

Inquiry

eTag Users

- Users may inquire the 1-hour-ago "real-time balance" in the account, and the trial amount does not include 10% discount preference of the toll.
- Since the mileage calculation accounting audit requires 2 days of operation, users may inquire the 3-day-ago "real balance" in the account, and this amount includes 10% discount preference of the toll.

Non-eTag Users

- Toll payable shall be inquired on the 4th day from the date of passage.



[more](#) 

FETC ETC APP

- Please download the official mobile APP - FETC ETC to prevent internet fraud and leakage of personal information.

- Inquiry at a glance.
- Easy access to information of multiple motor vehicles
- eTag users can enjoy a variety of benefits and rewards



APP Inquiry



Download

Step

1. Enter member account and password or vehicle owner's Personal ID to log in

2. Click on the benefits and then click on "redeem the reward"

3. Click on "submit license plate number"

4. Redeem the chosen reward following the instructions

SMS Notifications - eTag Customer Service

SMS for Low Balance

- When the real-time balance is less than NT \$120 (excluded), a SMS will be sent to remind you of the account balance.

SMS for Insufficient Balance

- When the account balance is insufficient to be charged, a SMS will be sent to remind you of completing the account balance as soon as possible.

Toll email Service

- The content comprises the toll amount (withheld or payable), eTag account balance recharging reminders, detailed inquiry links.
- The email shall be received on the 4th day from the date of passage.
- We will notify the outstanding toll through SMS, regular mail and registered mail.



eTag Users



Payment Users

Freeway Tolls E-bill

- You shall top up your account and pay tolls on time. Apply for electronic bill and go green and save green!
- Learn your outstanding tolls by receiving monthly e-bill. (E-bill Delivery date: when you apply for bill in first half of month, you will receive bill on 10th of the next month; if you apply for bill in the second half of month, you will receive bill on 25th of the next month.)
- Access to passage details anytime and anywhere without disclosing your personal information.



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