

## **Kochi1 Card Replacement Process**

### **A) In case of lost / stolen / damaged card or contactless feature not working:**

- Customer needs to block existing card in order to get a new card
- Card can be blocked by customer via following channels:
  1. Kochi1 mobile app, download from :
    - PlayStore : <https://play.google.com/store/apps/details?id=com.transitfe>
    - App Store : <https://apps.apple.com/in/app/kochi1-from-kmrl-axis-bank/id1573540630>
  2. Axis Bank customer portal : <https://transit.axisbank.co.in/Login.aspx>
  3. SMS : SMS **TBLOCK** < space> <last 4 digits of Kochi1 card> to 5616100
  4. Axis Bank customer care
- If the card is not already blocked by customer, then the same gets blocked during replacement process.
- A new personalized card is issued to the customer against their old personalized/ non-personalized card.
- Replacement fee of INR 150 applicable in cases of lost, stolen or damaged card.
- Balance on the old card will be transferred to the new card as given below:
  - e-Balance will be transferred immediately
  - Chip balance will be transferred within 10 working days
- If there is a valid trip pass on old card, then the same can be transferred to the new card with same validity and pass details during card replacement process.
- The replacement (if applicable) and annual fees are levied on new card instantaneously.
- The annual fee charged on the old card is refunded to new card on pro-rata basis in 15 working days.
- The card can be replaced at any metro station.
- In the event of a pending recovery of transit or retail transaction on old card, the same can will be recovered from new card.
- Customer must provide a valid reason for replacement of the card. Due-diligence will be done by the operator carrying out the replacement process. In case if it is discovered that the customer provided a wrong reason for replacement, bank has the authority to take required action and block the card.

### **B) In case of card nearing expiry:**

- Customer needs to block existing card in order to get a new card
- Card can be blocked by customer via following channels:
  5. Kochi1 mobile app, download from :
    - PlayStore : <https://play.google.com/store/apps/details?id=com.transitfe>
    - App Store : <https://apps.apple.com/in/app/kochi1-from-kmrl-axis-bank/id1573540630>
  6. Axis Bank customer portal : <https://transit.axisbank.co.in/Login.aspx>
  7. SMS : SMS **TBLOCK** < space> <last 4 digits of Kochi1 card> to 5616100
  8. Axis Bank customer care
- If the card is not already blocked by customer, then the same gets blocked during replacement process.
- A new personalized card is issued to the customer against their old personalized/ non-personalized card.
- Replacement fee is NIL for expired card or card nearing their expiry. Old card must be submitted at the metro counter to get it renewed free of cost.
- Replacement fee of INR 150 will be applicable in case the old card is not submitted at the metro counter. It shall be treated as a case of lost card.

- Your card is valid till last day of the month. For e.g. Kochi1 card expiring in June 2020 are valid up to 30th June 2020. The new card can be taken from the station 15 days before the date of expiry or after expiry of card subject to following-
  - Balance on the old card will be transferred to the new card as given below:
    - Expired card replaced within 30 days from the date of expiry of the existing card
      - e-Balance will be transferred immediately
      - chip balance will be transferred within 10 working days
    - Expired card replaced after 30 days from date of expiry of the existing card
      - e-Balance and chip balance will be transferred within 30 days from date of reissuance
- If there is a valid trip pass on old card, then the same can be transferred to the new card with same validity and pass details during card replacement process.
- The replacement (if applicable) and annual fees are levied on the new card instantaneously.
- The annual fee charged on the old card is refunded to new card on pro-rata basis in 15 working days.
- The card can be replaced at any metro station.
- In the event of a pending recovery of transit or retail transaction on old card, the same can will be recovered from new card.
- Customer must provide a valid reason for replacement of the card. Due-diligence will be done by the operator carrying out the replacement process. In case if it is discovered that the customer provided a wrong reason for replacement, bank has the authority to take required action and block the card.

#### **Where can I get my card replaced / renewed?**

- Kochi1 Card can be replaced at any of the metro stations: Aluva, Pulinchodu, Companypady, Ambattukavu, Muttom, Kalamassery, Cochin University, Pathadipalam, Edapally, Changampuzha Park, Palarivattom, J. L. N. Stadium, Kaloor, Town Hall, M. G. Road, Maharaja's College, Ernakulam South, Kadavanthra, Elamkulam, Vyttila, Thaikoodam, Petta
- Escalation Matrix -
  - Customer Care : 1800 419 4477
  - Email ID : [transit.cards@axisbank.com](mailto:transit.cards@axisbank.com)