

Dear Sir / Madam,

In accordance to the latest Prepaid Instrument Guidelines with effect from 1st March 2018, the following steps have been taken for our **FASTag wallet holders**:

- All FASTag wallets opened prior to 11th Oct 2017 and which are in Non- KYC Status, have been marked as Freeze. No further recharges will be allowed in these wallets, but the existing amount can be used.
- The limits for Retail Customers in the NON-KYC category have been revised to Rs. 1000 per month.
- The limits for Retail Customers in KYC Category have been revised to Rs. 10000 per month.
- The limits for Corporate customers is Rs. 1 Lac per Month.

For all the above scenarios, the customer will approach the branch. We hereby advise the branch to inform the customer either to open an account with us OR do the KYC through E-forms.

For FasTag customer who have an account with Axis Bank :- In such case the branch should advise the Customer to raise the Request for KYC Updation through our online portal <https://etc.axisbank.co.in/ETC/RetailRoadUserLogin/Index>. Refer below "**KYC for Axis Bank Customer**" for the detailed process flow. You can also handover the print of process flow to the customer for the reference.

For Non- Axis Bank Customers:-

1. The branch should collect the KYC documents from the customer and initiate the NCIF creation request (annexure-I- Template below) through E-forms. Refer the attachment "**E-forms Process flow**" **OR**
2. The branch can open the account following the branch regular process and once the account is opened the branch should inform the account number and the CIF ID to the customer and advise the customer to raise the request for KYC Updation through our online portal.

For any further assistance please write to etc.mangement@axisbank.com or Call on 18004198585

**ETC FASTag Team
Transaction Banking Department**

E-Form Process Flow:

Step 1: Click on the AOP_Case_Intaition for CIF Id creation process in E – Forms portal

Step 2: Click on “New” button to initiate new Case.

Step 3: Once clicked on **New**, drop down will appear for which appropriate value needs to be punched.

In the **Form Type “CIF Creation”** needs to be selected, **Sub Form Type “NCIF”** needs to be selected and **Sub Sub Form Type “ETC”** needs to be selected.

Step 4: All the details like personal details, Communication Address details needs to fill for the Case which s been initiated.

Step 5: Post filling all details click and Save, all the details will be saved and click on Introduce.

Step 6: Once clicked on Introduce pop up will become which says do you to want submit this Work Item, Click on yes and the Work item will be saved.

ANNEXURE-I

Cust Id _____

Creation of Customer Id for non-account holder (NAH)

- 1) Name
- (a) Document as per KYC guidelines submitted
as identity proof with details. * -
- 2) Father's / Mother's / Husband's name *
- 3) Mother's maiden name -
- 4) Address with PIN Code * -

Landmark
City PIN Code
State
- (a) Document as per KYC guidelines submitted
as address proof with details * -
- 5) Date of Birth * -
- 6) PAN number ** -
- 7) Passport No. *** -
- 8) Nationality * -
- 9) Contact details :- (Either Mobile or Landline no.*)
- (a) Mobile No. -
- (b) Landline No. -
- (c) Email address -

(Signature of the customer)

(* Mandatory for all transactions)

(Mandatory if Passport not submitted for Foreign DD and Outward remittances)**

(* Passport No. mandatory in case of TCDC, Foreign Currency and TC)**

(For office use only)

Occupation Code *(Tick) - Salaried / Self Employed / Business / Retired / Student / Housewife / Others

Sub Code □□□□ Description - □□□□□□□□□□□□□□□□□□□□

We confirm that the branch has taken the necessary KYC documents, duly verified with the original and are being forwarded to OCL for audit.

Signature of Branch Head / Operations Head

Name -

S.S. No. -

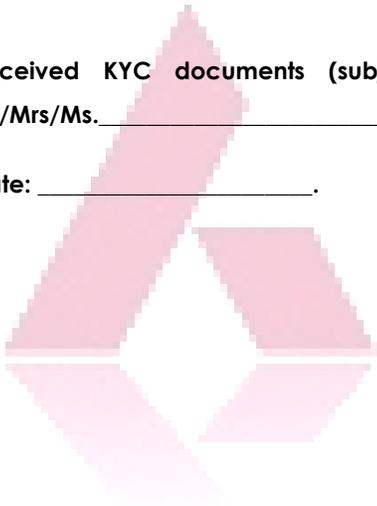
ACKNOWLEDGEMENT

CUSTOMER/NAH CUSTOMER ID

Received KYC documents (subject to audit) for creation of Non-account holder (NAH customer ID) from Mr/Mrs/Ms. _____.

Date: _____.

Signature of the official



AXIS BANK

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