

Axis Bank Debit Cards

Renewal – Terms and Conditions

Definition:

Debit Card Renewal refers to the issuance of a renewed Axis Bank Debit Card by the Bank upon the expiry of the cardholder's existing Debit Card, subject to the Bank's internal policies.

General Guidelines:

- 1) The request to decline renewal must be placed with the bank more than 60 days prior to expiry date of the current card.
- 2) Despite the renewal decline request, the customer will be able to use their debit card until the expiry date. Post the expiry date, the debit card will get blocked automatically.
- 3) If a request to decline debit card renewal is received more than 60 days prior to the expiry date of the existing debit card, the Bank will not dispatch the renewal debit card.

For instance, if customer's debit card expiry date is 31st October 2026, and the customer submits a renewal decline request before 1st September 2026, the renewal card will not be sent.

- 4) If the customer places a call request to decline the debit card renewal on or after 60 days prior to the expiry of the existing debit card, the renewal debit card may have already entered the renewal and dispatch process and will still be delivered. In such cases, the customer is advised to securely destroy the renewal debit card by cutting it diagonally and immediately block the card using self-service channels such as Mobile Banking, Internet Banking, Customer Care, or by visiting the nearest Bank branch.

For instance, if customer's debit card expiry date is 31st October 2025, and the customer submits a renewal decline request on or after 1st September 2025, the renewal card will be processed and dispatched, and the customer will have to destroy the card upon delivery and block the same via self-servicing channels such as Mobile or internet banking/calling customer care/by visiting nearest branch.

- 5) In the event that a customer has submitted a request to decline the renewal of their debit card but subsequently initiates a request for card replacement prior to the card's expiry date, the replacement request will supersede the renewal decline. Consequently, a new replacement card will be issued to the customer.

- 6) In the event that no response is received from the cardholder within the timelines specified by the Bank for debit card renewal, the Bank shall consider this as consent for renewal and may proceed with the issuance of the renewed Debit Card accordingly.
- 7) In case of there are more than one active cards in the account, the renewal card will not be issued for the expiring card and will be issued only for the card which has the last expiry.
- 8) . If the cardholder blocks or hotlists the Debit Card through any digital or non-digital channel prior to the initiation of the renewal process, such action shall be treated as implicit consent by the cardholder to discontinue the Debit Card renewal process. In such cases, the Bank shall not issue a renewal Debit Card.
- 9) The card network and card type applicable to the cardholder shall be determined based on the type of account held by the cardholder with the Bank at the time of debit card renewal.
- 10) In the event wherein, the cardholder holds an upgraded debit card variant at the time of renewal, the same debit card variant shall be issued upon renewal. However, where the cardholder belongs to a premium account segment, including but not limited to Priority, Burgundy, or Burgundy Private, the default debit card variant applicable to the respective segment shall be issued upon renewal, notwithstanding the upgraded debit card variant held earlier.
- 11) All renewal-related fees, charges, and applicable taxes, if any, shall be debited to the cardholder's account as per the Bank's prevailing schedule of charges, unless otherwise specified by the Bank from time to time.