

### 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 to reload and use it. **Failing to do so, will lead to deactivation of the ‘top-up / reload’ service on your card.**

*Please ignore if your full-KYC is already done or your KYC updation is in process.*

Benefits of updating Full-KYC details:

- ✓ Enhanced limit of loading and spending up to Rs.1,00,000

#### Steps to update Full-KYC:

##### **A. Via eKYC :**

1. eKYC is available at select KMRL stations. The station list can be obtained by contacting the call centre at **1800 419 4477**
2. **Present your Aadhaar card and PAN card originals for verification to the Axis Bank executive for completing KYC.** ○ Timings: Monday to Saturday, 9.30 am to 6.30 pm except on Bank Holidays.

➤ **You will receive SMS confirmation on status of updation of your KYC details.** ➤ You can contact the Axis Bank staff for assistance at the stations.

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The due date for full-KYC completion of your Kochi1 Card is 24 months from the date of purchase of Card.

<b>Issuance Date</b>	<b>KYC Due Date</b>
Before February 2018	February 2020
March 2018	March 2020
April 2018	April 2020
May 2018	May 2020
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In case of any discrepancy in your forms, kindly reach out to [transit.cards@axis.bank.in](mailto: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

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\*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.