

KMRL AXIS BANK KOCHI1 APP FREQUENTLY ASKED QUESTIONS (FAQS)

ABOUT KMRL AXIS BANK KOCHI1 APP

- **What is KMRL Axis Bank Kochi1 App?**

KMRL Axis Bank Kochi1 App is an official mobile application from Kochi Metro Rail Limited and Axis bank for booking tickets, managing Kochi1 card, alerts and notifications about transit updates in Kochi and Greater Kochi area. It is a one-stop app for on-the-go journey planner experience and also provides information about KMRL Axis Bank Kochi1 card services, offers and tie-ups. You can plan your trips, book metro QR tickets, explore city and offers, manage Kochi1 Card and do much more using Kochi1 App.

- **Where can I download KMRL Axis Bank Kochi1 App?**

You can download KMRL Axis Bank Kochi1 App from Play Store (for Android devices) and App Store (for iOS devices).

- **What can I do using KMRL Axis Bank Kochi1 App?**

KMRL Axis Bank Kochi1 App lets you do the following:

- ✓ Plan end-to-end journey and view the best possible routes
- ✓ Book metro QR and water metro (upon launch) ticket and view metro related information
- ✓ Explore nearby tourist places, restaurants, malls, parks, ATM, etc.
- ✓ Explore exciting local offers and get directions to reach the offer outlets.
- ✓ Explore Kochi1 card offers, Axis Bank's Dining Delights offers, and others
- ✓ Manage Kochi1 Card – view balance, view statements, recharge card and block card.

- **Is KMRL Axis Bank Kochi1 App available for iPhone users?**

KMRL Axis Bank Kochi1 App is available for iPhone users. Click here to download Kochi1 App for iOS devices.

REGISTRATION ON KOCHI1 APP

- **How should I sign up on KMRL Axis Bank Kochi1 App?**

You can sign-up on KMRL Axis Bank Kochi1 App in the following ways:

1. Submit & verify details:

- a. If you have Kochi1 Card:

- Enter last 4 digits of card and mobile number OR
- Enter name, mobile number and date of birth

- b. If you don't have Kochi1 Card:

- If you are an Axis Bank customer, then enter your 9-digit Axis Bank customer ID , 10-digit PAN and date of birth
- If you are not an Axis Bank customer, then enter name, mobile number, email ID and date of birth.

2. Verify OTP sent to your registered mobile number (for Kochi1 Card or Axis Bank account) or your entered mobile number.

3. Set MPIN or enable fingerprint

- **Do I need to have a KMRL Axis Bank 'Kochi1' Card to access Kochi1 App?**

No. its not mandatory to have KMRL Axis Bank Kochi1 card to access KMRL Axis Bank Kochi1 App. Whether you already have your Kochi1 Card or not, Kochi1 App lets you plan your trips, buy your QR ticket on-the-go while you're on the way to the nearest Kochi metro station. Though you miss out on 20% discount on single journey tickets, upto 33% discount on metro passes, 5%

discount on bus tickets, upto 20% discount on shopping and dining and various others offers and tie-ups on Kochi1 card.

- **If I have uninstalled KMRL Axis Bank Kochi1 app, do I need to register again?**

In case you have already registered on KMRL Axis Bank Kochi1 App the first time you installed the app, then you can log in as Registered User using the same mobile number after you install Kochi1 app again. However, you will need to verify the mobile number and set the MPIN again.

- **Can I use KMRL Axis Bank Kochi1 App on two different devices?**

You cannot use KMRL Axis Bank Kochi1 App in two different devices using the same mobile number or Kochi1 Card details. In case you wish you register on new device using Kochi1 App, then you will be de-registered on the earlier device.

- **In case I have issues while signing up on the KMRL Axis Bank App, how should I raise my query?**

You may reach out to Axis Bank Kochi1 App support on transitapp.support@axisbank or on 1800 419 4477

- **What is an mPIN in KMRL Axis Bank Kochi1 App?**

mPIN is a 6 digit passcode that you must enter every time you wish to log in to Kochi1 App or to make a transaction using Kochi1 App.

- **How can I enable fingerprint if I have not enabled it during registration?**

Click on 'Profile Picture' icon on top-left of Home Screen. Go to 'Settings' -> 'Enable Fingerprint'.

- **If I already have registered on KMRL Axis Bank Kochi1 App without KMRL Axis Bank Kochi1 Card, do I need to register again after purchasing Kochi1 Card?**

If you have already registered on KMRL Axis Bank Kochi1 App without KMRL Axis Bank Kochi1 Card, then you can link your card from 'Link Your Kochi1 Card' section on Home Screen.

LINK KOCHI1 CARD

- **How can I link my KMRL Axis Bank Kochi1 Card if already have registered on KMRL Axis Bank Kochi1 app and purchased Kochi1 card later?**

Slide on the Card image on your Home Screen to view 'Link Your Kochi1 Card' section. Click on 'Link Now' and proceed with either of the following options:

- Enter last 4 digits of card and mobile number OR
- Enter name, mobile number and date of birth

Please make sure that your registered mobile number for Kochi1 Card and Kochi1 app is same. If not, then your number in Kochi1 App from 'My Profile' section and use the same mobile number which is for Kochi1 Card. After entering the above details, verify OTP received on your registered mobile number.

APPLY FOR KOCHI1 CARD

- **How can I apply for KMRL Axis Bank Kochi1 Card using KMRL Axis Bank Kochi1 App?**

Slide on the Card image on your Home Screen to view 'Apply for Kochi1 Card' section. Click on 'Apply Now' and fill all the details in 'Card Registration' form to get your token number. Submit your token number at metro station counter to get your KMRL Axis Bank Kochi1 Card.

- **Where can I get KMRL Axis Bank 'Kochi1' Card?**

You can purchase a new KMRL Axis Bank Kochi1 Card from your nearest metro station or select Axis bank branches (Aluva, Palarivattom, Ravipuram, Kalamassery, Kaloore, Edapally, Banerjee Road, Kochi Main Branch).

- **Can I apply for KMRL Axis Bank Kochi1 Card if I already have a Kochi1 Card?**

No. You cannot apply for another KMRL Axis Bank Kochi1 Card for yourself if you already have a Kochi1 Card.

KOCHI1 CARD BALANCE, TOP-UP AND TRANSACTIONS

- **Where can I view my Kochi1 Card balance in KMRL Axis Bank Kochi1 App?**

You can view your Kochi1 card balance on top-left of your Home Screen. You can click on the available balance to know more.

- **How can I top-up or recharge my KMRL Axis Bank Kochi1 Card in KMRL Axis Bank Kochi1 App?**

You can go to top-up section through either of the following options:

- Click on 'Available Balance' in the top-left of your Home Screen and click on 'Top-up'
- Click on 'Add Money' option on Home Screen

You can enter or choose your desired top-up amount value and click on 'Top-up' to select your desired payment mode.

- **Which payment modes are available to top-up KMRL Axis Bank Kochi1 Card in KMRL Axis Bank Kochi1 App?**

You can go to top-up section through either of the following options:

- Debit or Credit Card
- UPI
- Net Banking

- **How can I view my previous top-up transactions?**

You can view your previous top-up transactions in 'Recent Top-up History' in 'Add Money' or 'Top-up' section. You can also go to 'Transactions' from your Home Screen and select 'Top-up' in categories.

- **How can view my Kochi1 Card transactions?**

Click on 'Transactions' button on your Home Screen to view your Kochi1 Card transactions.

- **Whom should I contact for payment related query?**

For payment related queries please raise a concern or charge-back with your issuing bank.

- **What can I do if my top-up transaction has failed?**

In case your top-up transaction has failed, then please raise a charge-back with your issuing bank.

- **What should I do in case of multiple incorrect/debits or unauthorized transactions?**

In case of multiple incorrect/debits or unauthorized transactions please raise a charge-back with your issuing bank.

JOURNEY PLANNER AND TICKETING

- **How can I plan my trip using KMRL Axis Bank Kochi1 App?**

Click on 'Planner' tab at the bottom of your Home Screen to go to 'Journey Planner' section.

Enter your source and destination to view your travel routes. You can view modes of transport, time taken, fare and distance. Select on the desired route to proceed.

- **For what modes of transport can I book ticket using KMRL Axis Bank Kochi1 App?**

You can view metro QR tickets using KMRL Axis Bank Kochi1 App. In future, you will also be able to book QR tickets for water metro using Kochi1 App.

- **How can I book metro ticket in using KMRL Axis Bank Kochi1 App?**

Click on 'Planner' tab at the bottom of your Home Screen to go to 'Metro Ticket' section.

1. On the main page, enter your starting station and destination station. Alternatively, you can select the stations in 'Route Map' and click on 'Confirm Route'.
 2. Verify ticket details and click on 'Book Ticket' to proceed for payment.
 3. You can either pay using your Kochi1 Card balance or choose Other Payment Modes to pay using Debit / Credit card, Net Banking or UPI. On successful payment, you will receive QR code ticket on your phone which you have to scan at the metro gates.
- **How can I book metro ticket in 'Journey Planner' section for my selected route?**
You can book metro QR ticket for your selected route in 'Journey Planner' section after clicking on 'Confirm My Journey' and then clicking on 'Book Ticket' for metro. Verify details and choose your desired payment mode.
 - **How should I use metro QR ticket in metro?**
You need to scan the metro QR ticket booked using your Kochi1 Card at metro gates when you enter the metro and when you exit the metro.
 - **Can I get information about metro fare and timings for the metro?**
Yes, you can get information on metro fare and timings for the metro in 'Ticket' section in Kochi1 App. Click on 'Fare Chart' to view metro fares and click on 'Timings' to view metro timings between the desired stations.
 - **How can I view metro fares between two stations?**
 1. Go to 'Ticket' tab at bottom of your Home Screen.
 2. Go to 'Fare Chart' option on Metro Ticket screen
 3. Scroll across the page to view fare between two metro stations.
- Please note that the metro fare can vary at sole discretion of Kochi Metro Rail Limited (KMRL).
- **How can I view metro timings?**
 1. Go to 'Ticket' tab at bottom of your Home Screen.
 2. Go to 'Timings' option on Metro Ticket screen
 3. Select the direction of your route. E.g. – "ALVA to PETTA" or "PETTA to ALVA"
 4. Select the starting station for which you want to view the next train available.
 - **What kind of tickets can I issue through KMRL Axis Bank Kochi1 App?**
You can book a single journey ticket or a one-way ticket using Kochi1 App. In case you want a return ticket, kindly book a separate ticket.
 - **In case my metro trip gets extended, can I book another QR ticket on the KMRL Axis Bank Kochi1 App, starting from the initial destination station to the new destination station?**
No. In case your metro trip gets extended, kindly exit at the destination mentioned in your ticket and book another metro ticket from the destination mentioned on your initially booked ticket to your new destination. In case, you continue to travel on old ticket and wish to exit at new destination then the same is possible by paying penalty at new destination metro station for over-travel.
 - **Which payment modes are available to purchase metro QR ticket using KMRL Axis Bank Kochi1 App?**
You can use the following options to purchase metro QR ticket using Kochi1 App:
 - Kochi1 Card -> Enter MPIN to purchase ticket
 - Other Payment Modes : Debit or Credit Card / UPI / Net Banking -> Enter required details on payment gateway page to purchase ticket
 - **How can I view my ticket-booking history?**
Go to 'Home Screen' -> 'Tickets' to view your ticket-booking history.

- **Whom should I contact for ticket related query?**

For ticket related query, please contact Kochi Metro customer support team on 1800 425 0355 or write to kochi1@kmrl.org

- **What should I do if my transaction has failed?**

In case your transaction has failed, then please raise a charge-back with your issuing bank.

- **Is there a limit to the number of tickets that I can book through KMRL Axis Bank Kochi1 App?**

You can book any number of tickets using KMRL Axis Bank Kochi1 App but only 1 ticket can be purchased at an instance

- **Can I cancel QR tickets once booked on KMRL Axis Bank Kochi1 App?**

No, QR tickets booked on KMRL Axis Bank Kochi1 App cannot be cancelled.

- **What is 'Quick-Book'?**

'Quick-Book' section on your Home Screen displays your recent tickets and takes you directly to ticketing page where you can verify ticket details and make the payment to purchase a ticket.

OFFERS AND EXPLORE CITY

- **Where can I view offers on KMRL Axis Bank Kochi1 Card?**

You can view offers in the following ways:

- Click on 'Offers' button on Home Screen to go to offers listing page. Select on any offer to view more details.
- Click on 'Explore' button -> Click on 'Offers' to see the map view of offers near you. You can click on individual points on the map to get offer details or you can also view list of offers by clicking on 'List View'.

- **What kind of offers can I view in 'Offers' section?**

You can view various offers on Kochi1 Card such as online or in-store offers under different categories such as dining, shopping, bakeries, pharmacy, gifting, beauty & wellness, etc. You can find details of local offers, RuPay offers, Dining Delights restaurant offers and more.

- **How can I get directions to offer outlets or merchants?**

1. Go to 'Offers' from your Home Screen OR select 'Offers' in 'Explore City' section and go to list view.
2. Select any offer to view more details.
3. Click on 'Get directions'

- **What can I do using 'Explore' option?**

'Explore' tab at the bottom of your Home Screen takes you to 'Explore City' page where you access city information services. You can view live offers on Kochi1 Card. You can also view tourist places, parks, restaurants, malls, ATMS, hospitals, fuels stations, etc.

CUSTOMER SUPPORT

- **Whom should I contact for ticket related query?**

For ticket related query, please contact Kochi Metro customer support team on 1800 425 0355 or write to kochi1@kmrl.org

- **Whom should I contact for payment related query?**

For payment related queries please raise a concern or charge-back with your issuing bank.

- **What should I do if my top-up or ticket transaction has failed?**

In case your top-up transaction has failed, then please raise a charge-back with your issuing bank.

- **What should I do in case of multiple incorrect/debits or unauthorized transactions?**

In case of multiple incorrect/debits or unauthorized transactions please raise a charge-back with your issuing bank.

- **Where can I view terms and conditions related to KMRL Axis Bank Kochi1 Card?**

Please visit www.axisbank.com/Kochi1 to view terms and conditions related to Kochi1 Card.

BLOCK KOCHI1 CARD

- **How can I block my KMRL Axis Bank Kochi1 Card using KMRL Axis Bank Kochi1 App if my card is lost / stolen?**

Go to 'Block Card' option from your Home Screen.

- If you want to temporarily block your card then select 'Temporary Block'. Your card related functions will be disabled on blocking the card. You can unblock your card any time later if you block it temporarily.
- In case you want to block your card permanently, then select 'Permanent Block'. You cannot unblock Kochi1 Card once you block it permanently and all card related functions will be disabled. If you want to use Kochi1 Card, then you will have to apply for a new Kochi1 Card.

- **Can I unblock my card if I block it using KMRL Axis Bank Kochi1 App?**

You can unblock your card only if you select temporary block and block it temporarily. If the card is blocked permanently, then you cannot unblock it later.

- **Will I have to purchase a new KMRL Axis Bank Kochi1 Card if I block my KMRL Axis Bank Kochi1 Card permanently?**

Yes. In case you blocked your old card permanently, then you will need to purchase a new KMRL Axis Bank Kochi1 Card. You can apply for Kochi1 Card from "Apply for Kochi1 Card" section in Home Screen or proceed directly at the metro station and get your new Kochi1 Card instantly.

OTHERS

- **Where can I view details of Axis Bank products?**

To view details of various Axis Bank products, click on 'Profile Picture' icon on top-left of Home Screen -> Click on 'Experience Axis'.

- **Where can I view my profile details?**

Click on 'Profile Picture' icon on top-left of Home Screen. Go to 'My Profile' to view details.

- **Can I update my profile details?**

You can only update your email ID and mobile number (for non Kochi1 Card users only). If you have already linked your Kochi1 Card, then you cannot update your mobile number.

- **Can I update KYC using KMRL Axis Bank Kochi1 App?**

You cannot update KYC using KMRL Axis Bank Kochi1 App. You can view steps to update KYC in Kochi1 App. To view the steps to update KYC click on 'Profile Picture' icon on top-left of Home Screen. Go to 'Update KYC'. Follow the steps to get your KYC completed, fill the application form and submit the required documents at the mentioned centres.

- **How I invite my friends and family to use KMRL Axis Bank Kochi1 App?**

Click on 'Profile Picture' icon on top-left of Home Screen -> Select 'Invite Friends' -> Click on 'Invite Now' and select the desired platform to share the link to download KMRL Axis Bank Kochi1 App

- **How I rate use KMRL Axis Bank Kochi1 App?**

Click on 'Profile Picture' icon on top-left of Home Screen -> Select 'Rate Us' -> Rate on Play Store or App Store as per your experience with KMRL Axis Bank Kochi1 App

- **How can I change my MPIN?**

1. Click on 'Profile Picture' icon on top-left of Home Screen -> Select 'Settings' -> Click on 'Change MPIN'.
 2. Enter your current and new MPIN.
 3. Verify OTP and log in to Kochi1 App to use it.
- **How can I add or modify SoS contacts?**
 1. Click on 'Profile Picture' icon on top-left of Home Screen -> Select 'Settings' -> Click on 'Add/Modify SoS Contacts'.
 2. Click on 'Add Contacts'. You can add up to 5 contacts.
 3. Primary contact will receive an emergency call and SMS with your location, other contacts will receive SMS with your location.
 - **How can I enable Travel Alerts?**

Click on 'Profile Picture' icon on top-left of Home Screen -> Select 'Settings' -> Click on 'Enable Travel Alerts'.

You will receive updates of your live journey by enabling this option.
 - **How can I enable Notifications for KMRL Axis Bank Kochi1 App?**

Click on 'Profile Picture' icon on top-left of Home Screen -> Select 'Settings' -> Click on 'Enable Push Notifications'.

You will receive notifications about different updates, transactions and activities on KMRL Axis Bank Kochi1 Card.