

## Paytm Offer on Axis Bank Prepaid & Transit Cards

**Offer** - Get 5%\* off, up to ₹50, on utility bill payments for Mobile, Broadband, and DTH recharges on Paytm, on a minimum transaction of ₹199.

**Offer Validity** – 30<sup>th</sup> June 2027

**Coupon Code** – **AXISPRE**

**How to avail the offer** –

1. Log on to [www.paytm.com](https://www.paytm.com) or open the Paytm mobile app.
2. Select Mobile, Broadband, or DTH recharge and enter the required details.
3. Enter promo code **AXISPRE** under 'All Offers for You' at the time of checkout.
4. Make the full payment using an eligible Axis Bank Prepaid or Transit Card.
5. The minimum transaction value to avail this offer is ₹199.

### Terms & Conditions

1. Get 5% off on Mobile Recharge, Broadband Payment, or DTH Recharge transactions completed through Paytm.
2. The minimum transaction value to avail the offer is ₹199. The discount will be calculated on the net amount paid by the customer using a Prepaid & Transit Card.
3. The maximum discount that can be availed is ₹50 per card per month.
4. This offer is applicable on Prepaid Mobile Recharge, DTH Recharge, and Broadband Bill Payment. It is not applicable on other utility bill payments such as electricity, LPG, water bill payments, or postpaid mobile recharge.
5. **Valid cards** - Axis Bank Gift Card, Axis Bank Smart Pay Card, and KMRL Axis Bank Kochi1 Card.
6. The offer is not applicable if the payment is made via UPI using a Prepaid or Transit RuPay Credit Card.
7. The offer is valid once per card per month.
8. The transaction may attract a platform and convenience fee, including GST, depending on the service being availed. The breakup can be checked on the final payment screen before completing the transaction.
9. In addition to the above, this offer is also subject to Paytm's general 'Terms of Use'. Please refer to Paytm's Terms & Conditions on the respective offer page.

### Dispute Handling

#### 1. Paytm - Raise a Query via the Paytm App

- Open the Paytm app and ensure that you are logged in to your account.
- Navigate to 'Help & Support' by tapping your profile picture or using the search bar.
- Select the service you need help with, such as Banking, Recharges, or Bill Payments.

- After selecting the relevant service, choose the specific order or transaction for which you need support. The assistant bot will guide you through the process of submitting your query or issue.

## 2. Axis Bank Escalation Matrix

|               | Email Support                                                                          | Phone Banking Support |
|---------------|----------------------------------------------------------------------------------------|-----------------------|
| Prepaid Cards | <a href="mailto:prepaidcard.support@axis.bank.in">prepaidcard.support@axis.bank.in</a> | 022-67987700          |
| Transit Cards | <a href="mailto:transit.cards@axis.bank.in">transit.cards@axis.bank.in</a>             | 1800 419 4477         |