

Axis Bank Promise of Service

Important Points

One-View Ready reckoner of charges

- a) Click here to view the 'Schedule of Charges <https://www.axisbank.com/ccsoc>
- b) Prior communication before charge levy

Calls answered instantly

- a) Applicable for calls received from registered mobile number updated against the Credit Card account only
- b) 30 second will start after successful customer authentication for the below mentioned credit card products.

Sr #	Bin	Card name
1	52962900	Magnus
2	43656001	Reserve
3	42113700	Burgundy Private
4	42113701	Burgundy Private NRI
5	43083400	Vistara Infinite
6	55934001 / 55934000	Miles & More Select NFC/Miles & More World Select

Query Resolution Call back

- a) Upon Service request resolution, Axis Bank will arrange a call back within 24 hours on working days . In case of Sunday, National, Public & Bank holidays , the call back will be arranged the next working day
- b) Calls will be made only to the registered mobile number updated against the credit card account
- c) 1st Call Back attempt will be made within the next 24 hours of the Service Request resolution
- d) In case the customer is not reachable, the customer will receive a SMS with the contact details to call back