

## You are now registered with Toll Collect. What's next?

After registration, your master PIN can be found in the customer portal under „Notifications“. You will need your master PIN, for example, to identify yourself when contacting our customer service by telephone.



### ! Important: Top up credit account before commencing travel!

- ✓ You can find out your current account balance from our customer service. Please have your master PIN ready.
- ✓ If you wish to use a different payment method (e.g. direct debit from Toll Collect, fuel card or credit card), you can apply for this in the customer portal under: My data > Contract info > Payment method.

**Note:** As a new customer, you will be assigned the settlement by credit account payment method.

#### **Bank details for settlement by credit account:**

**Recipient:** Toll Collect GmbH

**Bank:** Helaba

**IBAN:** DE88 3005 0000 0001 6401 19

**BIC/Swift-Code:** WELADED

**Reason for payment:** Your user ID "XXXXXXX" and the keyword "Toll"



## Benefit from our comprehensive range of services in our customer portal

- Register vehicles
- Change vehicle data
- Deregister vehicles
- Quickly and conveniently change your customer information or payment method
- View toll statements, itemised journey lists and invoices
- Look at journey details
- Display invoices as well as journeys not yet invoiced

**Your accounts and our communications are available for you to access in the customer portal.**

**We will notify you of any new information via e-mail.**

**Data saved in the customer portal is also available for manual log-on online or via the app.**



## Our recommendation: automated toll collection

- ✓ Register your vehicle in the customer portal
- ✓ Schedule an appointment to have an On-Board Unit (OBU) installed with our service partner
- ✓ Get driving: toll collection will be done automatically

**Do you have any questions? Gladly and free of charge Monday to Friday from 7:00 a.m. to 7:00 p.m.:**

Tel.: 0800 222 26 28 | outside Germany: 00800 0 222 26 28 (free of charge, mobile network charges may vary)

Fax: +49 180 1 22 26 28 (in Germany: EUR 0.039 per minute from fixed-line networks; mobile phone rate max. EUR 0.42 per minute)

E-mail: [service@toll-collect.de](mailto:service@toll-collect.de)