

Important information regarding replacement process

We shall be replacing your existing Axis Bank MY Choice Credit Card, which is being discontinued, with Axis Bank Neo Credit Card that comes with a host of privileges.

The replacement card will be dispatched to your registered address post 30 days of this communication. Your existing Axis Bank MY Choice Credit Card will remain valid till 45 days from issuance of the replacement card.

- There is no joining fee for your replacement Neo Credit Card
- Annual fees for the replacement card will remain the same as your existing My Choice Card
- In order to ensure continuity of services, we shall dispatch the replacement credit card post 30 days of this intimation to your registered communication address with the bank. In case there is any change in the same, ***you can update your communication address for your Credit Card using the below options.***
 1. Axis Mobile App: Click on Menu >> Services & Support >> Services >> My Details >> Update Communication Address / Permanent Address >> Attach documents >> Update >> Enter mPIN
 2. Axis Bank Branch: Visit the nearest Branch and update your address
- ***Once the replacement card is received by the customer, PIN can be generated through Axis Bank ATM / Internet Banking/ Mobile App / IVR service. Log in to Axis Mobile App, select Banking --> Services --> Credit Card --> Set/Reset PIN to set your desired 4 digit PIN.***
- Your existing Axis Bank MY Choice Credit Card will remain valid till 45 days from issuance of the replacement Neo Credit Card.
- Add-on cards, if any, will also be replaced with Neo Credit Card
- Credit Limit for your replacement card will be the same as your existing card
- Auto debit facility, if enabled, will be carried forward to your replacement card
- EMI, eDGE Reward points, outstanding balances etc. on existing MY Choice Credit Card will be carried forward to your replacement card
- Any Standing Instructions against your existing MY Choice card will cease to work upon issuance of the replacement credit card. ***We request you to re-register for the Standing Instructions against the replacement Neo Credit Card***
- In case you do not wish to receive the replacement card, please contact our customer service desk at 1860-419-555/1860-500-555 for existing card closure.
- If you are a MY Choice Image Credit Card customer, please note that the replacement Neo Credit Card is not customizable and will not retain the personalized image design
- Any benefits availed on purchases made on your Axis Bank MY Choice card after issuance of Axis Bank Neo Credit Card will be in accordance to the benefits of Axis Bank Neo Credit Card
- Issuance of credit card is at the sole discretion of the Bank
- For detailed features of Neo Credit Card, please visit axisbank.com/neo
- All other terms and conditions for your credit card remains the same. Please refer to the following links for important information:
 - [MITC](#)
 - [Card Member Agreement](#)