

Axis Bank rolls out Aadhaar Face Authentication for mobile number updates

An innovative, secure authentication experience that redefines how customers update their registered mobile numbers

- *First among India's leading banks to offer this service as a DIY journey*
- *Customer can update mobile number digitally*
- *Simple, secure three-step digital update*
- *Aadhaar Face Authentication is the most secure way of customer validation*

April 1, 2026

Axis Bank, one of the largest private sector banks in India, today announced the launch of the **Registered Mobile Number update journey via Aadhaar Face Authentication** on its Mobile Banking app. With this introduction, Axis Bank becomes the **first among India's leading banks** to implement UIDAI's Aadhaar Face Authentication service as a **Do-It-Yourself (DIY)** digital journey for updating registered mobile numbers.

This newly launched solution allows customers to update their registered mobile numbers **digitally, anytime and anywhere**, through a **secure three-step** Aadhaar Face Authentication journey. It offers a convenient self-service option that complements branch support, bringing added ease and security to the mobile-number update process, now available digitally.

Customers can seamlessly update their mobile numbers by following this secure, three-step digital journey.

1. **Step 1:** Enter the new mobile number to be updated
2. **Step 2:** Authenticate using Aadhaar Face Authentication
 - Download the AadhaarFaceRD app from the Play Store. If already installed, the camera will open automatically
 - Capture a live photo using the front camera
3. **Step 3:** Validate the OTP sent to the new mobile number

The Aadhaar Face Authentication mechanism validates the customer's identity by capturing a **live facial image** and matching it with the photograph available in the Aadhaar database, ensuring the **most secure method of customer authentication**. To further strengthen safety, the Bank has introduced an additional layer of protection, whereby **Mobile Banking transaction limits are automatically reset to default for the first 24 hours** once the registered mobile number is updated and the customer re-registers on Axis Mobile App 'open'.

This launch marks an important step in Axis Bank's ongoing digital-first, future-ready strategy, reinforcing its commitment to building secure, seamless, and customer-centric self-service journeys that leverage the latest advancements in authentication technology.

Commenting on the launch, **Sameer Shetty, Group Executive – Digital Business, Transformation & Strategic Programs, Axis Bank**, said, "At Axis Bank, our digital-first approach is centred on creating secure, intuitive, and reliable experiences for customers. The introduction of Aadhaar Face Authentication for mobile-number updates is an important milestone under our Safe Banking initiative, enhancing customer validation while offering a convenient self-service alternative alongside our branch network. By leveraging UIDAI's robust biometric authentication, we are strengthening a critical customer journey and enabling them to manage essential account details safely, confidently, and with greater ease."

This initiative further reinforces Axis Bank's Safe Banking ecosystem, supported by innovations such as *Safety Centre*, *Lock FD*, and *In-App Mobile OTP*, which empower customers with greater control and protection against growing digital fraud risks.