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1) KYC update process for NETC FASTag

- To update KYC details related with NETC FASTag, Customer has to send an e-mail from his/ her e-mail ID, registered with FASTag.
- Customer can send e-mail to awl-in.etcсаlessupport@worldline.com, under copy to fastag@indianbank.co.in.
- In e-mail, Customer must clearly mention,
 - a) Reason for KYC update.
 - b) Previous details to be amended.
 - c) Revised details to be updated.
- Customer must attach relevant documents with e-mail.
- KYC will be updated in 5 working days.

2) Tag replacement process for NETC FASTag

- To replace Tag for a vehicle already registered with Indian Bank, Customer has to 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 a copy of latest Vehicle Registration Certificate, valid ID & Address proof.
- Branch will handover new Tag in 10 days.
- Rs 100/- will be charged for new Tag in due course.

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

- If the Tag has been registered on Chassis number then, Customer will submit a copy of Vehicle Registration Certificate to Home Branch within 30 days.
- After verifying the Registration Number, Branch will update the VRN within 5 working days.

4) Contact Details

- Wallet Balance Enquiry: 88866 58808
- Toll Free no.: 1800 258 6680
- e-mail ID (1st Level): awl-in.etcsalesupport@worldline.com
- e-mail ID (2nd Level): fastag@indianbank.co.in
- For FASTag Point-of-Sales (POS) location, Customer can visit:

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