TOLL-EXEMPT RFID FOR MEDICAL FRONTLINERS

(Directly attending to Covid-19 patients)

Frequently Asked Questions (FAQs)

1. Who may avail of the free toll?

The free toll privilege is extended to all medical professionals and workers directly involved in Covid-19 response, at both public and private hospitals. These include doctors, nurses, medical technicians, nursing aides, radiology technicians, and the like.

2. What about non-medical staff conducting regular office duties in hospitals? Can they avail of the free toll?

Non-medical staff conducting regular office duties, even at hospitals handling Covid-19 cases, are NOT eligible.

3. How can I avail of the Autosweep RFID?

For now, there are only two stations that can issue the toll exempt RFID sticker. Please visit the temporary booths at Shell Magallanes Southbound and NAIA Drive Through Toll Gate (before Terminal 3) from 8am to 7pm daily. Please note that these stations handle Autosweep RFID processing only (Not NLEX, CAVITEX RFID Sticker).

Fill-out a subscription form, and present the following:

- Your vehicle’s OR (Official Receipt) and CR (Certificate of Registration)
  
  Note: If the vehicle is not in your name, an authorization letter and copy of the valid ID from the registered owner will suffice.

- PRC License card
- Hospital ID and/or COE from the Hospital
- Certification from IATF/DOH (If you are not hospital-based)
- Php 200 for the initial load

SMC Tollway personnel will take photos of your PRC License Card and Hospital ID to enroll you in the toll-exempt RFID Program.
Upon activation, the account will receive an SMS confirmation. They may also call our customer hotline 02-53188655 (TOLL) to inquire about their account’s status.

4. I already have an Autosweep RFID account. Can I still avail of the toll-exempt RFID?

Those with existing RFID accounts need not reapply. We will create a toll exempt account for you and transfer your sticker and vehicle plate number to the toll exempt account.

Using your phone, send us clear, visible, uncropped, and untampered photos of the following (send together in ONE PHOTO, not individually) on Viber (0917-6338043):

- Photo of PRC License
- Back portion of Autosweep RFID card
- Hospital ID and/or COE from the Hospital
- Certification from IATF/DOH (If you are not hospital-based)

Please send the requirements in one photo. Strictly follow the format, otherwise we will not process your request until the correct format is sent. This is to ensure that your RFID card is not mixed up with the others. We conduct account verification/validation prior to toll exemption conversion.

Fraudulent IDs will result in automatic account suspension. Data Privacy is highly observed.

5. What will happen to my existing balance?

The current balance of existing RFID accounts will not be touched and will remain in your regular account. When the community quarantine is over, we will inform you and revert your sticker and plate number to the original regular account.

6. How many vehicles is a medical professional allowed to enroll in the free toll program?

Each medical professional is entitled to one toll-free RFID sticker, to be used for only one vehicle. Vehicle does not have to be under the applicant’s name, as long as requirements are submitted.
7. Which lane should I use when passing the toll plaza?

Please always use the ETC lanes which are specially reserved for Autosweep RFID users. Furthermore, please always bring your Autosweep RFID card with you. You may need it when passing through the tollgates of Skyway, SLEX, NAIAx, STAR TOLL, TPLEX, and MCX.

8. How long is the processing time for the toll-exempt RFID?

Due to the high volume of enrollees, please give us 24 hours to activate your toll-exempt RFID.

9. How do I know if my toll-exempt RFID is activated?

Upon activation, the account holder- either toll exempt or regular account will receive an SMS confirmation. They may also call our customer hotline 02-5-3188655 to inquire.

10. Until when is the FREE RFID effective?

Please be advised that the toll-free privilege will remain for the duration of the enhanced community quarantine.

11. Are there exemptions to the eligibility rule? Who may be given special consideration?

If an applicant is deemed ineligible but special consideration is being sought by his or her hospital, proper documentation and endorsements may be submitted. These may be studied on a case-to-case basis. However, priority in terms of processing will still be given to eligible medical front liners.

12. Can I get a refund for the toll fees I paid for while waiting for my toll-exempt RFID to be activated?

All toll fee charges prior to the activation of the toll-exempt RFID will be shouldered by the customer/account holder.
13. What do I do if I’ve lost my RFID card?
If you lost your Autosweep RFID card, please proceed to the any of our stations, request for card replacement and then send the requirements as stated in the guidelines. We will not process your request if you have incomplete requirements. Please visit our website (www.autosweeprfid.com) for a complete list of RFID stations which are open during the community quarantine.

14. Can I send a representative to apply for the RFID?
While we understand that it may be inconvenient to some, applying in person is necessary because the application forms have to be personally signed. community quarantine.