

## Fastag Dispute Form

Please fill in the correct transaction details for disputed transactions hereunder. You may further refer to your FASTag Customer Portal – Statement tab or Toll transaction SMS received for the information.

<b>Customer Name</b>	
<b>CRN</b>	
<b>Toll Transaction Id(s)/No.</b> (In case of Double Debit, provide both Transaction Id's)	
<b>Transaction Amount in Dispute</b>	
<b>Transaction Date</b> (DD-MM-YYYY)	
<b>Registered Mobile Number with FASTag</b>	
<b>Tag Id</b>	
<b>Dispute Type</b> (Please refer below Dispute Types)	
<b>Attached Documents</b>	<input type="checkbox"/> RC Image <input type="checkbox"/> Vehicle Image <input type="checkbox"/> Transaction Receipt <input type="checkbox"/> Parking Receipt <input type="checkbox"/> Others (please specify) -
<b>Remarks if any</b>	

\*All above details to be filled mandatorily

### Terms & Conditions:-

- Charge back has to be raised within 35 days from the date of debit of the transaction.
- The TAT for charge back settlement is 20 days from the date of raising dispute to acquiring bank.
- Ensure you have attached necessary documents such as Transaction Receipt, Parking Receipt, RC copy and Vehicle Image basis dispute types. (Note: The vehicle image should have clear picture of tag mounted on vehicle windscreen)
- In case the charge back is accepted by acquiring bank the disputed amount will be credited to FASTag wallet.
- In case the charge back is represented by acquiring bank and further queries/requirements are raised, our pertinent team will get in touch with you for the requirements.
- In case the charge back is raised post 35 days of transaction then it will be raised on good faith basis, which may be accepted by the acquiring bank and the settlement TAT is 30 day for the same.

### **Declarations:**

I have read understood & agree to be bound by all the terms and conditions governing the charge-back as may be amended from time to time by Kotak Mahindra Bank.

\_\_\_\_\_  
 Customer (Tag Holder) Signature

## Dispute Type:

Description	Documents Required
NETC Toll services not availed / Tag holder does not recognize the Transaction	-
Duplicate Transaction at Plaza/Double Debit (within 5 min gap)	-
Vehicle was in exempted list	Vehicle Exempted Receipt, Identity proof of VIP etc.
Return Journey Fare Calculated Incorrectly	-
Monthly pass/Local pass issue/Discount not applied	-
Incorrect Deduction	Image of Vehicle & RTO RC copy
Toll fare calculation error	Image of Vehicle & RTO RC copy
Wrong Debit Adjustment raised	Image of Vehicle & RTO RC copy
Credit posted as Debit	-
Paid by other means	Proof of payment made by other means (Transaction Receipt)
Other Specify- in Description	Proof to justify the dispute