# IHMCL KYC Customer Portal Training

Prepared and Presented by

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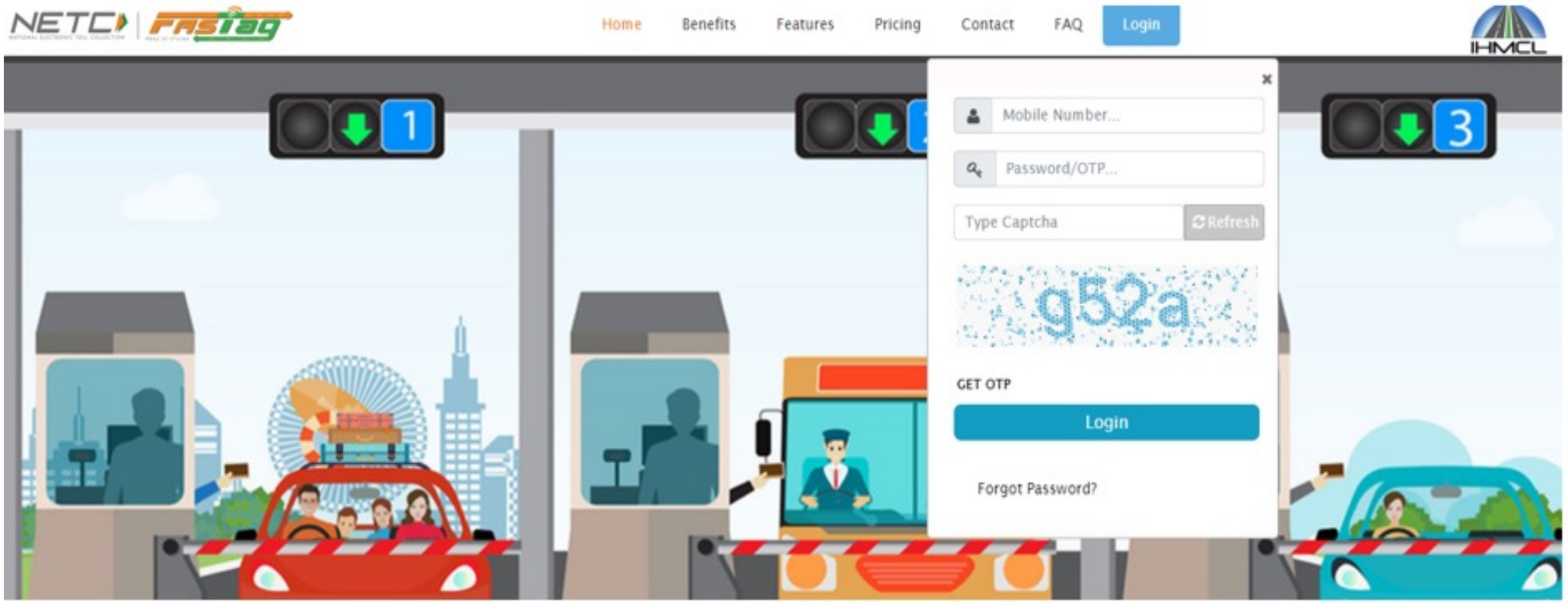
# Login into customer portal

- Customer can login via My Fastag mobile app and may use the dedicated customer web portal in the provided link https://fastag.ihmcl.com/ Customer need to use the mobile number and OTP validation to login into page.



Customer portal Home page view

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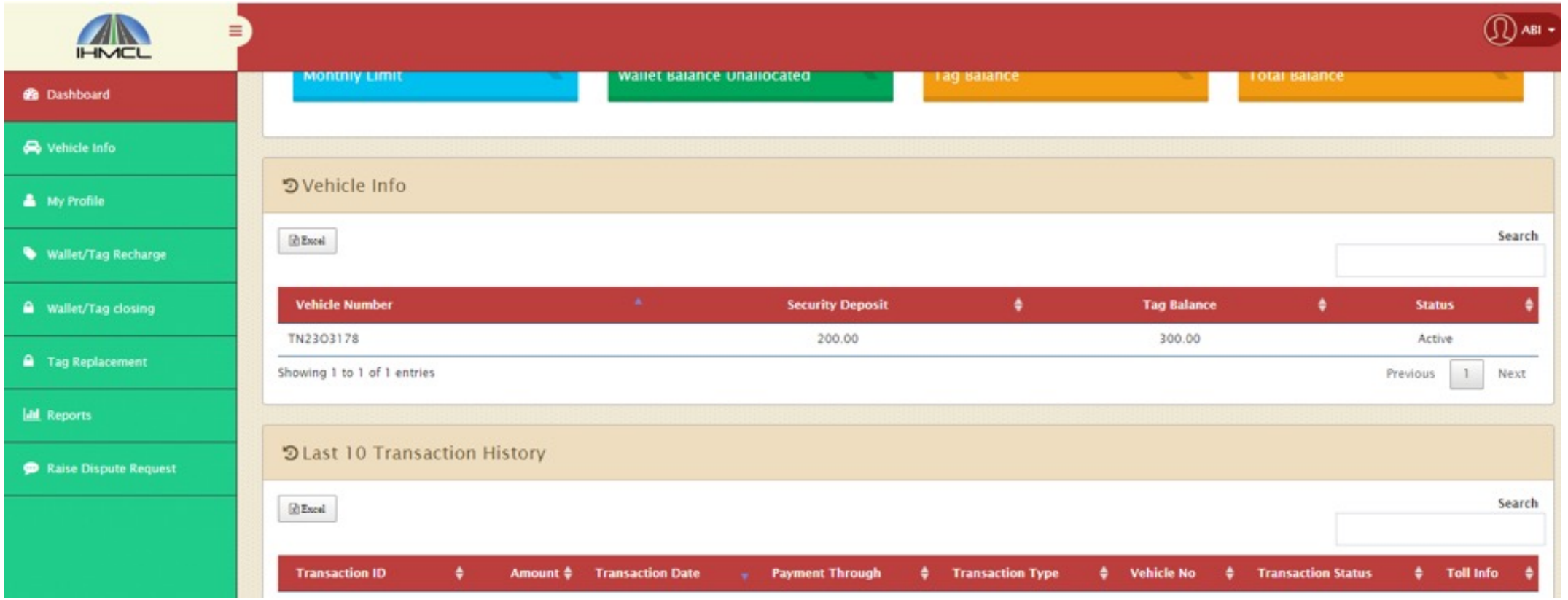
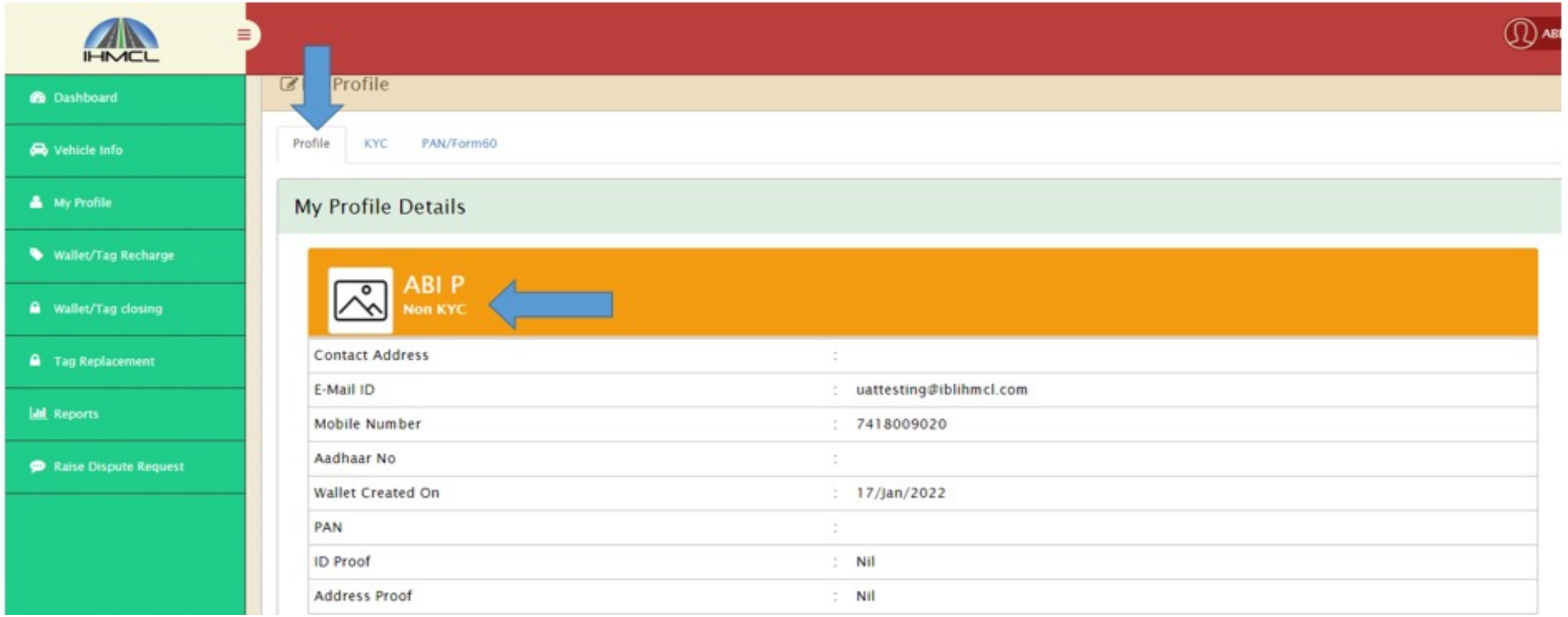
❖Customer can view Dashboard Menu for wallet related available options.



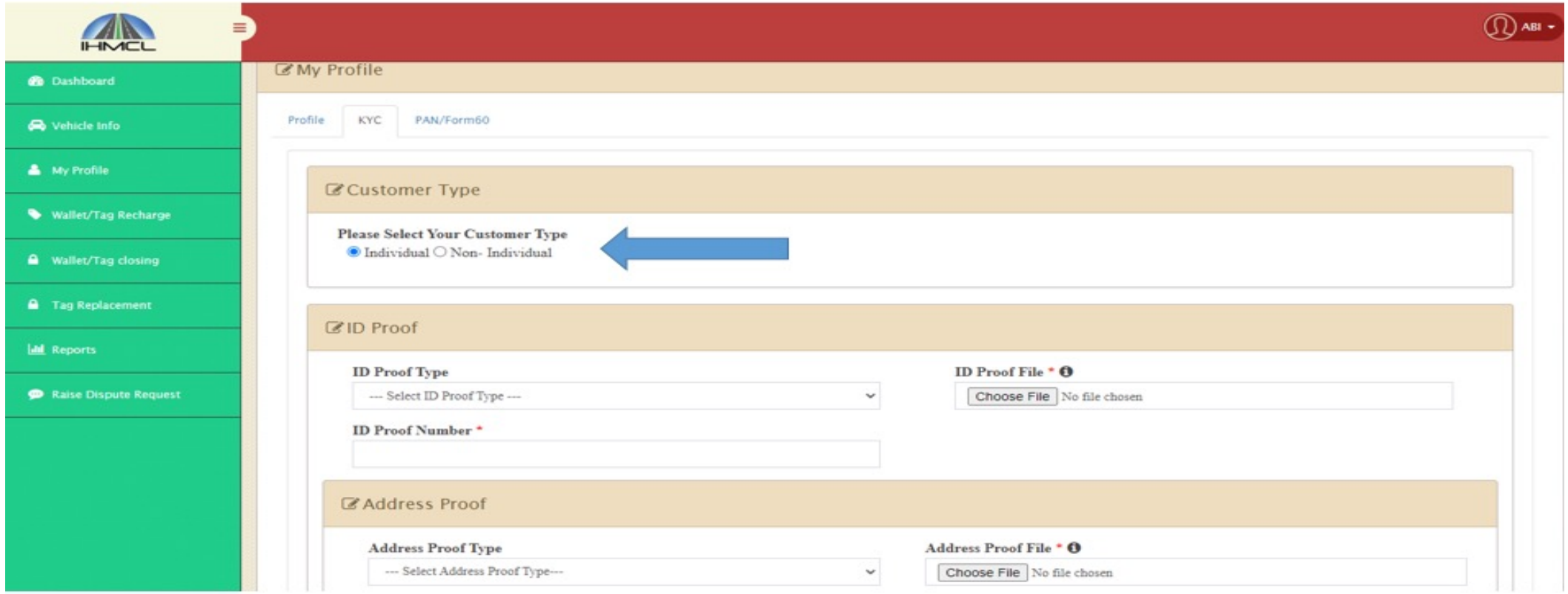
# Customer My profile view

- Customer needs to select My profile option in the Dashboard Menu.
- Incase of KYC already being submitted, customer can know the status of same in terms of Approved or Rejected.



# KYC Submission process – Individual customer

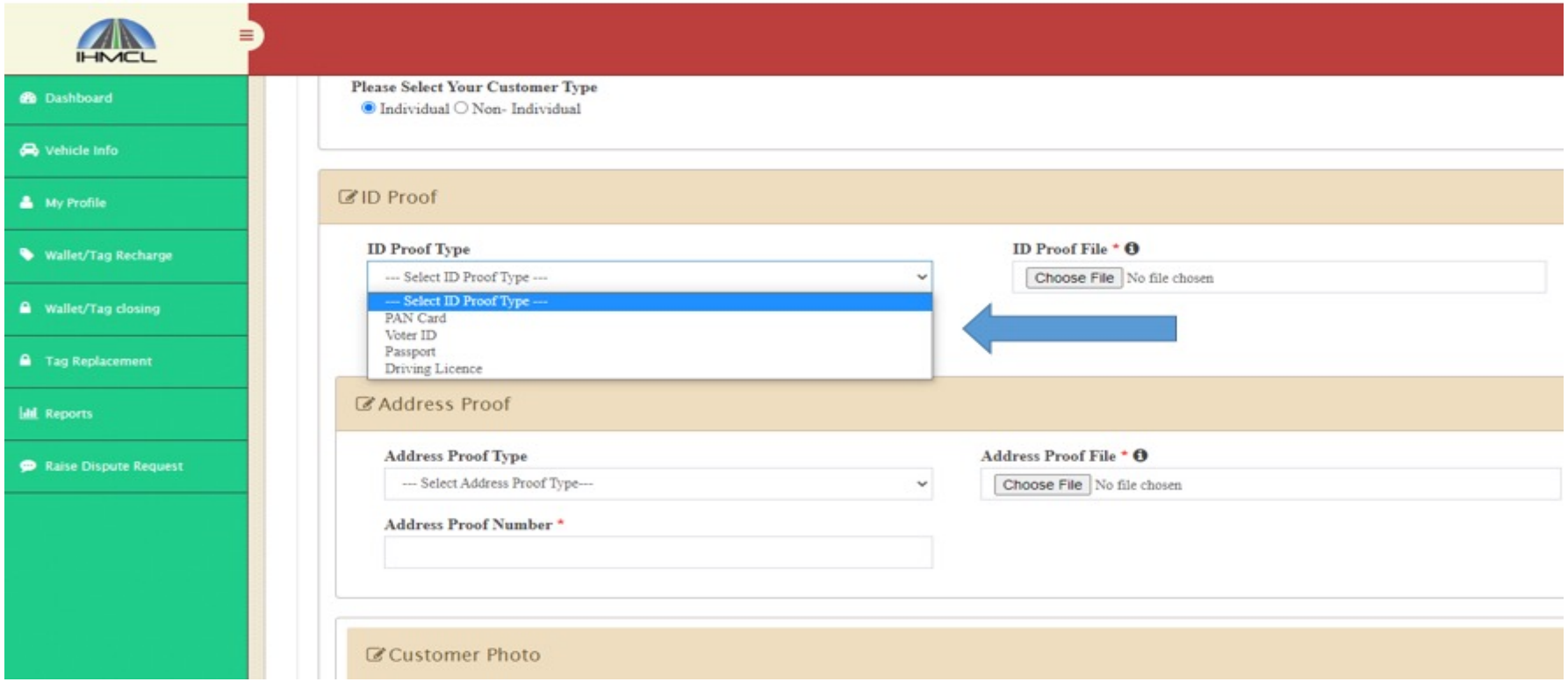
- In My profile Page customer has an option to select KYC in the switch Tab.
- Upon selection of  KYC page, customer can see the below .
- Customer needs to choose a category.( individual / non individual)



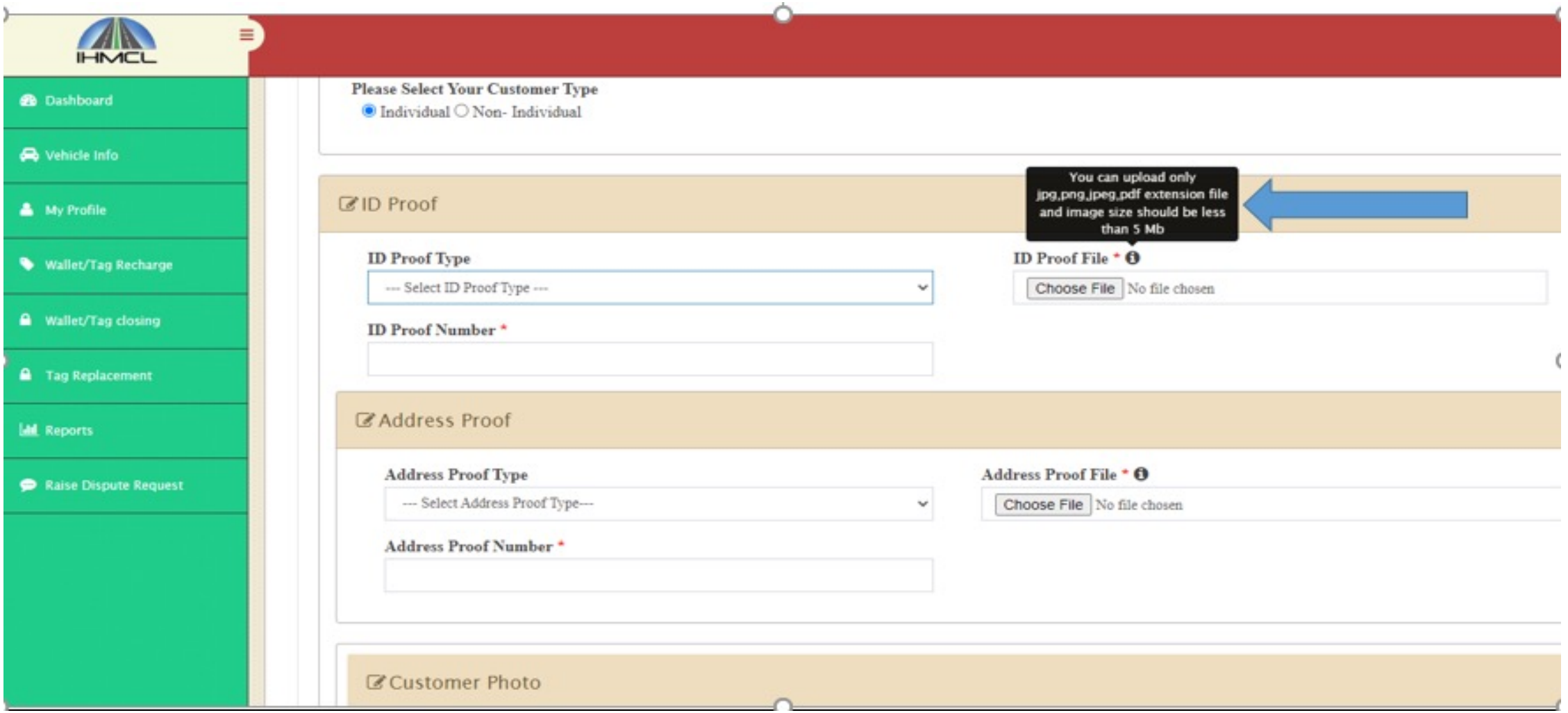
List of Documents for Individual customer

- An individual customer needs to submit bank accepted ID proofs as per below given drop down.

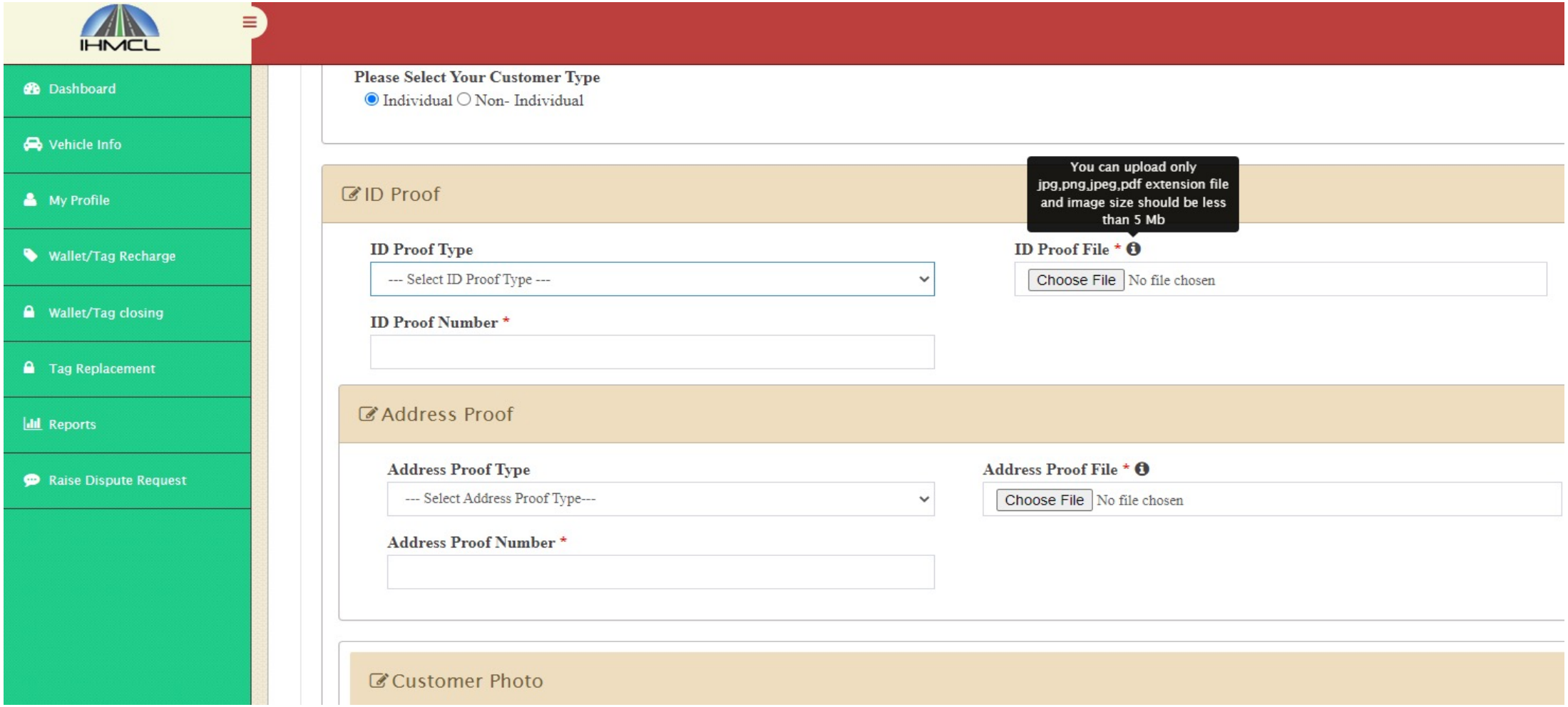
  (Pan Card, Voters ID, Driving license, Passport, Scanned copy of original document with self attested)



❖An individual's Proofs for upload is allowed till 5 MB under jpg,jpeg,png,pdf formats.

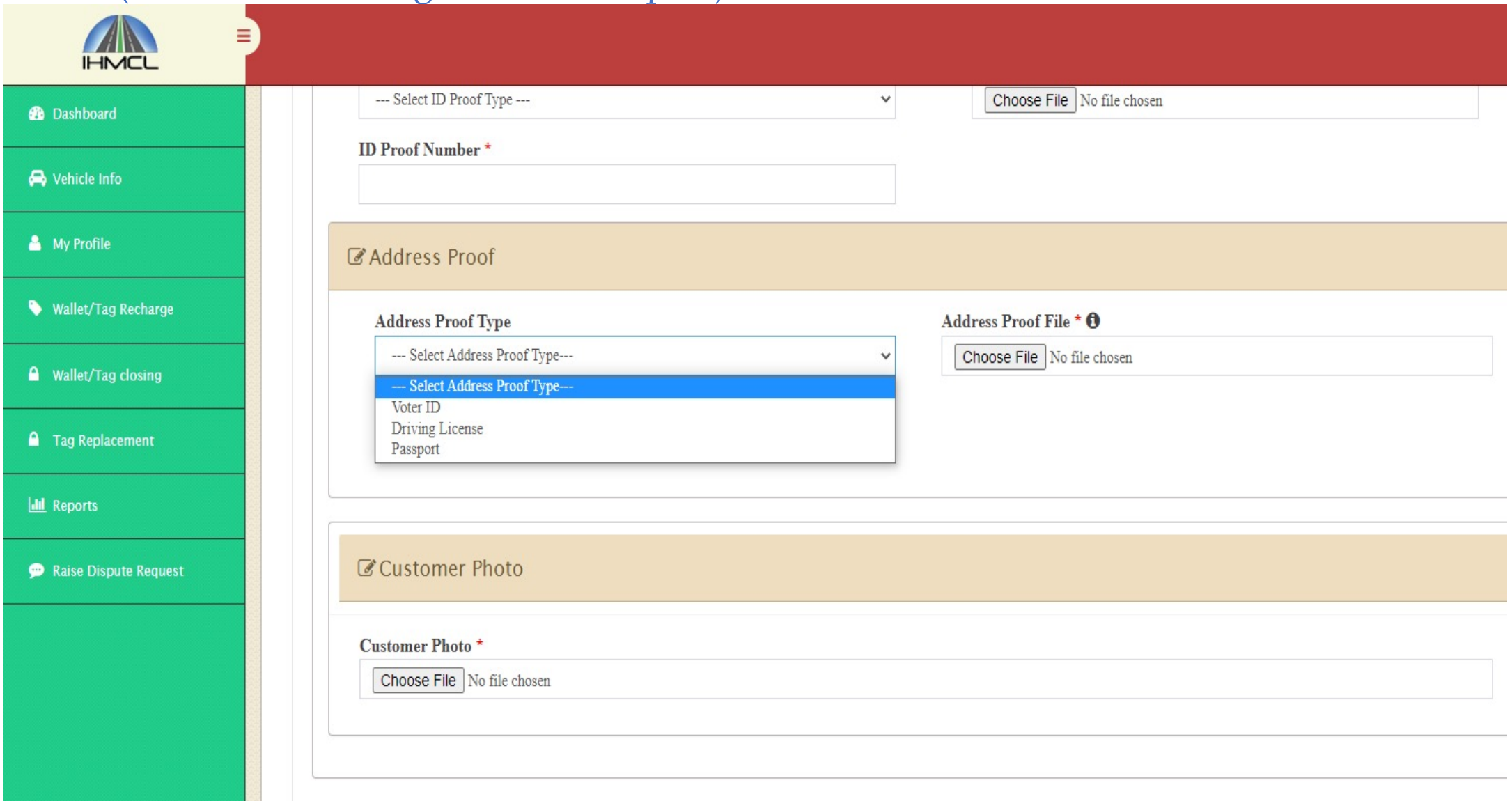


❖An individual Id Proof number is a mandatory field. Customer needs to provide valid ID proof number which needs to be matched with submitted document.

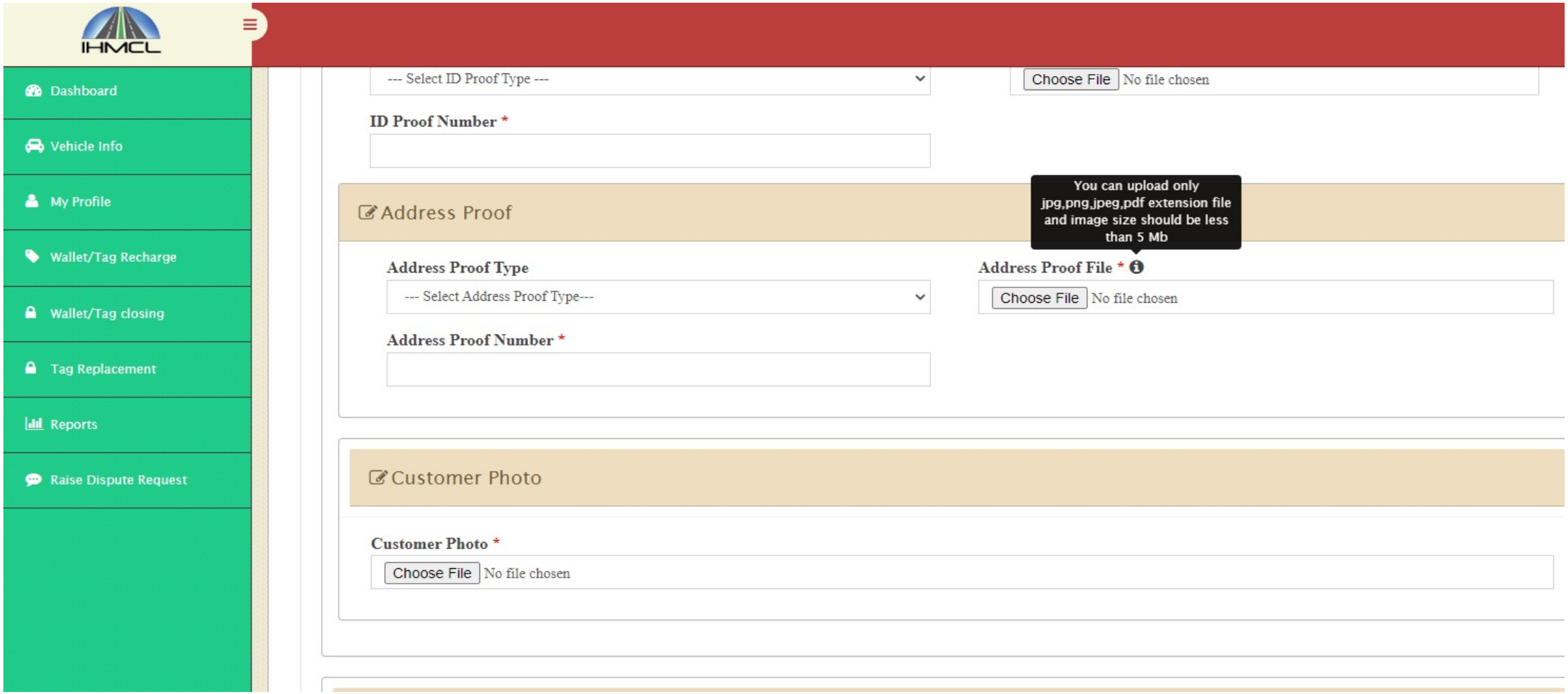


❖An individual customer needs to submit Address proofs as per the acceptable categories which are listed below .

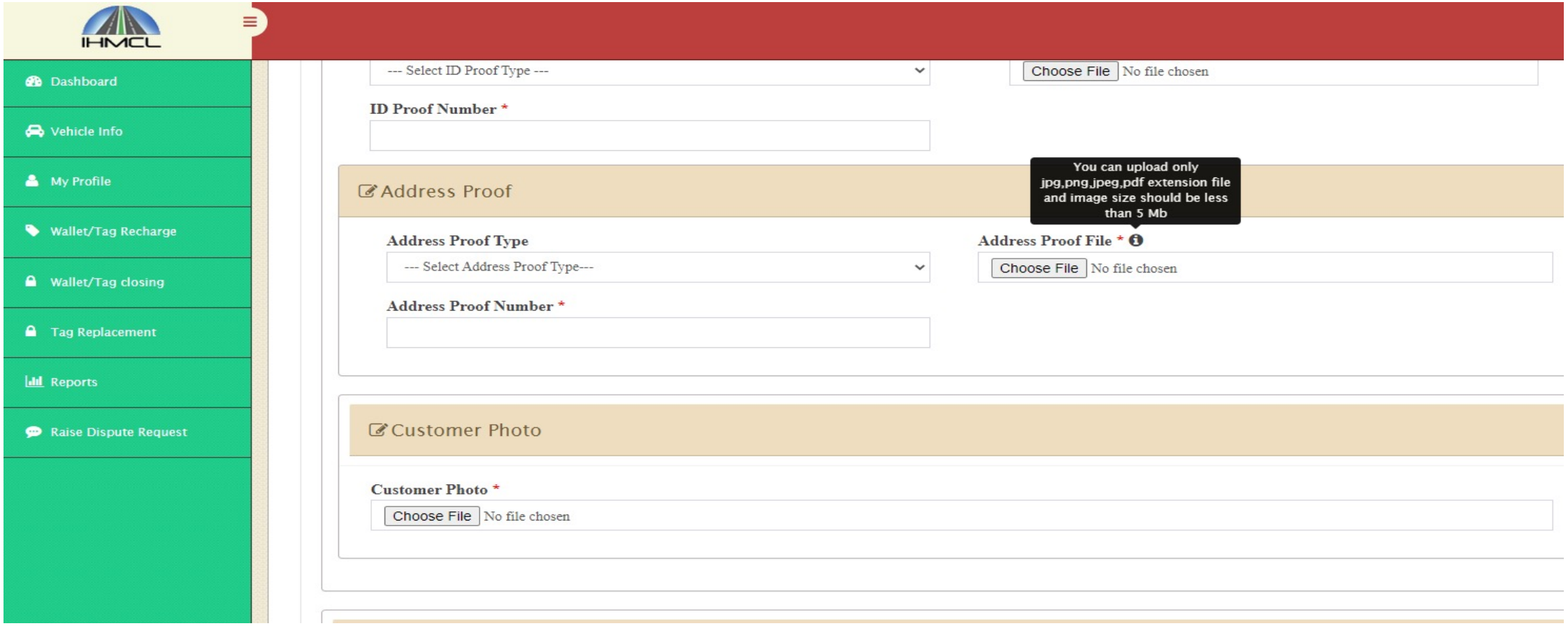
(Voters ID, Driving license, Passport)



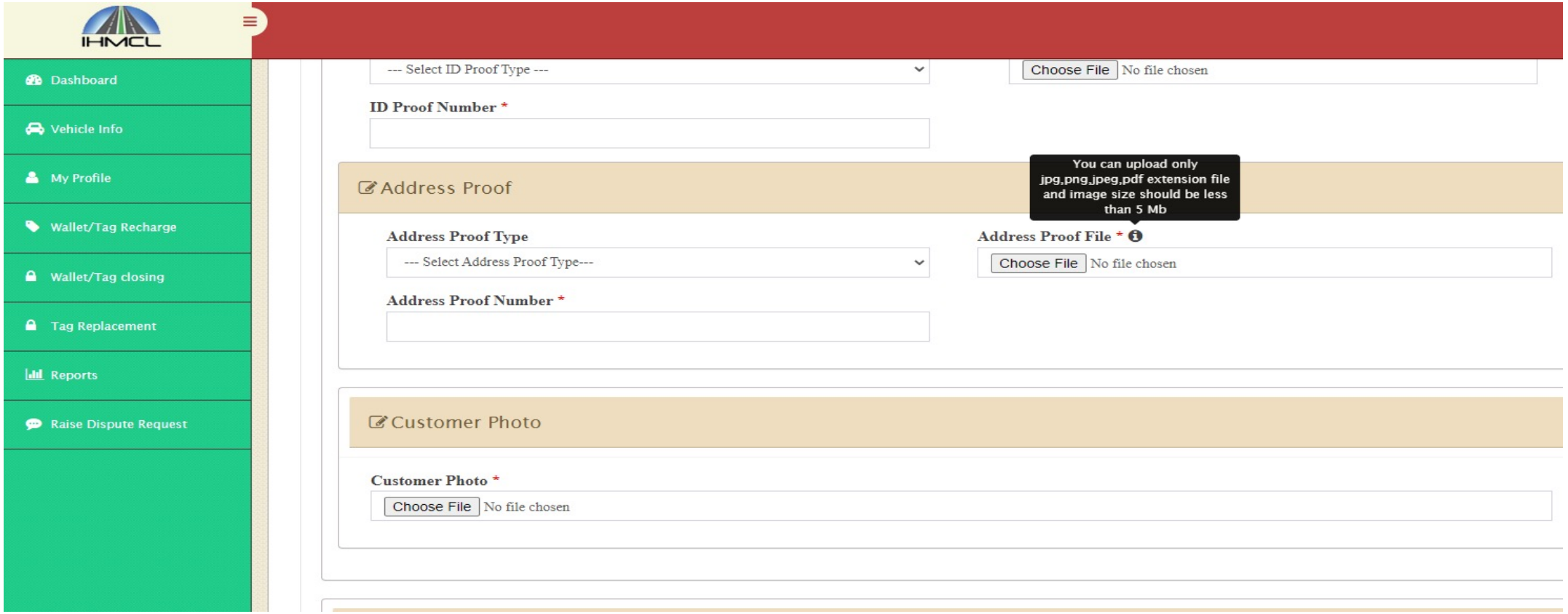
❖ Document to the extent of 5 MB is permissible for upload under jpg,jpeg,png,pdf formats.



❖ An individual's Id Proof number is a mandatory field. Customer needs to provide valid ID proof number which needs to be matched with the submitted document.

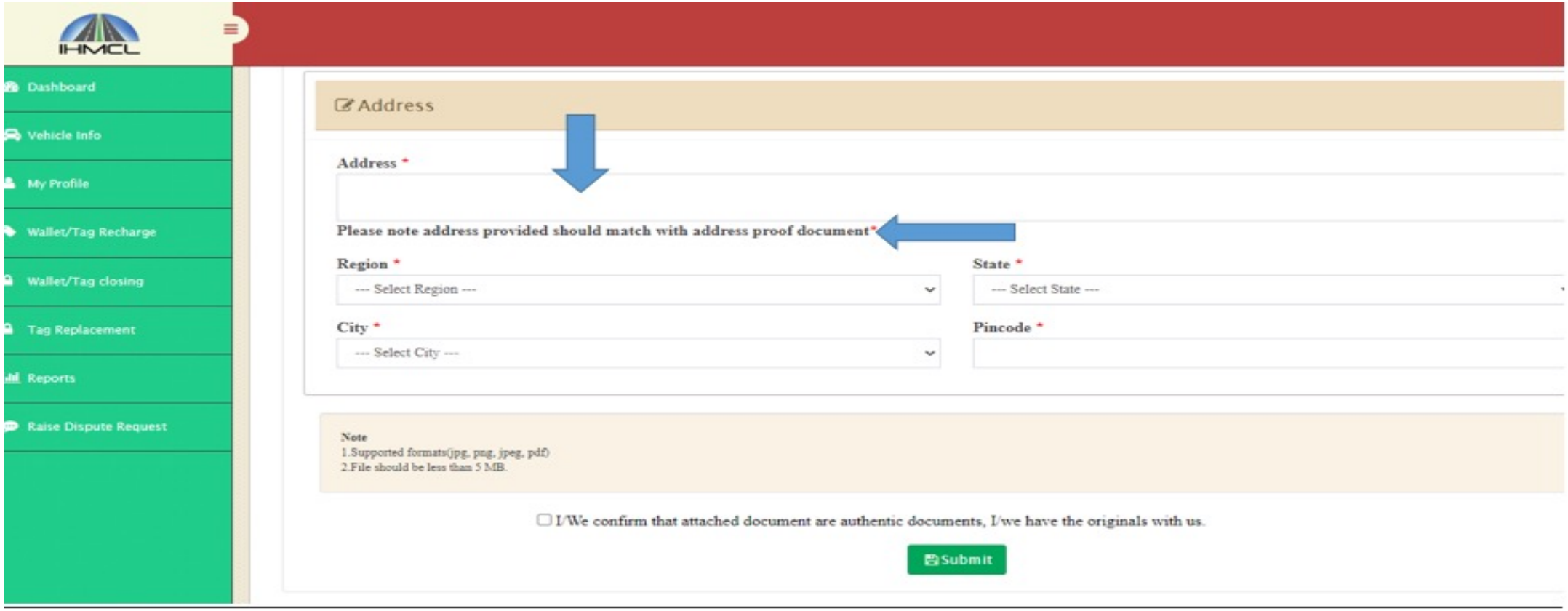


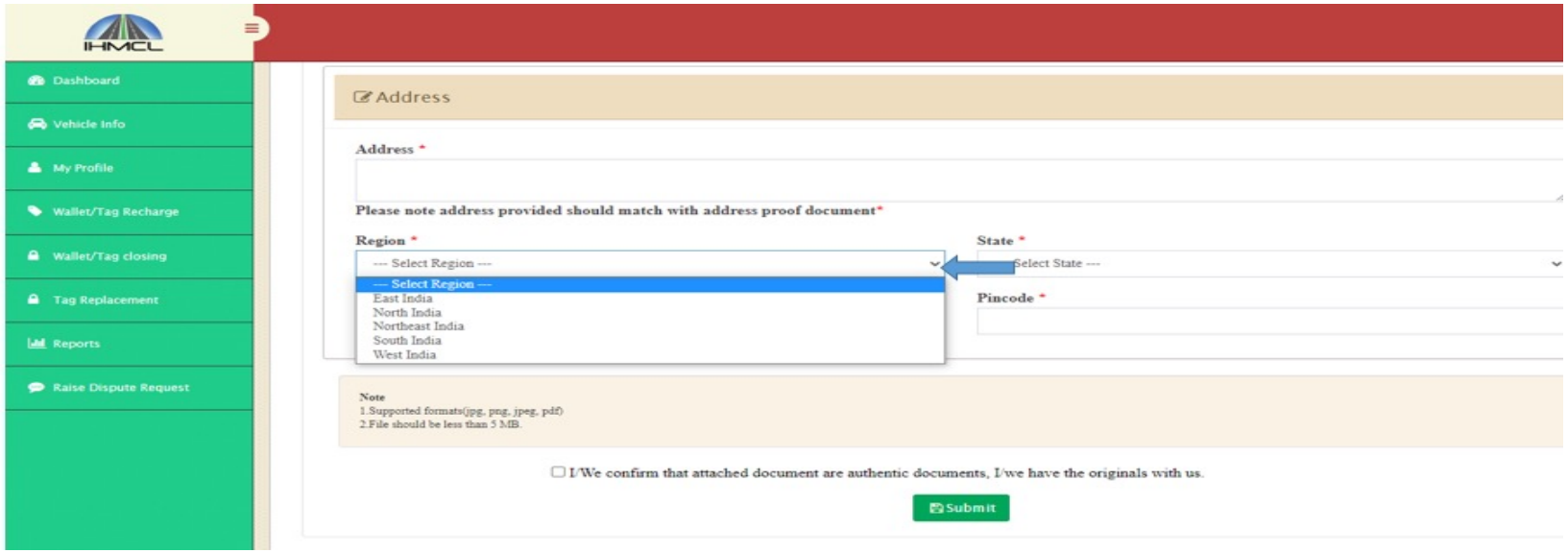
- An individual customer needs to submit a valid passport size photograph with clear image and maximum size of such photograph to the extent of 5 MB.
- It is to be noted that under any circumstances, Group photographs, photo with a mask, unclear image, incorrect format other than JPG, JPEG, PDF, Png and any restricted contents would not be permitted and thus bound for rejection.

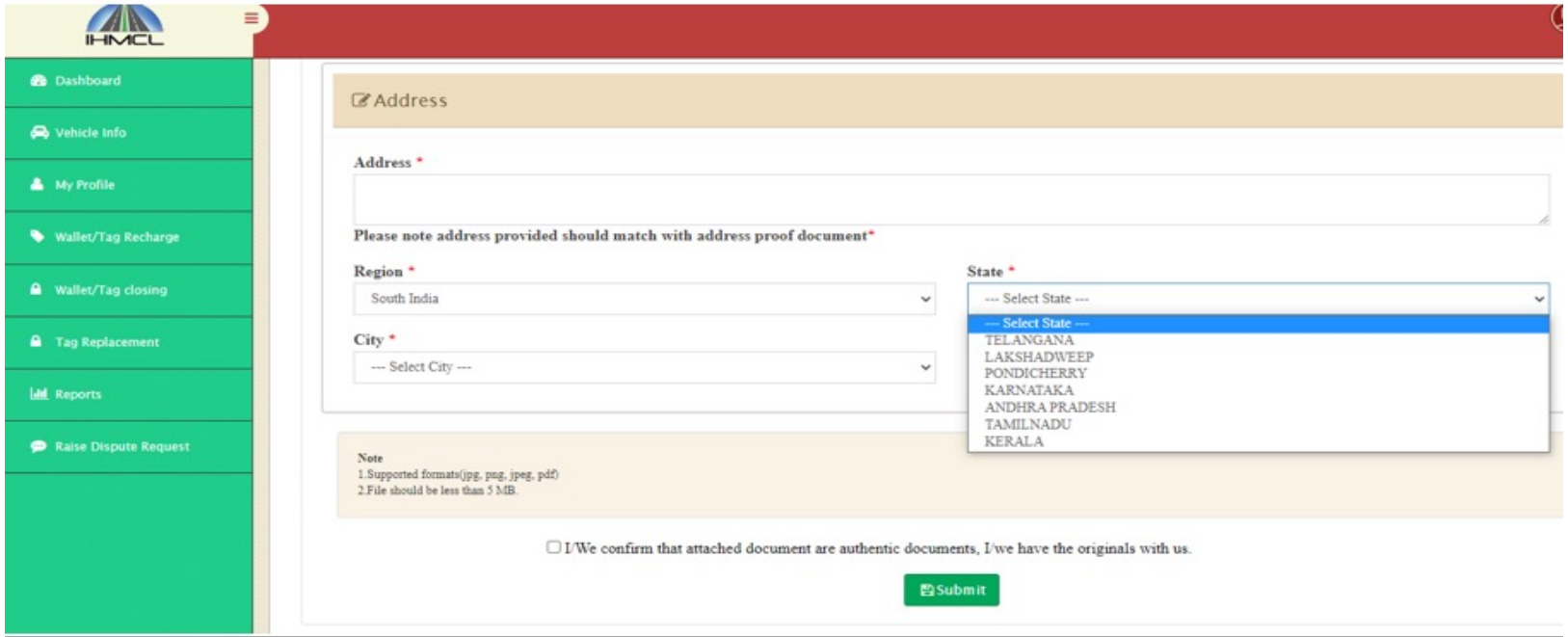


# Address updating..

- ❖Customer needs to update the address in accordance to the document submitted.
- ❖ Customer to Mandatorily select Region / State / City And Pin Code while updating the address.
- ❖ Once the details are submitted by the customer it could not be edited. Hence the customers are advised to update the details properly.




IHMCL
Dashboard
Vehicle Info
My Profile
Wallet/Tag Recharge
Wallet/Tag closing
Tag Replacement
Reports
Raise Dispute Request
Address
Address *
Please note address provided should match with address proof document*
Region *
--- Select Region ---
--- Select Region ---
East India
North India
Northeast India
South India
West India
State *
--- Select State ---
Pincode *
Note
1.Supported formats(jpg, png, jpeg, pdf)
2.File should be less than 5 MB.
I/We confirm that attached document are authentic documents, I/we have the originals with us.
Submit


IHMCL
Dashboard
Vehicle Info
My Profile
Wallet/Tag Recharge
Wallet/Tag closing
Tag Replacement
Reports
Raise Dispute Request
Address
Address *
Please note address provided should match with address proof document*
Region *
South India
State *
--- Select State ---
--- Select State ---
TELANGANA
LAKSHADWEEP
PONDICHERRY
KARNATAKA
ANDHRA PRADESH
TAMILNADU
KERALA
City *
--- Select City ---
Note
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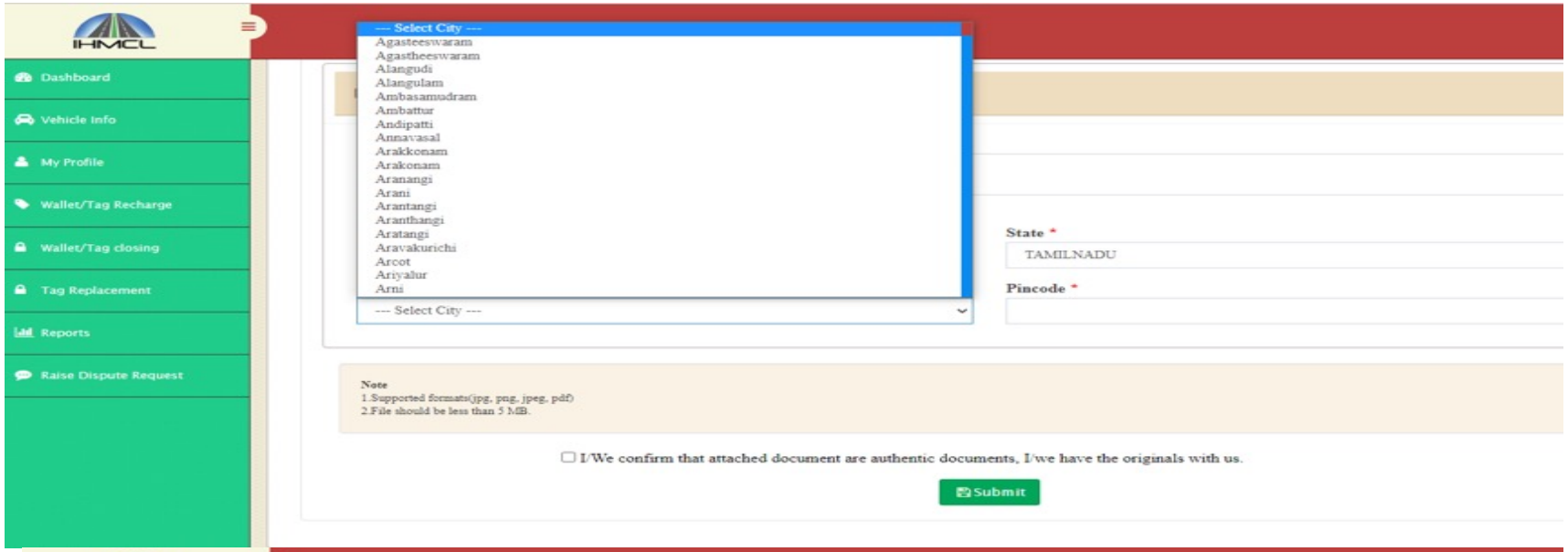
Submit


IHMCL
Dashboard
Vehicle Info
My Profile
Wallet/Tag Recharge
Wallet/Tag closing
Tag Replacement
Reports
Raise Dispute Request
--- Select City ---
Agasteeswaram
Agastheeswaram
Alanguda
Alangulam
Ambasamudram
Ambattur
Andipatti
Annavasal
Arakkonam
Arakonam
Aranangi
Arani
Arantangi
Aranthangi
Aratangi
Aravakurichi
Arcot
Ariyalur
Arni
State *
TAMILNADU
Pincode *
Note
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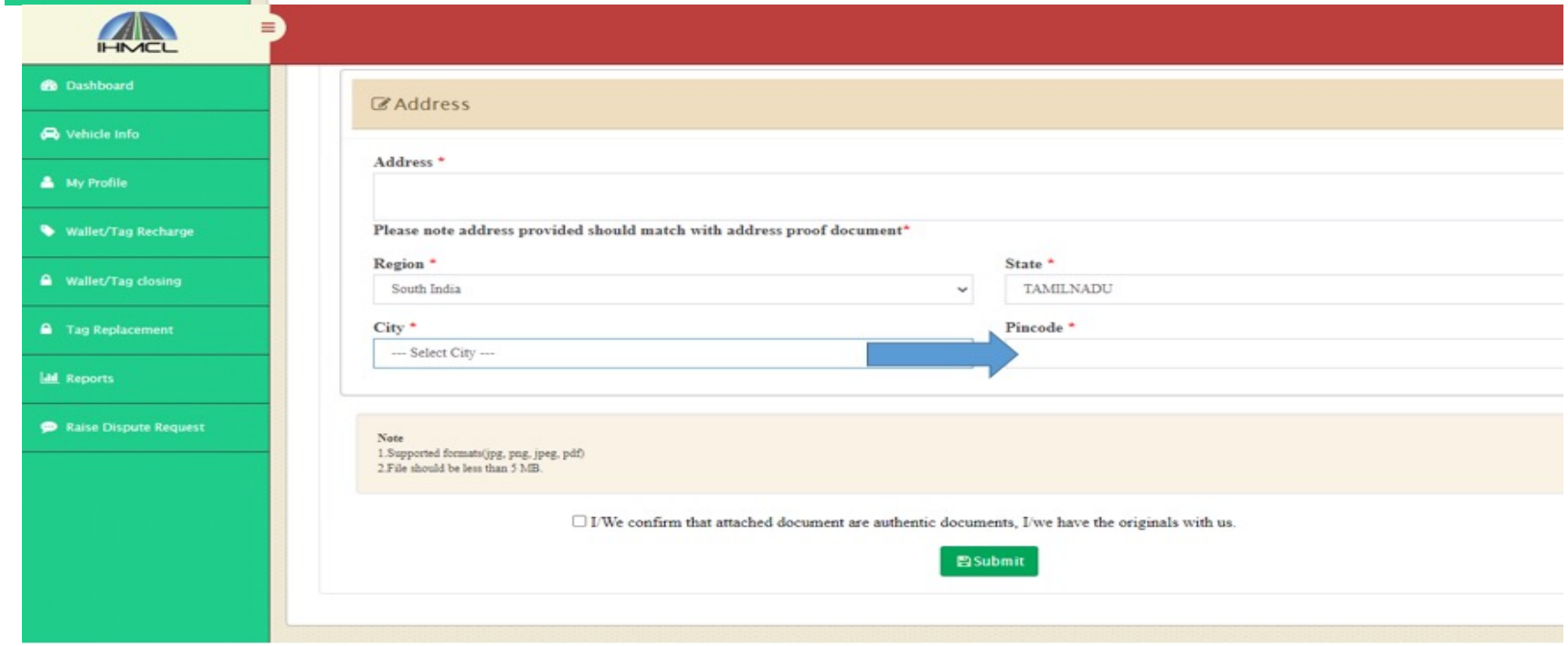
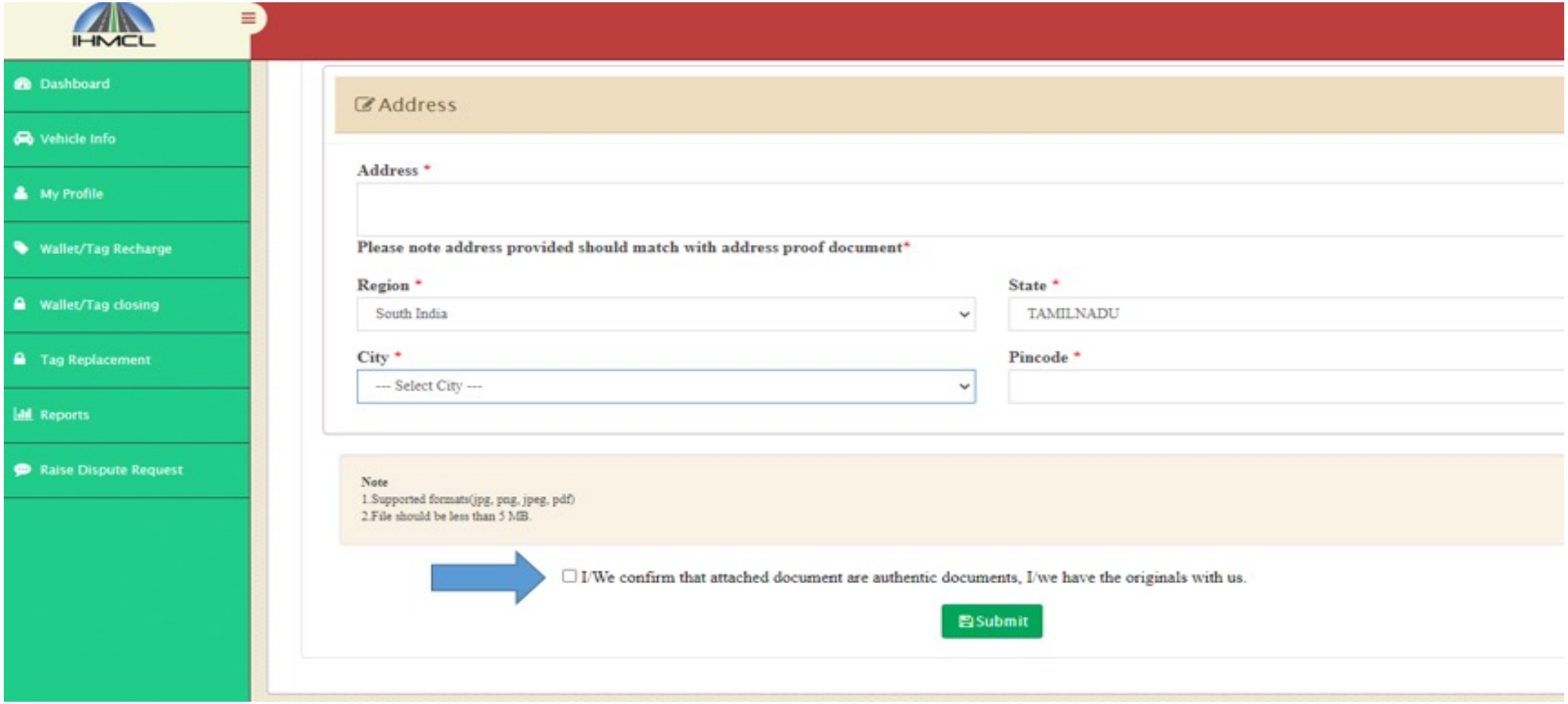
Submit


IHMCL
Dashboard
Vehicle Info
My Profile
Wallet/Tag Recharge
Wallet/Tag closing
Tag Replacement
Reports
Raise Dispute Request
Address
Address *
Please note address provided should match with address proof document*
Region *
South India
State *
TAMILNADU
City *
--- Select City ---
Pincode *
Note
1.Supported formats(jpg, png, jpeg, pdf)
2.File should be less than 5 MB.
I/We confirm that attached document are authentic documents, I/we have the originals with us.
Submit

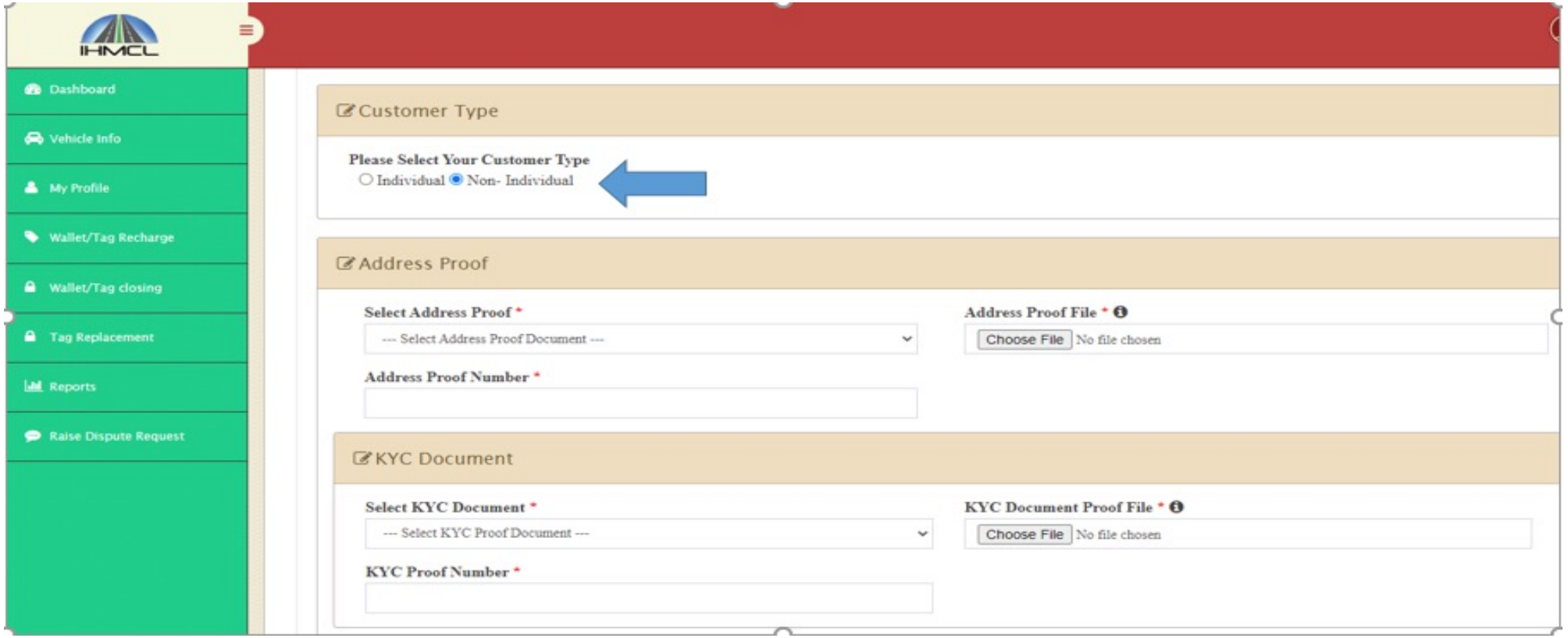
# Declaration

- Before submission, a mandatory declaration needs to be selected by customer without which the KYC submission process shall not be moving to subsequent stage.

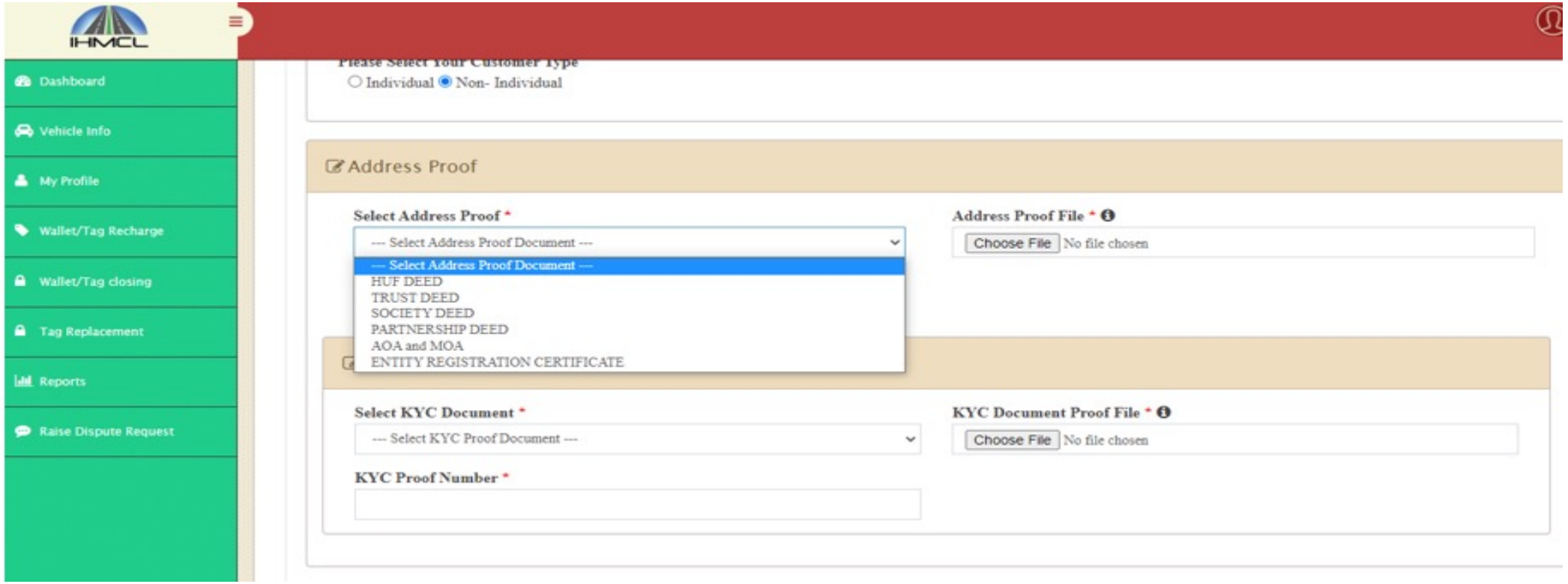


KYC Submission process – Non Individual customer

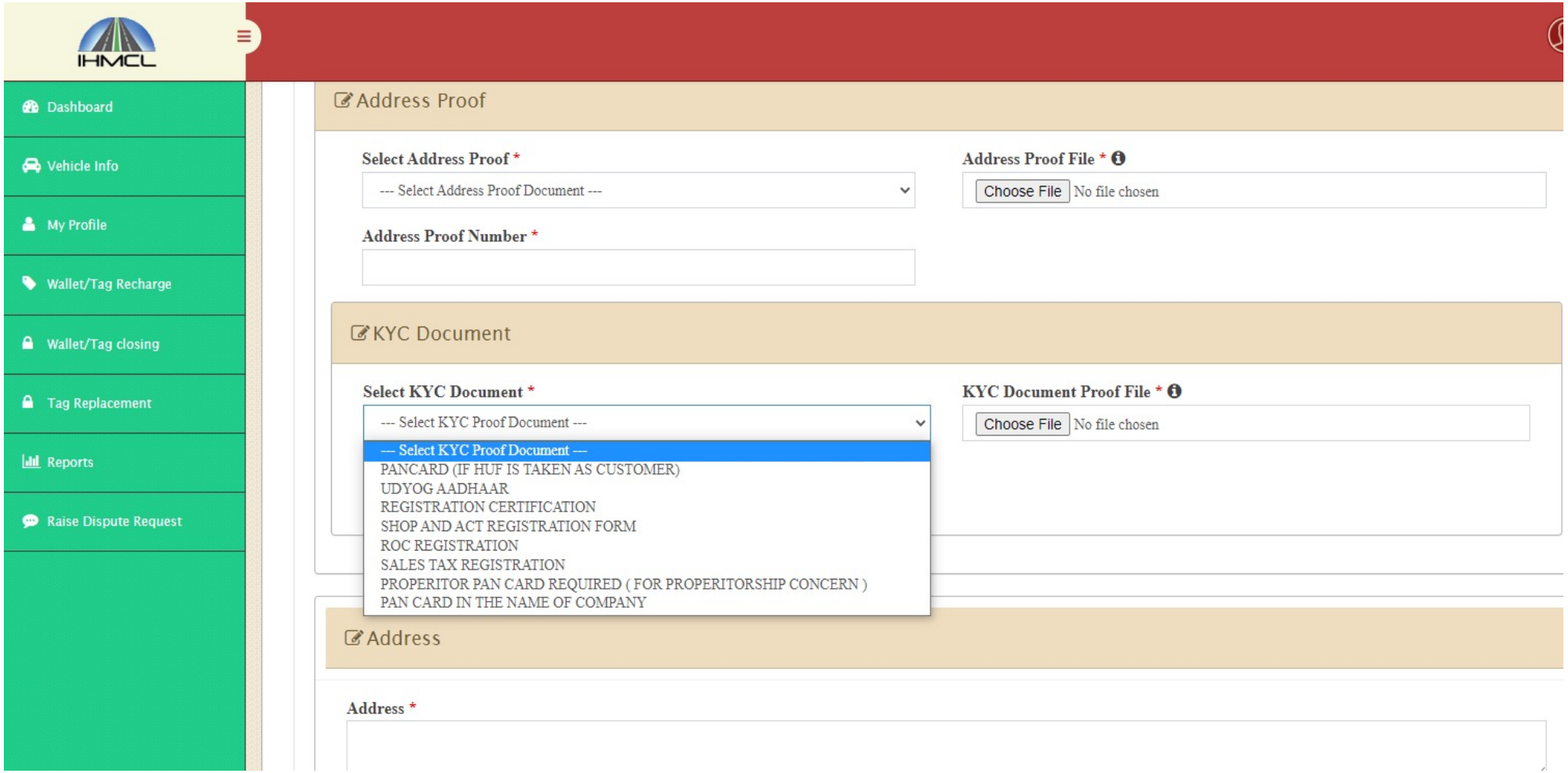
- In My profile Page, customer has an option to select KYC in the switch Tab.
- Upon selection of KYC page, customer can see the following screen.



- Id Proofs  are allowed to the extent of 5 MB size and can be under any of the following categories viz. jpg,jpeg,png,pdf.
- Following are the List of documents  that are accepted as address proof for non individual customers. HUF Deed , Trust Deed, Society Deed , Partnership Deed , AOA and MOA, Entity registration certificate.

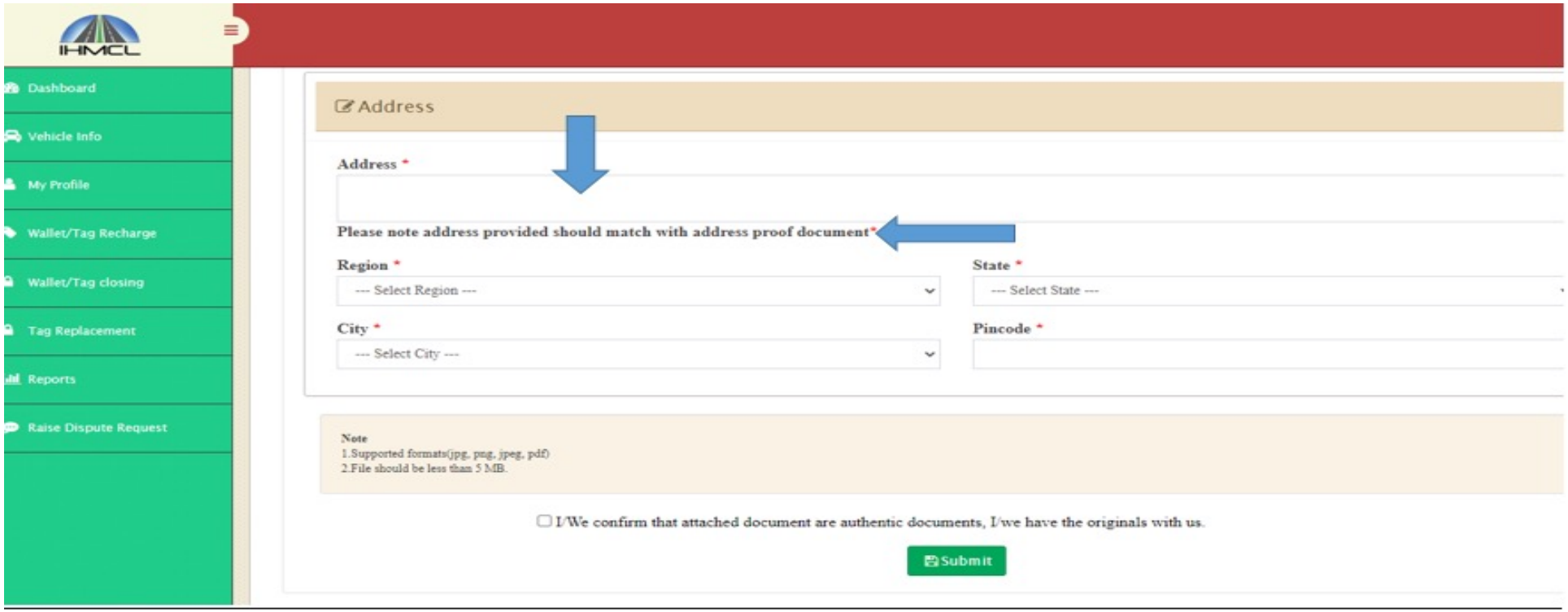


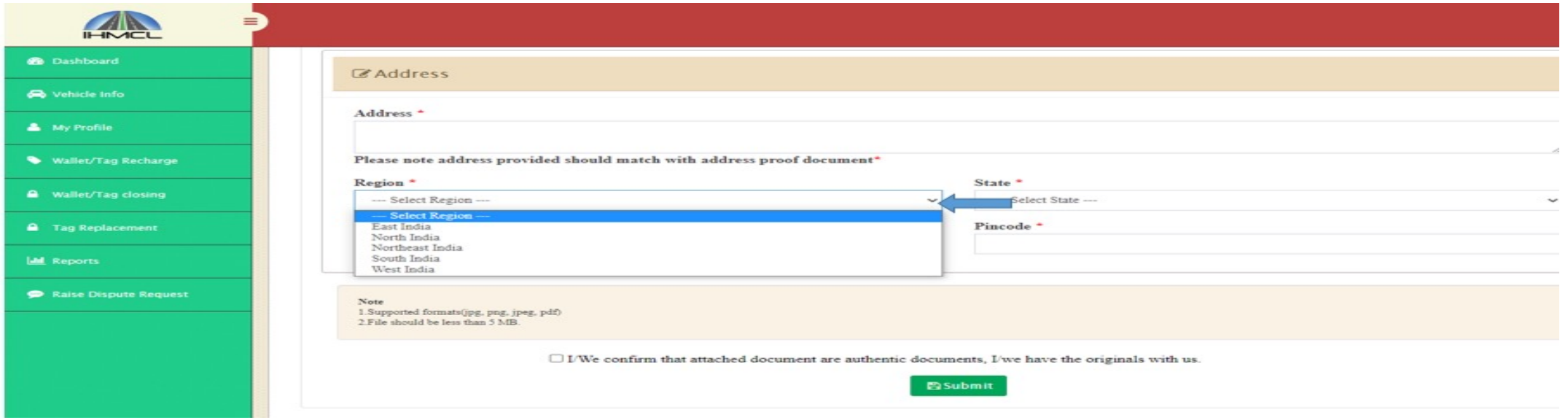
❖List of documents are KYC / Id proof document proof for non individual customer.



# Address updation

- Customer needs to update the address in accordance to the document.
- Additionally, customer needs to select Region / State / City and Pin code while updating the address.




IHMCL
Dashboard
Vehicle Info
My Profile
Wallet/Tag Recharge
Wallet/Tag closing
Tag Replacement
Reports
Raise Dispute Request
Address
Address *
Please note address provided should match with address proof document*
Region *
--- Select Region ---
--- Select Region ---
East India
North India
Northeast India
South India
West India
State *
--- Select State ---
Pincode *
Note
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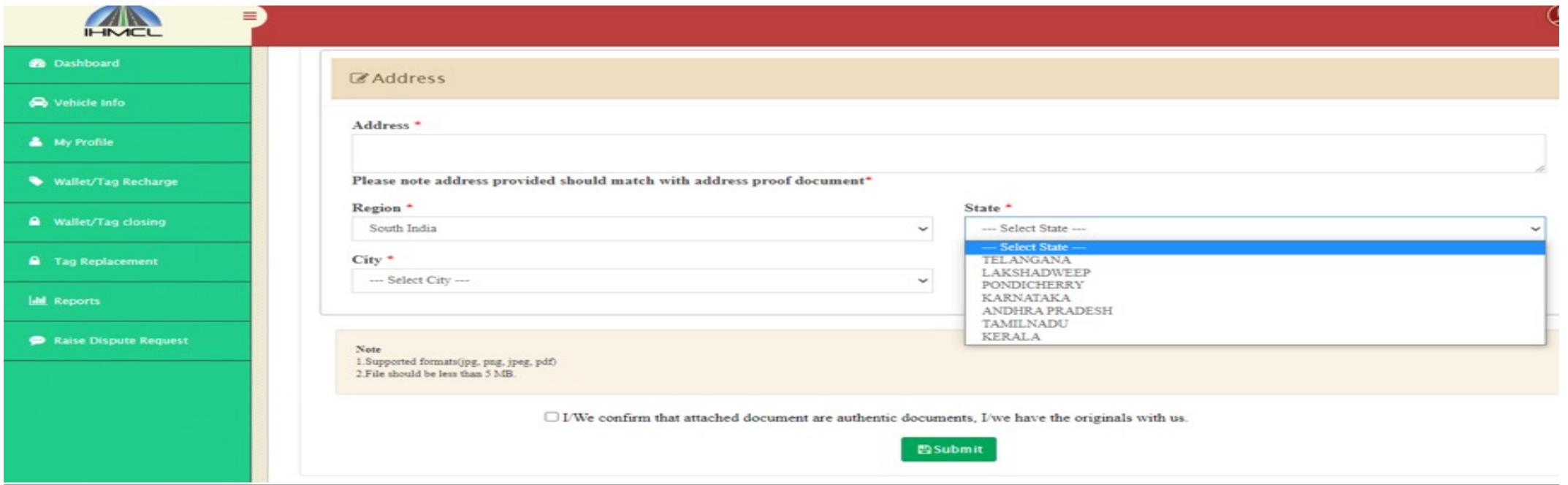
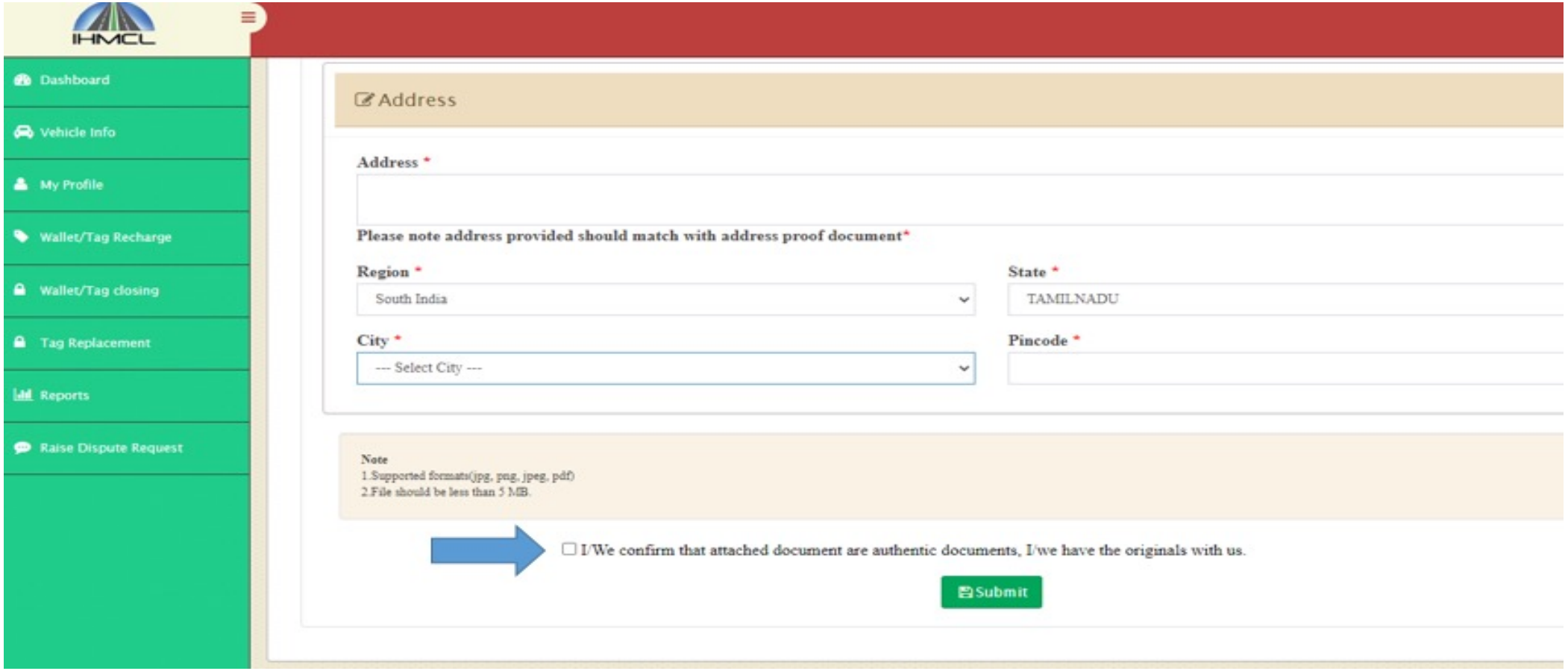
Submit

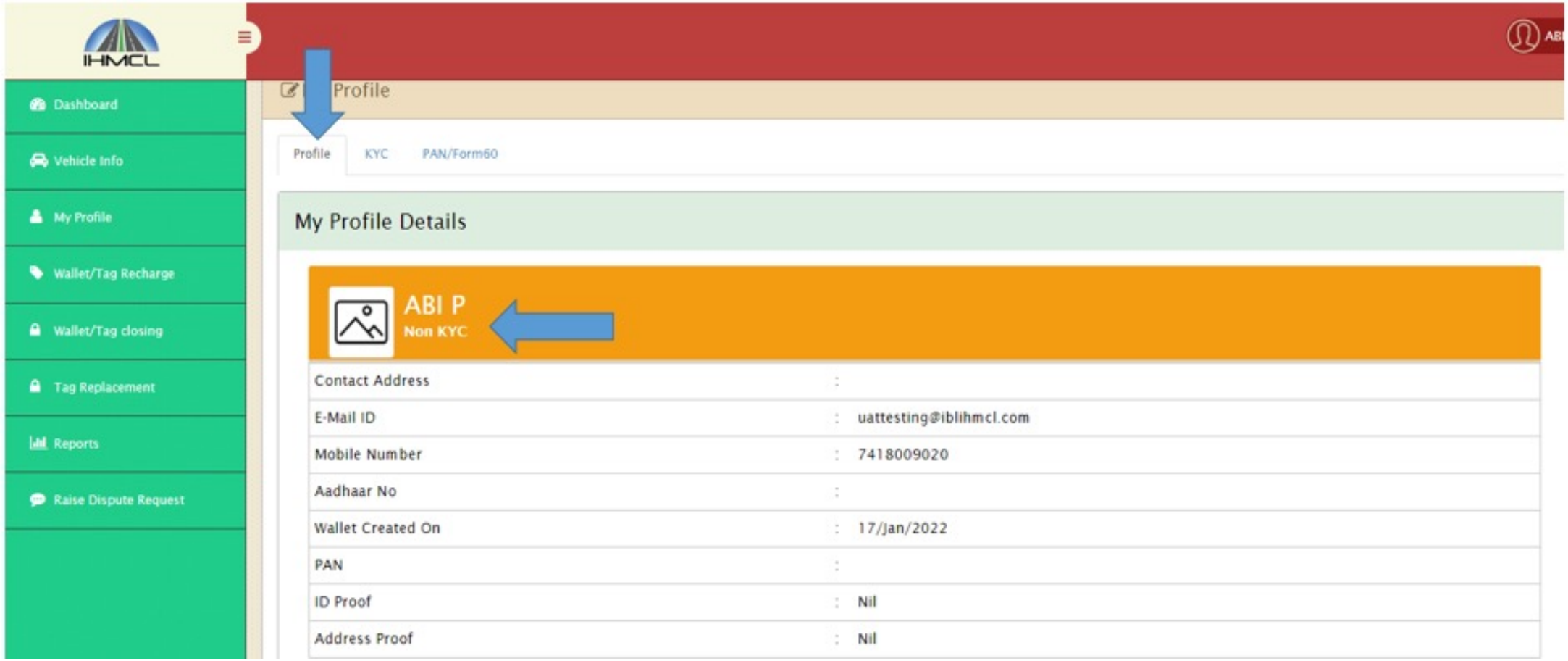

IHMCL
Dashboard
Vehicle Info
My Profile
Wallet/Tag Recharge
Wallet/Tag closing
Tag Replacement
Reports
Raise Dispute Request
Address
Address *
Please note address provided should match with address proof document*
Region *
South India
City *
--- Select City ---
State *
--- Select State ---
--- Select State ---
TELANGANA
LAKSHADWEEP
PONDICHERRY
KARNATAKA
ANDHRA PRADESH
TAMILNADU
KERALA
Note
1.Supported formats(jpg, png, jpeg, pdf)
2.File should be less than 5 MB.
I/We confirm that attached document are authentic documents, I/we have the originals with us.
Submit

# Declaration

- Before final submission, customer needs to accept the declaration without which the process shall not move to subsequent stage.



- Post submission of KYC, customer's can view their status in My profile menu.
- The agreed TAT for validation of KYC documents are 7 working days. The Customer is suggested to regularly visit the site i.e. **www.fastag.ihmcl.com** for the current status of their KYC. In case the KYC is rejected by the Bank, the customer can re-upload/edit the details as required.



Thank You