

HumberTag Customer



How do I manage my HumberTag Account?

Once you have successfully completed your HumberTag application online, you will be able to download your log in details. This enables you to access your account online straight away by visiting www.humbertag.com. You can then top up your account and check your balance from here.

Your Tag will be processed and sent out to you via the post within 7 – 10 working days. Once this Tag is installed in your vehicle you are able to use the Tag Lane.

If you have completed a paper application (which we aim to process within 7 – 10 days) an online account will be created. You will then receive 2 separate letters, one containing your username and Tag, the other containing your password.

If I have opened an account or added a new vehicle registration number to my HumberTag account, can I use this vehicle in the TAG lane straight away?

No - you will need to wait until you have received the Tag in the post and installed it in your vehicle before using the bridge.

Where do I install the Tag?

Please follow the instruction leaflet provided with your Tag. It states to fix the Tag behind your rear view mirror; the picture of the Humber Bridge should be the correct way up. For a video clip on how to install your Tag please go back to the home page of the FAQ's.

Do I get a discount as a Humber Tag Customer?

HumberTag customers receive a 10% discount on all toll fees.

Are tags interchangeable?

Each Tag is vehicle registration specific and can only be used in a vehicle whose registration number is associated to that Tag. If the Tag is transferred into an alternative vehicle, the transit will be classed as a violation and you will need to follow the instructions as per www.HumberTAG.com.

How do I add funds to my account?

You are able to make Top Up payments to your account in 3 ways:

- **To pay using a credit/debit card** - Log into your account at www.HumberTAG.com and select the summary tab and then click the “top up’ tab in order to make your payment.
- **To pay by cheque** - You can send a cheque (writing your Tag account reference on the back), payable to the **Humber Bridge Board, Ferriby Road, Hessle, East Yorkshire, HU13 0JG.**
- **To pay via Bacs / Standing Order**

Account name:	Humber Bridge Board
Sort Code:	56-00-06
Account number:	26271478
(Overseas) IBAN:	GB10NWBK56000626271478
Swift:	NWBKGB2L

All Bacs payments **MUST** have a valid HumberTag account number in the reference field. Failure to include this account number will result in a delay in your payment being credited to your account. Please note a Bacs payment normally takes 3 working days as these are manually allocated to your account. Please check your account online to see when payments are credited.

How many Tags can I have on my account?

There is no limit to how many Tags you can have on the account; you just need to have 1 Tag per vehicle.

Can I have another HumberTag account using the same personal details?

Each HumberTag Account requires a unique email address as this is used to log in and access your account. In order to set up an additional account with the same address details you will need to supply an alternative email address.

How do I amend my details?

You are able to amend all personal customer information (**except Tag / vehicle registration details**) online by accessing your account online. If you need to amend vehicle registration details on your account you will need to email your request to admin@HumberTAG.com. Once your request has been action you will receive an email confirmation of the changes on your account. Please wait for this confirmation before using your new vehicle in the Tag lane.

What if I get a new vehicle / different registration number?

Each Tag is associated to a specific vehicle registration number; therefore, if you change your vehicle or your registration number, the Customer Service Team will need to be made aware

of this prior to any transit using the new registration. Please email admin@HumberTAG.com providing your old registration number and the new vehicle details. Once your request has been actioned you will receive an email confirmation of the changes on your account. Once this confirmation has been received you are able to put the tag in your new vehicle. You are able to collect a free replacement bracket by stopping at a booth.

Why does my Tag beep?

- 1 beep indicates that your Tag has been detected.
- 2 beeps indicate that your account balance has reached your low balance warning level.
- 3 beeps indicate low battery warning.
- 4 beeps indicate the Tag is non-usable and is not associated to a HumberTag account.

If the account is not used, what will happen?

As long as there is credit on the account, it will stay open without activity for 1 year, after this, the account will close.

What happens if my account goes into a negative balance?

Once your balance reaches the amount you requested to be set as your low balance, you will receive an email / text requesting that a top up payment is made to the account. As soon as the balance goes into a negative balance and remains below zero for **13** consecutive days, it will automatically close. During the **13** days of being in a negative balance you are able to top up your account online.

On the 14th day you will receive email / text notifications which request that you return your tag and the account will close. All transits made after the closure of the Tag account will be classed as a non HumberTag customer.

You will need to contact our Customer Service Team on **01482 647162** to discuss reopening your account. The offices are open **08:00 – 16:00 Monday – Friday** and closed bank holidays,

How do I get a replacement bracket?

To obtain a new bracket free of charge, please visit a manned booth. The Bridge Officers and Toll Collectors carry a supply.

How do I close my account?

To close your HumberTag account, please return your Tag with a covering note to the **Humber Bridge Board, Ferriby Road, Hessle, East Yorkshire, HU13 0JG.**

Please enclose details regarding how you would like the closing balance refunded:

Please choose one of the following methods:

- Via Bacs – please provide bank details
- Cheque