

Turnaround Times

Introduction

As part of the ongoing exercise for enhancing customer experience, Axis Bank conducts a periodic TAT benchmarking exercise with peer banks and works towards rationalization of the turnaround times & commitment to customers. The TATs will be periodically reviewed for performance through monitoring mechanism and process improvements.

As per the latest benchmarking exercise conducted in Q3 of FY 21, across 27 service requests, it was established that Axis Bank is better / at par with top peer banks on ~40% of services. As part of Axis Bank's operations transformation initiatives, the Bank is confident of being able to provide best in class service TATs to our customers.

Retail Liabilities

Note: All TATs are in days.

Sr. No.	Service Type	Axis Bank TAT
1	Cheque Book	1
2	Address Change	Branch : 2 MB/IB : 1
3	Account Closure	4
4	Replacement Debit Card	1
5	Account Transfer	Branch : 2 MB/IB : 2 PBC : 1
6	Contact Number Updation	Branch : 2 ATM : Instant
7	Name Change	2
8	Re-KYC Updation	7
9	Email ID Updation	Branch : 2 IB/MB : 1

Sr. No.	Service Type	Axis Bank TAT
10	Account Activation	1
11	CIF ID Suspension /Unsuspendon	1
12	Charge Reversal	2 - 5 depending on type of charges
13	ASAP Signature Updation	5
14	Savings Account Migration	2
15	Nominee modification	2
16	DOB Change	Branch : 2 IB/MB : 1

Credit Cards

Note: All TATs are in days.

Sr. No.	Service Type	Axis Bank TAT
17	Credit Card Upgrade	7
18	Credit Card Cancellation / Retention	10
19	Credit Card Application Related Dispute	15
20	Credit Card EMI Cancellation	2
21	Credit Card - Branch Delivery	12
22	Credit Card EMI Request	2
23	Credit Card excess credit refund	3
24	Credit Card Limit enhancement	5
25	Fraud / Dispute transactions	120
26	CPP Cancellation	10

Sr. No.	Service Type	Axis Bank TAT
27	Mobile / Email ID update	2
28	Billing Cycle change	1
29	Charge Reversal	2 - 3 depending on type of charges

Retail Assets

Note: All TATs are in days.

Sr. No.	Service Type	Axis Bank TAT
30	Loans - Change in email ID	2
31	Loans - Interest Certificate	Email : Instant (STP) Physical : 3
32	Loans - Repayment Schedule	Email : Instant Physical : 3
33	Loans - Statement Of Account	Email : Instant (STP) Physical : 3
34	Loan Closure (Closure through balance transfer, self-funding, loan closure statement, etc.)	2 – 7
35	Part Payment - Tenure / EMI reduction (Payments made by Cash, Cheque, DD & Direct Debits)	2 - 7
36	List of Documents	Email : 15 Physical : 10
37	NOC (post loan closure, NOC for possession/ registration) related	2 – 5
38	Subsequent Disbursement	2 – 4
39	Related to EMI (Change in EMI cycle date, Change in EMI amount, EMI deduction related, etc.)	5 – 7

Sr. No.	Service Type	Axis Bank TAT
40	ROI - Change to REPO	5
41	Repayment mode - swap	3 - 25 (If the repayment mode is Axis Bank, TAT is 3 and if repayment mode is non Axis Bank hence TAT is 25 days depending on swap mode)

Wholesale Transactional Operations

Note: All TATs are in days.

Sr. No.	Service Type	Axis Bank TAT
42	TXB-Collections- Easy Pay & Profound	1
43	TXB-Payments- Paypro	1
44	TXB- CA- Account Opening (ONI)	20
45	Trade-Domestic- LC issuance	2
46	Trade-Domestic- Bank Guarantee	2
47	Trade- Domestic- Bill Collection	1
48	Trade-Foreign- LC issuance	2
49	Trade-Foreign- Bank Guarantee	1
50	Trade-Foreign-Import Bills	2
51	Trade- Foreign-Export Bills	1
52	Trade- Foreign- Inward Remittance	1

Sr. No.	Service Type	Axis Bank TAT
53	Trade- Foreign-Outward Remittance	2
54	Retail Trade- Foreign- Forex Cards	1
55	Retail Trade-Foreign- Inward Remittance	1
56	Retail Trade-Foreign- Outward Remittance	2
57	Custody & Fund accounting	1

Wholesale Banking Operations

Note: All TATs are in days.

Sr. No.	Service Type	Axis Bank TAT
58	CBG- Acct. opening & disbursement	2
59	WBCG-Acct. opening & disbursement	2
60	CBO-Maintenance activities	3
61	Treasury - Payment Hub	1
62	Treasury –Treasury Operations	1