

Email-based servicing – Indemnity registration process

This facility enables convenient email-based servicing while ensuring proper verification of your services requests sent through your registered email ID, if indemnity is enabled.

How can you register for email indemnity to get your request processed*?

- Send a free flow letter request mentioning your customer ID for email indemnity registration to the centralized email channel - NRI.accountservicing@axis.bank.in from your registered mail ID.
- Once centralized email channel receives your email, our team will call you on your registered mobile number for guidance and verification.
- Post call verification, centralized email channel team will send an email to take your consent for recovery of stamp duty charge and to share your details with a third-party partner for completion of e-sign process.
- A secure link for e-stamp (Partnered with Signzy Technologies Private Limited) will be sent to your registered email ID to capture your e-sign for approval.
- After successful completion, your registered email ID will be enabled for eligible service requests^.

**Email indemnity is registered at customer ID level and will apply to all accounts linked under the same customer ID. For joint accounts, all account holders must complete the registration to avail services for requests that can be availed at account level.*

*In case your email ID isn't updated in our records, please update it via Internet Banking and Mobile Banking App, **open** or courier a duly signed [customer request form](#) to any nearest branch for updation.*

Important information

A stamp duty charge of ₹500 is applicable for email indemnity registration and will be debited from your NRO/NRE account as per balance availability.

Services available through this facility may be updated from time to time at Bank's discretion.

^Services available through registered email ID

You can submit the below list of service requests after completing the email indemnity registration process:

Sr No.	Service Request
1	Re-KYC updation
2	Dormant account activation
3	Mobile no. update
4	Email ID update
5	Account Upgrade / Downgrade
6	Hot listing of cards
7	Account Closure
8	Deposit Creation
9	Transfer of funds within accounts

Sr No.	Service Request
10	Visa Update
11	Passport update
12	PAN / Form 60 update
13	Cust ID Merger / Demerger
14	Profile Update
15	Deaf account activation
16	Cheque book request
17	FATCA / TIN Update
18	Stop payment request

T&C apply.