

UPDATE YOUR KYC DETAILS

In adherence to RBI guidelines, every KMRL Axis Bank Kochi1 Card customer must submit KYC details within 24 months* of purchasing the card to continue using it. Failing to do so, will lead to deactivation of the 'recharge' function on your card.

To update correct full-KYC details, follow the given steps-

- Visit any of the metro stations* (The station list can be obtained by contacting the call center at 1800 419 4477).
- Customer must carry original Aadhar & PAN Card.
- You will receive SMS confirmation on receipt / updation of your KYC details.
- You can also contact the Axis Bank staff for assistance at the stations.

In case of any discrepancy in your forms, kindly reach out to transit.cards@axis.bank.in with the Subject Line – "Full KYC for Kochi1 Card <Last 4 digits of card number>"

Kindly mention the following details:

- 1) Customers Name – First Name, Middle Name, Last Name
- 2) Form submission date
- 3) Station name where form was submitted
- 4) Concern / Remarks

*These deadlines are subject to change as per regulatory guidelines. Hence, it is advisable to get the full-KYC done immediately to avoid any inconvenience in the future.