

ON YOUR RETURN

1. What do I do with my card once I'm back?

Your card can be used for multiple trips, hence you can retain it if it is not expired and reload your card for your future trip. We also suggest that you lock your card by logging on to the Axis Mobile App or [Axis Prepaid card portal](#) for security reasons until you travel again.

2. How can I get a refund of my unspent balance?

The card can be encashed only after your return to India. Also, please ensure that the last transaction done on the card is more than 10 days prior to the date of encashment. For refund of the residual or unutilized balance, you can approach any Axis Bank branch, irrespective of where your card was issued. You need to fill out the refund form and submit a copy of your passport along with the form, and we will process the refund.

3. What do I do if my card expires?

The Card once expired can only be encashed in case there is any balance left on the card. Or you can apply for a replacement card by contacting the nearest Axis Bank Branch.

4. What should I do if my Forex Card has expired but there is an unutilised balance on the card?

If your card has expired before all funds have been utilised, you can contact any Axis Bank branch for refund of the unutilised balance.

5. When can I apply for a replacement card?

You can contact the branch or customer care and apply for a replacement card before the expiry of the card or even after the card expires. Replacement card charges apply. Please [click here](#) for fees and charges.