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1) Tag replacement process for NETC FASTag

- To replace Tag for a vehicle already registered with Indian Bank, Customer will submit a request to nearby Branch, in the form of an application.
- In application, Customer must mention his/ her request with,
 - a) Vehicle Registration Number (VRN) &
 - b) Tag ID (Bar code)
- With application, Customer must submit 4 documents with valid ID & Address proof.
 - i. Front image of Vehicle Registration Certificate
 - ii. Back image of Vehicle Registration Certificate
 - iii. Front image of Vehicle
 - iv. Side image of Vehicle
- Branch will handover or arrange delivery of new Tag in 10 days.
- Rs 100/- will be charged for new Tag in due course.

2) Vehicle Registration Number (VRN) update process for NETC FASTag

- If the Tag has been registered on Chassis number then, Customer will submit 5 documents to Home Branch within 30 days.
 - i. Front image of Vehicle Registration Certificate
 - ii. Back image of Vehicle Registration Certificate
 - iii. Front image of Vehicle
 - iv. Side image of Vehicle
 - v. Image of FASTag pasted on Vehicle's windshield (such that Tag Barcode number is readable from image)
- After verifying the Registration Number, Branch will forward images to Head Office and VRN will be updated within 5 working days.

3) Contact Details

- Toll Free no.: 1800 1700
- e-mail ID: fastag@indianbank.bank.in
- For FASTag Point-of-Sales (POS) location, Customer can visit:

<https://www.indianbank.bank.in/branch-atm/#!>