

UPDATE YOUR KYC DETAILS

In adherence to RBI guidelines, every KMRL Axis Bank Kochi1 Card customer must submit KYC details within 24 months* of purchasing the card to continue using it. Failing to do so, will lead to deactivation of the ‘recharge’ function on your card.

To update correct full-KYC details, follow the given steps-

- Visit any of the metro stations or the following Axis Bank branches: Kochi Main Branch (Rajaji Road), Aluva, Kalamassery, Palarivattom, Kaloor, Edapally
- In case of the issues given below, please submit the required information:

Issues / Error	Details / Proof to be Submitted
Incorrect address	Correct address proof : a) Driving License b) Passport c) Voter ID card d) NREGA Job card e) Aadhaar** card
Incorrect Aadhaar details	Aadhaar Card
Incorrect information	Re-fill the form
Non-submission of PAN details	PAN Card / Form 60

- You will receive SMS confirmation on receipt / updation of your KYC details.
- You can also contact the Axis Bank staff for assistance at the stations.

In case of any discrepancy in your forms, kindly reach out to transit.cards@axisbank.com with the **Subject Line – “Full KYC for Kochi1 Card <Last 4 digits of card number>”**

Kindly mention the following details:

- 1) Customers Name – First Name, Middle Name, Last Name
- 2) Form submission date
- 3) Station name where form was submitted
- 4) Concern / Remarks

*These deadlines are subject to change as per regulatory guidelines. Hence, it is advisable to get the full-KYC done immediately to avoid any inconvenience in the future.

**For customers submitting Aadhaar Card details –

- Please ensure that you black out or completely strike out the first 8 digits of your Aadhaar number while submitting the copy. Also, please share only the last 4 digits of your Aadhaar number while filling the application / Full-KYC form. (Please refer to the image at the end of the document)
- Please black out or strike-out the first 8 digits of your Aadhaar number while submitting the copy.

