

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 to reload and use it. **Failing to do so, will lead to deactivation of the 'top-up / reload' service on your card.**

Please ignore if your full-KYC is already done or your KYC updation is in process.

Benefits of updating Full-KYC details:

- ✓ Enhanced limit of loading and spending up to Rs.1,00,000

Steps to update Full-KYC:

A. Via eKYC :

1. **Visit any of the following Kochi metro stations :**
 - eKYC is available at **select KMRL stations** : Aluva, CUSAT, Kaloor, MG Road, Maharaja's Ground, Kadavanthara, Vyttila, Petta
2. **Present your Aadhaar card and PAN card originals for verification to the Axis Bank executive for completing KYC.**
 - Timings: Monday to Saturday, 9.30 am to 6.30 pm except on Public and Govt Holidays.

B. Paper-based KYC :

1. **Visit any of the 22 Kochi metro stations.**
2. **Please collect the form for Full-KYC from the ticket counter and drop the completed form in the drop-box placed.**
 - i. Kindly submit passport size coloured photograph and self-attested copy of PAN Card or Form 60 along with self-attested copy of any of the following documents:
 - Driving License
 - Passport
 - Voter ID card
 - NREGA Job Card
 - ****Aadhaar Card – 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)**
 - ii. Kindly mention the correct Kochi1 Card number on the form.

*(If you need your documents to be picked up from your location which is within 3km radius from any metro station, then please write to us at transit.cards@axisbank.com with the Subject Line – “**Collection of KYC form and documents**”)*

- **You will receive SMS confirmation on status of updation of your KYC details.**
 - You can contact the Axis Bank staff for assistance at the stations.
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The due date for full-KYC completion of your Kochi1 Card is 24 months from the date of purchase of Card.

Issuance Date	KYC Due Date
Before February 2018	February 2020
March 2018	March 2020
April 2018	April 2020
May 2018	May 2020
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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.

