



FREQUENTLY ASKED QUESTIONS

How much will I be charged for the EgnatiaPass electronic transponder?

The electronic transponder EgnatiaPass is provided free of charge for use to our subscribers.

Can I have more than two vehicles in the same subscription account?

There is no limit to the number of vehicles. All you need to do is enter the registration numbers of the vehicles you have, during the registration process or whenever you wish, and you will be given the corresponding number of electronic transponders – one for each vehicle.

What should I do if I lose my EgnatiaPass electronic transponder?

You can call Customer Service or contact one of the Customer Service Points to report the loss of your device in writing. You can also send the loss declaration form via email to the email address: customercare@neodos.gr. In each of the above cases, you must state the customer code and vehicle license plate number, so that your request can be addressed from the next business day.

Will I receive a transit account and a detailed statement for the transactions I will make?

Using the [myEgnatiaPass](#) application you can get the Monthly Statement as soon as it is issued. By using this application, you can also have access to the transaction accounts of the previous months.

Can I ride my motorbike through the automatic toll payment lane?

Motorcycles are not allowed to use automatic electronic lanes for safety reasons. Egnatia Odos motorcycle subscribers use the EgnatiaCard via a tollbooth, enjoying the rest of the EgnatiaPass service advantages.

Can I use the EgnatiaPass electronic transponder on other motorways?

You can use the EgnatiaPass service at all the toll stations of the Greek Motorways, making your travels comfortable and safe, with just a single account throughout Greece (thanks to the Greek Interoperability System (GRITS) in which Egnatia Odos S.A. also participates).