and I shall agree to abide by the same.

2. All the particulars and information given in this application form (and all documents referred or provided therewith) are true, correct, complete and up-to-date in all respects and I have not withheld any information. I agree and undertake to provide any further information that SBI may require from time to time.

3. I understand that SBI reserves the right to reject my application without providing any reason. I agree and understand that SBI reserve the right to retain the application forms, and the documents provided herewith and will not return the same to me.

4. I authorize SBI or their agents to make references and enquires which SBI consider necessary in respect of or in relation to information in this application.

5. To inform SBI immediately regarding any change in any of the information provided by me in this application form and to provide any further information that SBI may require from time to time.

6. I authorize SBI to store, process, exchange, share or part with all the information, data or documents relating to my application with other SBI Subsidiaries/affiliates / Banks/ Financial Institutions /Credit bureaus/Agencies/Companies/Statutory Bodies or any other persons as SBI may deem necessary or appropriate or as may be required for use or processing of the said information/data by such person or SBI, notwithstanding the termination of the arrangement/ facility/ this terms and conditions and I shall not hold SBI liable for the use/sharing of this information by either SBI or such third parties for whatsoever purpose and in whatsoever manner.

7. I authorize SBI unconditionally and irrevocably to debit the relevant fees and charges applicable to the Tag from the funds available in my Tag Account.

8. I declare that the information I have provided is accurate and complete to the best of my knowledge. I authorize SBI & its representatives to call, email, WhatsApp, SMS or use any communication platform available, to contact me with reference to my Tag and ancillary product applications. This consent will override any registration for DNC/NDNC which I may have registered.

9. I have understood the offer and details of the Value-Added Service provided by SBI and/or its subsidiaries/affiliates. I am willing subscribing to the Value-Added Services offering and promise to pay the sum payable for availing the service.

10. I undertake and authorize SBI to exchange, share or part with all the information, data or documents and to make references and enquires which SBI Bank/its group companies consider necessary in respect of or in relation to my application/further applications to other SBI group companies / banks / financial institutions / credit bureaus / agencies / statutory bodies /tax authorities /central information bureaus/ such other persons as SBI / its group companies may deem necessary or appropriate as may be required for use or processing of the said information / data by such person/s or furnishing of the processed information / data / products thereof to other banks / financial institutions / credit providers / users registered with such persons / credit bureaus / agencies / statutory bodies /tax authorities /central information bureaus and I shall not hold SBI liable for use of this information.

11. I agree and confirm that the credit information bureau and/or any other agency may use and process the said information and data disclosed by SBI to them, in the manner as deemed fit by credit information bureau and/or any other agency. Further, I also confirm and permit the credit information bureau and/or any other agency to furnish for consideration the processed information and data or product thereof prepared by them to the banks/financial institutions and/or any credit grantors or registered users as may be specified by the RBI in this behalf or any other applicable Law.

12. The Tag purchased from online or any electronic channel will be delivered to the address as provided by me in the Tag Application. I also understand that SBI relies on the services of third parties to deliver the Tags.

13. SBI will not be liable for any financial compensation or otherwise if the delay in delivery resulting out of the following:

a) Extremely unfavourable conditions like storm, earthquake, pandemic, lock out/strikes, death or disability of the courier representative or any untoward incident deemed as act of God.

b) Incorrect or incomplete address provided in the Tag Application

c) Incomprehensible address provided in the Tag Application

d) Tags returned to original location of despatch due to unavailability of the applicant

14. The Tag will not be handed over if the recipient or next of kin is unable to provide appropriate proof of identity as requested by the courier representative at the time of delivery. The Bank will not be liable for any financial compensation or otherwise if the delay in delivery arises due to the said situation.

15. Once the Tag has returned undelivered, the re-despatch of the same will be undertaken with an additional time period as deemed fit by SBI. The Bank will not be liable for any financial compensation or otherwise for the delay in delivery arising due to the said situation.

16. The Bank will not be liable to refund the following charges in the event of any Tag Application being rejected or withheld by SBI or cancelled by the applicant:

a) Taxes prevailing at the time of application

b) Convenience fees as applied by the payment gateway

17. The applicant has/have no objection to SBI and SBI representatives providing me/us with information on various products, offers and services provided by SBI through any mode (including without limitation through telephone calls/SMS/Emails) and authorize SBI and its representatives for the above purpose.

18. SBI may also share Tag holder information with any, subsidiary, affiliate or associate of SBI, for the purposes of marketing and offering various products and services of SBI and/or its subsidiaries, affiliates and/or associates.

Annexure

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	300	Zero
2	5	Light Commercial Vehicle	300	300
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 from time to time as per direction of the Bank.

Please note:

Goods and Service tax (GST) will be levied on all the prescribed fees & charges at the applicable rates.

Convenience fee will be applicable for online recharge.

1. Charges mentioned above are subject to change. Please visit <https://fastag.onlinesbi.com> for the latest charges

One - time Tag Deposit amount (Refundable):

Note: 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.