

Q & A about OBU

Q. 1 How can I purchase Hi-pass machine(OBU)?

A. 1 You can purchase OBU on On-line(G-market, Auction, etc.), Off-line(E-mart, Homeplus, etc.) and designated Hi-pass distribution center near the Waegwan Toll booth office.

Q. 2 How can I purchase prepaid-card?

A. 2 You can purchase a prepaid-card at the expressway rest area and the Toll booth office. (effective from 15 October 2017)

Q. 3 How can I pay toll fee?

A. 3 You can pay at any Korean Bank and the Toll booth office.

Q. 4 What should I do with my OBU when I changed my POV?

A. 4 You have to visit Toll booth office with Korean registration and OBU to update the information of OBU

Q. 5 Why do I pay the longest-distance fee?

A. 5 You are charged the longest distance fee if we don't know what toll gate you come in and out. However, you can pay actual cost with toll ticket at the Toll booth office.

Q. 6 How can I do when a toll ticket lost?

A. 6 You must pay the longest-distance fee when you lost your toll ticket. But we excuse only for one chance with confirmation document. You can sign at the Toll booth office.

Q. 7 How can I do if I don't have any cash?

A. 7 You can pay it at any Korean Bank after you agree deferred-payment commitment. We'll give you a bank account number.

Q. 8 Should I pay toll-fee of previous POV owner's?

A. 8 We'll handle it. So, please visit our Toll booth office with your Korean registration. You can verify it with your Korean registration at the Toll booth office.

Q. 9 Why alarm rings when I pass through the Hi-pass lane?

A. 9 If you don't have a Hi-pass machine(OBU), or OBU is malfunctioning, card's lack of balance and the other errors, alarm is ringing.

Q. 10 Why unpaid Hi-pass fee occurred?

A. 10 It occurred for the reasons like as above No.9.

