

**FAQs on Add-on Credit Card Application Journey**

Sr. No.	Queries	Responses for Axis Bank Add on journey
1	How can I apply for an Add-on Credit Card?	Primary card holder can log in to Axis Bank Mobile banking /Internet Banking or may approach phone banking channel (1800–103–5577 (Toll free no.)/ 1860-419 -5555/ 1-860-500-5555) to apply an Add-On card.
2	Who are eligible to get an Add-on Credit Card?	Add-on Credit Card can be issued to Parents, Spouse, Life Partner, Children & Siblings(Brothers & Sisters) aged 18 and above, of the Primary Credit Card holder
3	One of my Add-on application is pending, Can I apply for another Add-on card?	If you have pending application for Add-on Credit card with the bank, then you cannot apply for another Add-on Credit Card. To apply for another Add-on Credit Card, please complete your existing Add-on application.
4	What is the minimum age requirement for an Add-on Card applicant?	Add-on Card applicant should be 18 years or above and should be Indian resident.
5	How many Add-on cards can be issued to a primary Credit Card?	Maximum Number of 4 Add-on cards can be issued against each primary Credit Card.The primary card holder has to apply individually for each Add-on card
6	I don't have PAN card. How do I apply for Add-on card?	Only customers with valid PAN card details can apply for Add-on Credit Card
7	I am already holding primary Credit Card. Can I get another Add-on Credit Card ?	Yes, Customer can get Axis Bank's Add-on Credit Card in accordance with Bank's Policy
8	I am already holding Add-on Credit card. Can I get another primary Credit card ?	Yes, Customer can get Axis Bank's Primary Credit card in accordance with Bank's Policy
9	What are the documents required for processing Add-on card request?	As part of KYC verification, Add-on applicant needs to be ready with Aadhar Card & PAN card. No documents are required for primary card holder.
10	What Credit Card variant will be issued to Add-on Credit Card applicant?	Add-on applicant will be eligible for the same card variant as the Primary Credit Card holder.
11	What Credit limit will be assigned to Add-on Credit Card?	The Credit Limit applicable on Primary Card Account is inclusive of all the Add-on cards. Add-on card can have maximum limit as that of Primary card.
12	Is there any joining fee or membership fee for Add-on card?	Please refer to fees & charges section on Axis Bank's website.

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13	Will the Add-on card holder eligible for welcome bonus/benefits available for Primary Card holder?	No, Add-on Credit Card holders are not eligible for Welcome Benefits. Only the primary cardholder is eligible for the Welcome Benefits.
14	Will the Add-on card holder eligible offers available for Primary Card holder?	Yes, Add-on Credit Card holders are eligible for offers available for Primary card holder apart from Welcome Bonus/Benefits.
15	What will be the Annual Rate of Interest on the Add-on Credit Card?	The annual rate of interest on the Add-on Credit Card will be the same as that of primary Credit Card. Please refer to Axis Bank's website for Terms & Conditions.
16	What is the status of my Add-on Credit card?	Primary Card holder can track the status of Add-on Credit Card application by logging in to Axis Bank's Mobile banking /Internet Banking under respective primary Card variant.
17	Where can I check status of my Add-on Credit card?	Primary Card holder can track the status of Add-on Credit Card application by logging in to Axis Bank's Mobile banking /Internet Banking under respective primary Card variant.
18	Where will my Add-on card be delivered?	Add-on Card will be delivered at the mailing address of the Add-on card applicant.
19	Can I swap my mailing address from office to current or vice versa?	Primary card holder can select mailing address during Add-on Credit card application. Once the application is submitted, there can't be any changes made to the mailing address.
20	How can I track dispatch/delivery status of Add-on Credit Card?	Customer will receive SMS & Email communications along with the link to track the dispatch & delivery status of the Add-on Credit Card.
21	Will the limit of Add-on card be over and above the limit of the primary card?	No, the Add-on card holder needs to use the same limit allotted to Primary Card. The total Credit limit has to be shared between the primary and Add-on card holders.
22	What are the documents required for video KYC of Add-on Credit Card application?	Original copy of PAN card will be required for Video KYC

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23	My application got dropped off during video KYC. How Can I resume the same application?	You can use the same link to resume your Add-on Credit Card application. If link is expired, primary Credit Card holder can retrigger the link.
24	My application got rejected with the error "It does not meet the Bank's prevailing Credit Card norms". What can I do?	You can Visit nearest branch for further assistance
25	My application got rejected with the error "Your PAN card is not valid". What can I do?	Please reapply with valid PAN details
26	My application got rejected with the error "Name on PAN card is not matching with the name provided during application". What can I do?	You can reapply with correct details.
27	My application got rejected with the error "There are multiple Customer ID's linked against your details". What can I do?	You can Visit nearest branch for further assistance
28	My application got rejected with the error "You have pending application for Add-on Credit Card with the bank". What can I do?	If you have pending application for Add-on Credit Card with the bank, then you cannot apply for another Add-on card. You can apply after the pending Add-on Credit card application is completed.
29	My application got rejected with the error "You have recently applied for same Add-on Credit Card for the same customer.", what can I do?	You are already holding same card variant with same customer ID. As per bank policy, you cannot apply for same card variant for the same Customer ID again.
30	My application got rejected with the error "declined due to mismatch of KYC details.", what can I do?	You can reapply with details as per KYC documents( Ex. Aadhar)
31	My application got rejected with the error "declined due to technical difficulties", what can I do?	You can reapply for the Add-on card.

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32	My application got rejected with the error “declined due to failure of KYC verification”. What can I do?	You can reapply with details as per KYC documents( Ex. Aadhar)
33	My application got rejected with error “decline due to mismatch of Aadhaar details”. What can I do?	You can reapply with correct Aadhaar details.