



CUSTOMER ONBOARDING MANUAL

Internet & Mobile Banking



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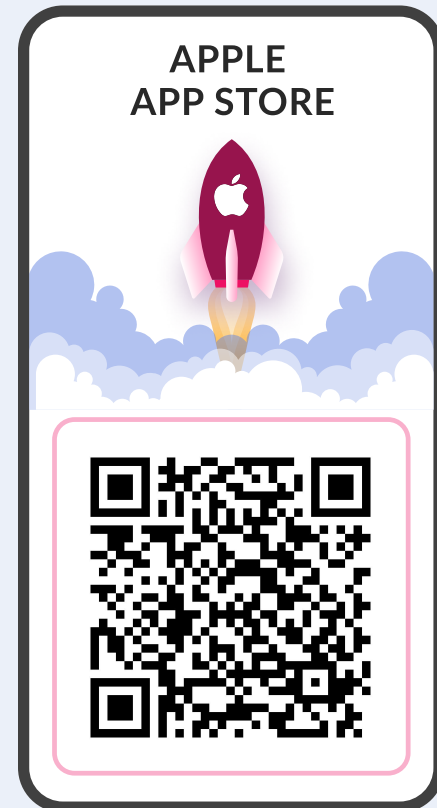
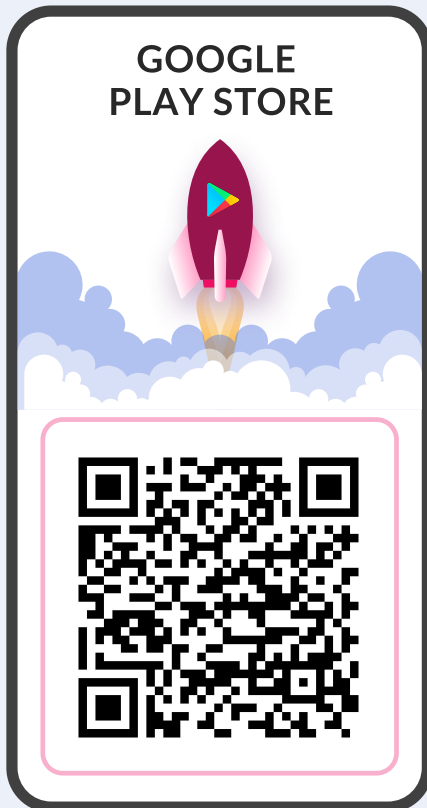
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DOWNLOAD APP

App Installation

Scan QR Code & *Let's begin the journey*



STEP 01: Scan the QR and you will be redirected to Play Store/App Store where app is available for download

STEP 02: Click on Install and let the application download

STEP 03: After Installation, open the app and start registration to access 250+ Banking services in the app



Other download options

Axis Bank Mobile Banking App, **open** is available on Google Play Store and iOS App Store

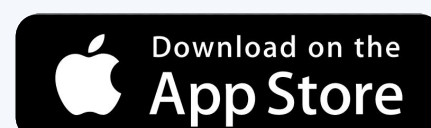
TO DOWNLOAD ANDROID APP
[CLICK HERE](#)

You will be redirected to Play store to download the Android app

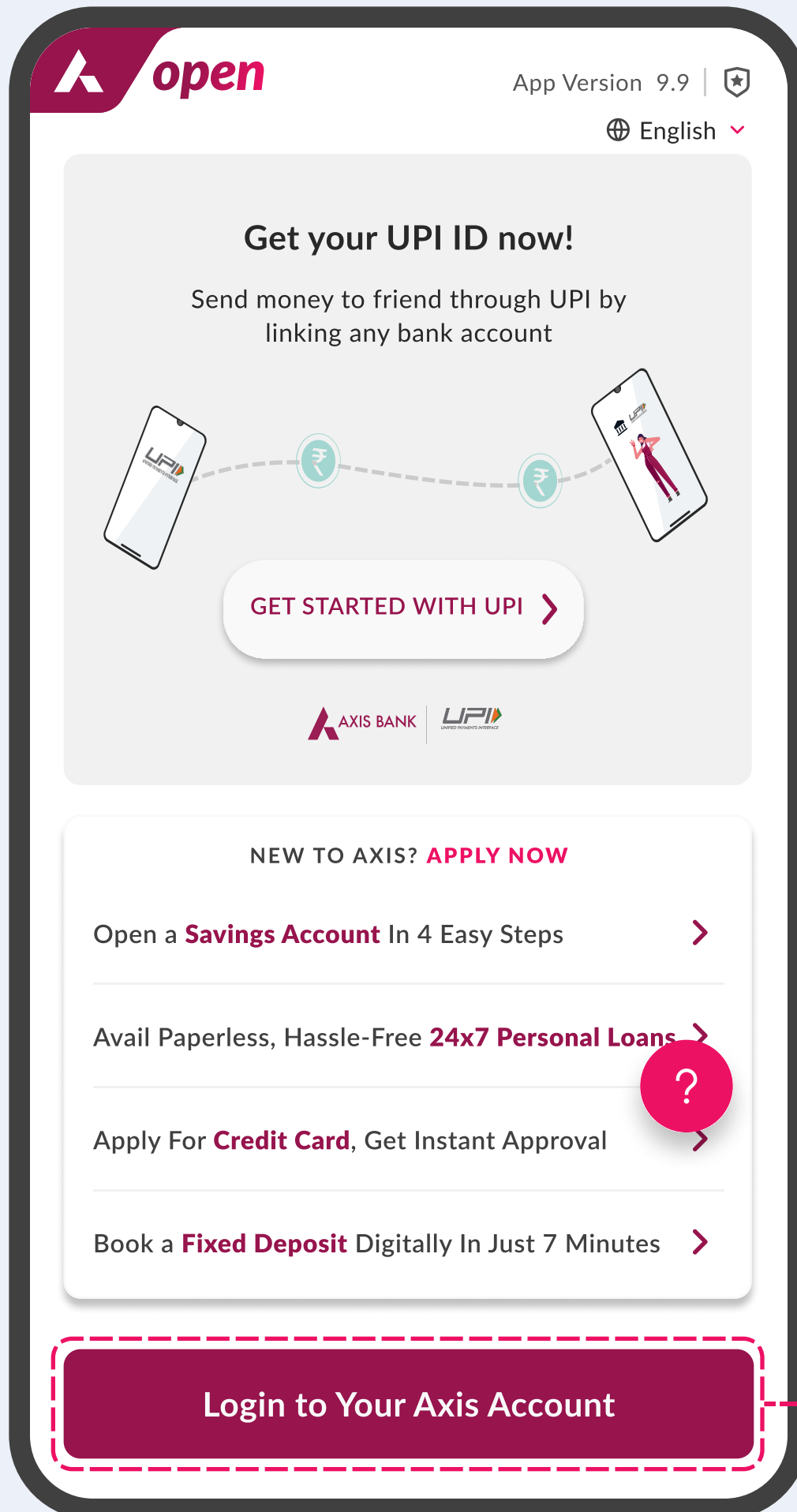


TO DOWNLOAD iOS APP
[CLICK HERE](#)

You will be redirected to APP store to download the iOS app



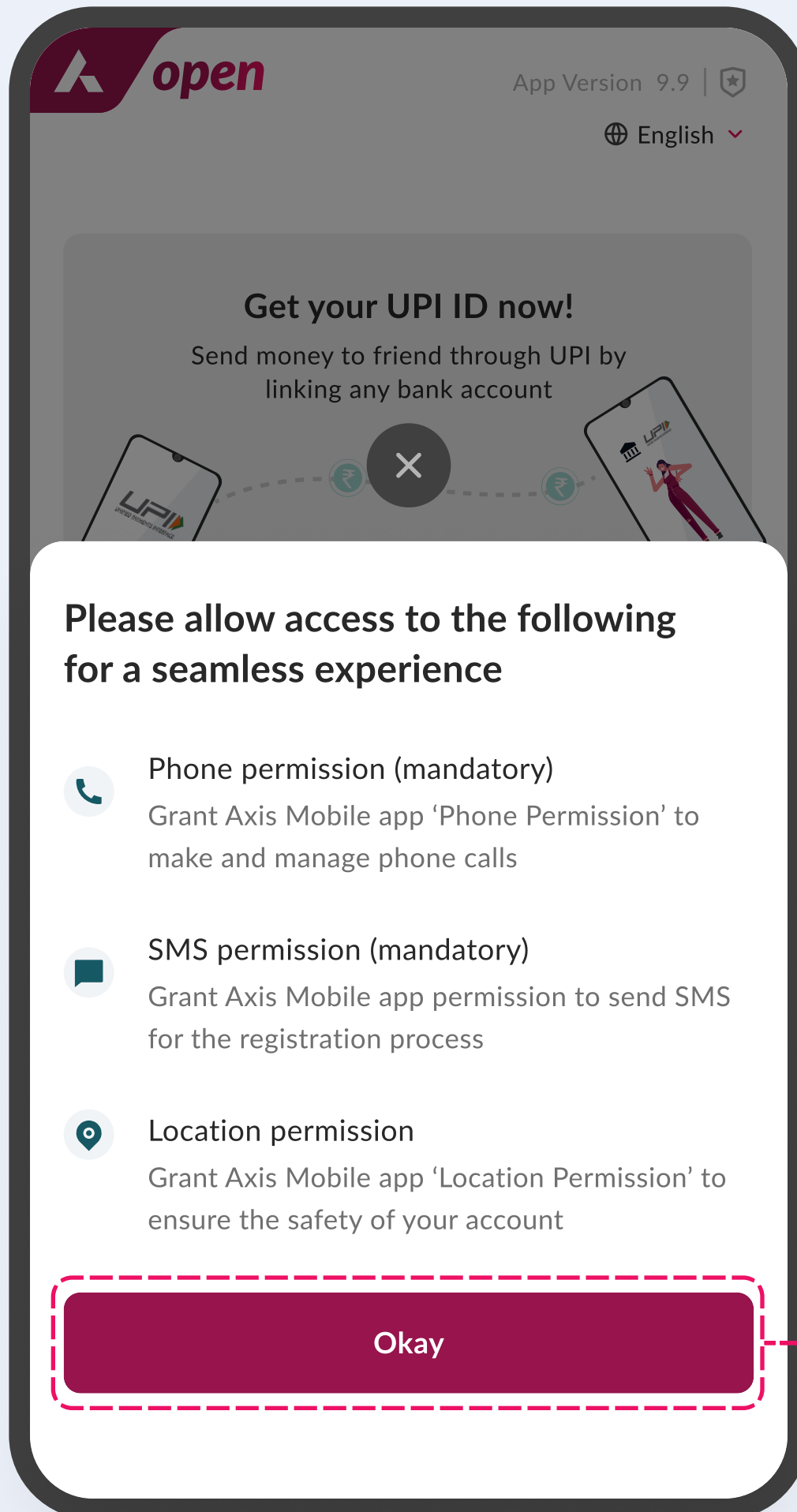
Start Registration



Axis Bank Mobile Banking Registration Process Steps

Click on “Login to Your Axis Account”

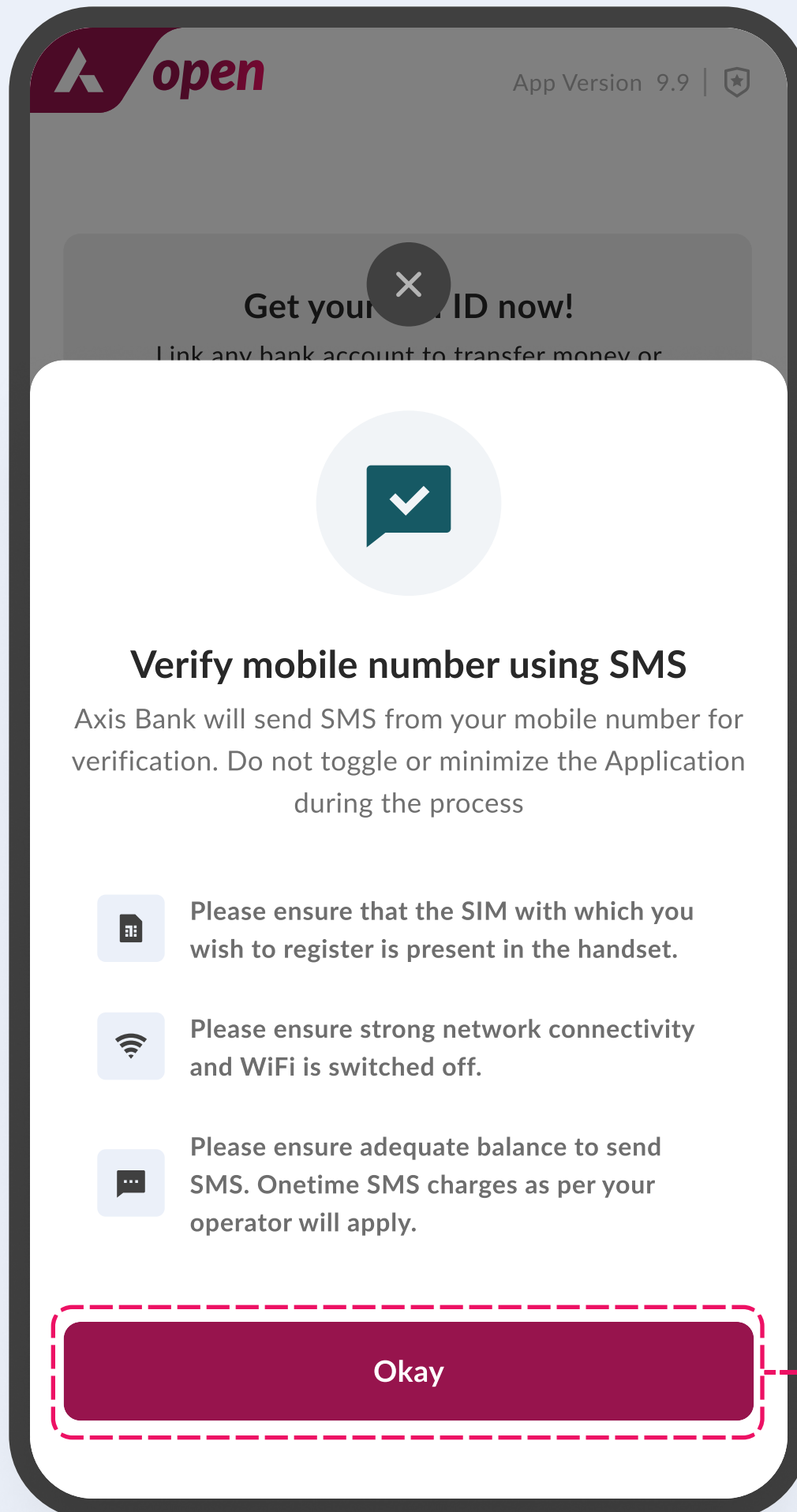
Allow Permissions



Axis Bank Mobile Banking Registration Process Steps

Click on “Okay” and your phone will prompt you to allow the permissions

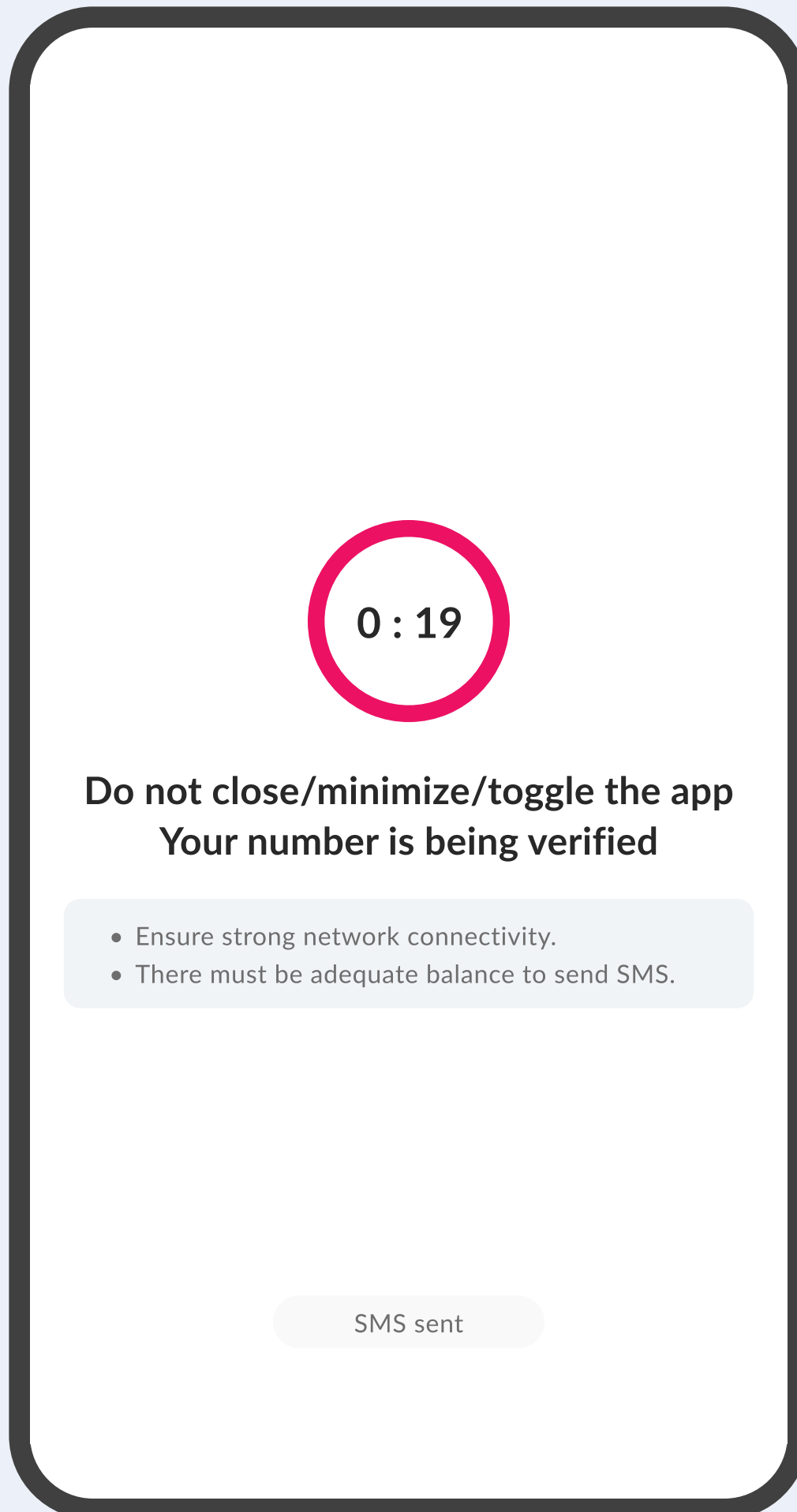
Verify Mobile Number



Axis Bank Mobile Banking Registration Process Steps

Click on “**Okay**” to send an SMS from your phone to verify your mobile number

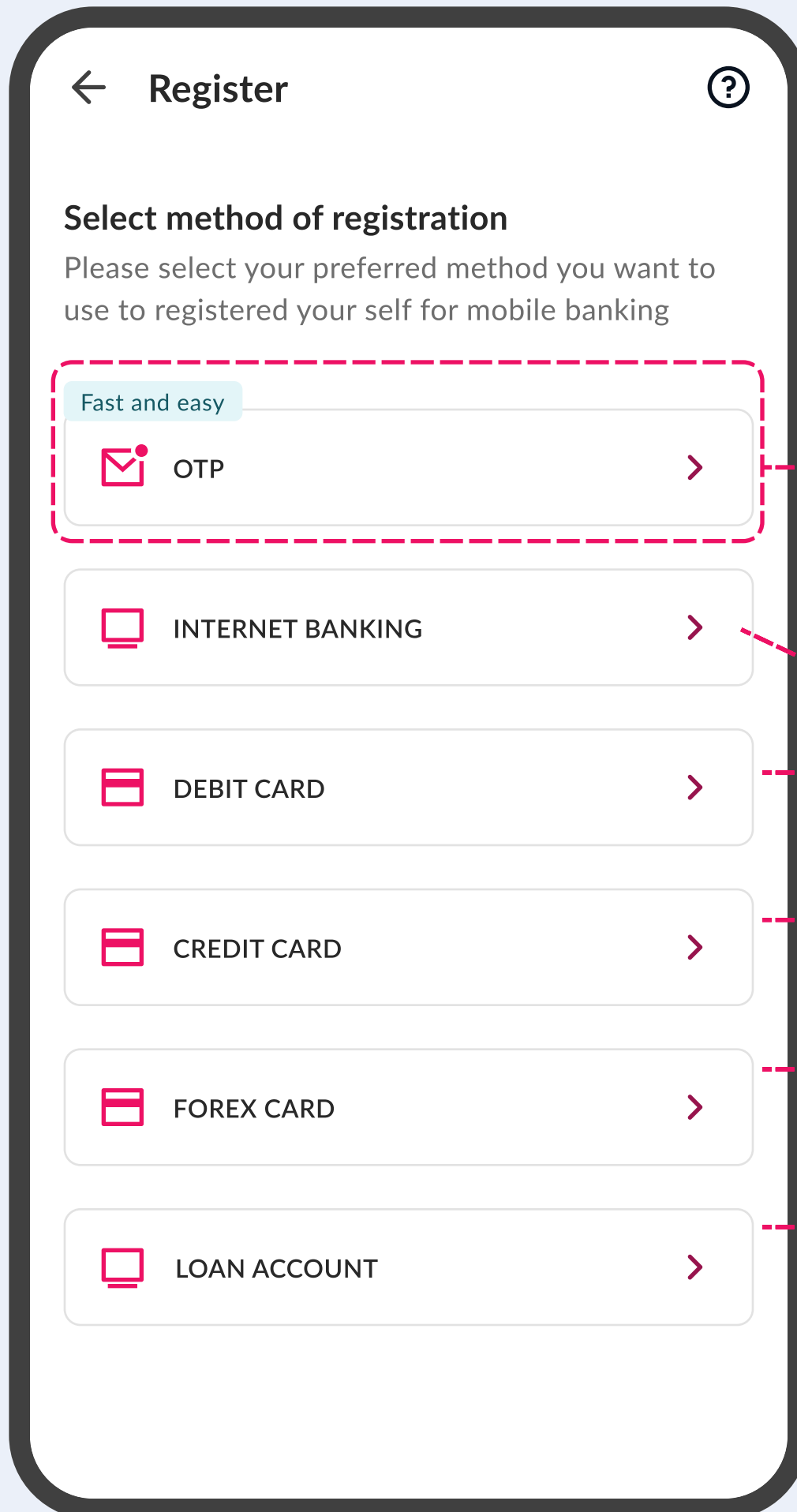
SMS Verification



Axis Bank Mobile Banking Registration Process Steps

An **SMS** will be sent from
your **registered mobile** number for verification

Registration



Click Here to complete registration via OTP

Page 18

Page 19

Page 20

Page 21

Page 22

Refer to the pages mentioned against the registration method to view the registration guide.

Axis Bank Mobile Banking Registration Process Steps

Choose any one method
from the available options **to register**

Register via OTP

← Register via OTP ⓘ

1/4 **Enter Details**
NEXT: OTP VERIFICATION

Please enter below details to get OTP

Enter Customer ID
Your Axis Customer ID was sent via SMS & E-mail

Customer ID

FORGOT CUSTOMER ID?

Enter your date of birth

DD/MM/YYYY

Enter PAN number

PAN

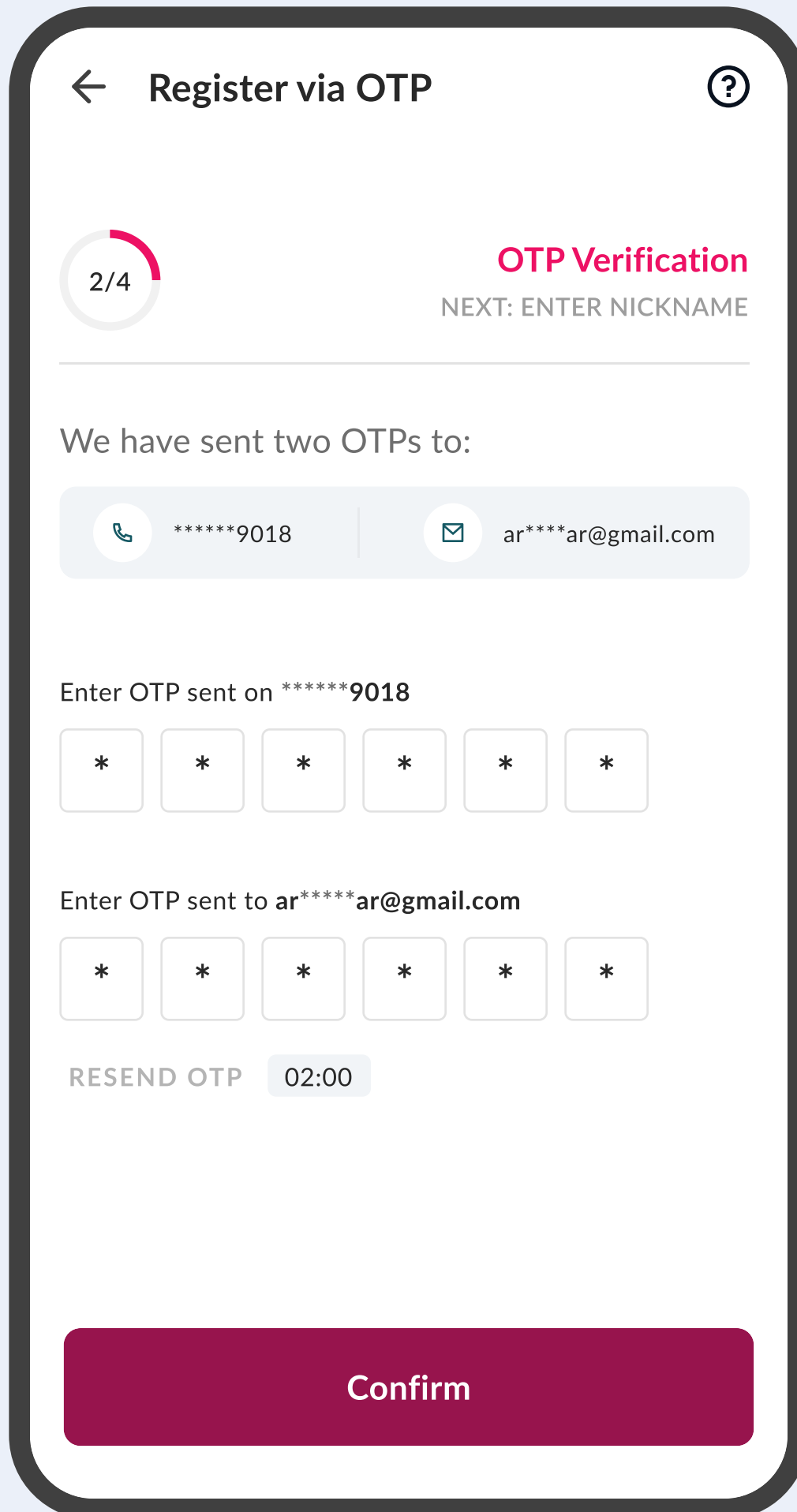
Get OTP

Axis Bank Mobile Banking Registration Process Steps

Enter Customer ID, DOB and PAN

If you don't have the Customer ID, you can use "Forgot Customer ID" option to get the same

OTP Verification



Axis Bank Mobile Banking Registration Process Steps

Enter and **confirm the OTP** received on registered mobile and email ID

Set Nickname and Accept T&C

← Enter your Name ⓘ

3/4 **Enter your Name**
NEXT: CREATE mPIN

Enter Nickname

Nickname

I authorize bank and its representatives to reach me for any products/offers via WhatsApp. I agree to the **Terms and Conditions** of WhatsApp Banking.

I agree to the **Terms and Conditions** and **Safe Usage Guidelines**.

Confirm

Axis Bank Mobile Banking Registration Process Steps

**Set an account Nickname,
read and accept the T&C to proceed**

Create mPIN

← Create mPIN ?

4/4 Create mPIN

Create your mPIN
This 6 digit mPIN will be used every time you try to login to the mobile banking app

Set your 6 digit mPIN

Re-enter 6 digit mPIN

i Please Note

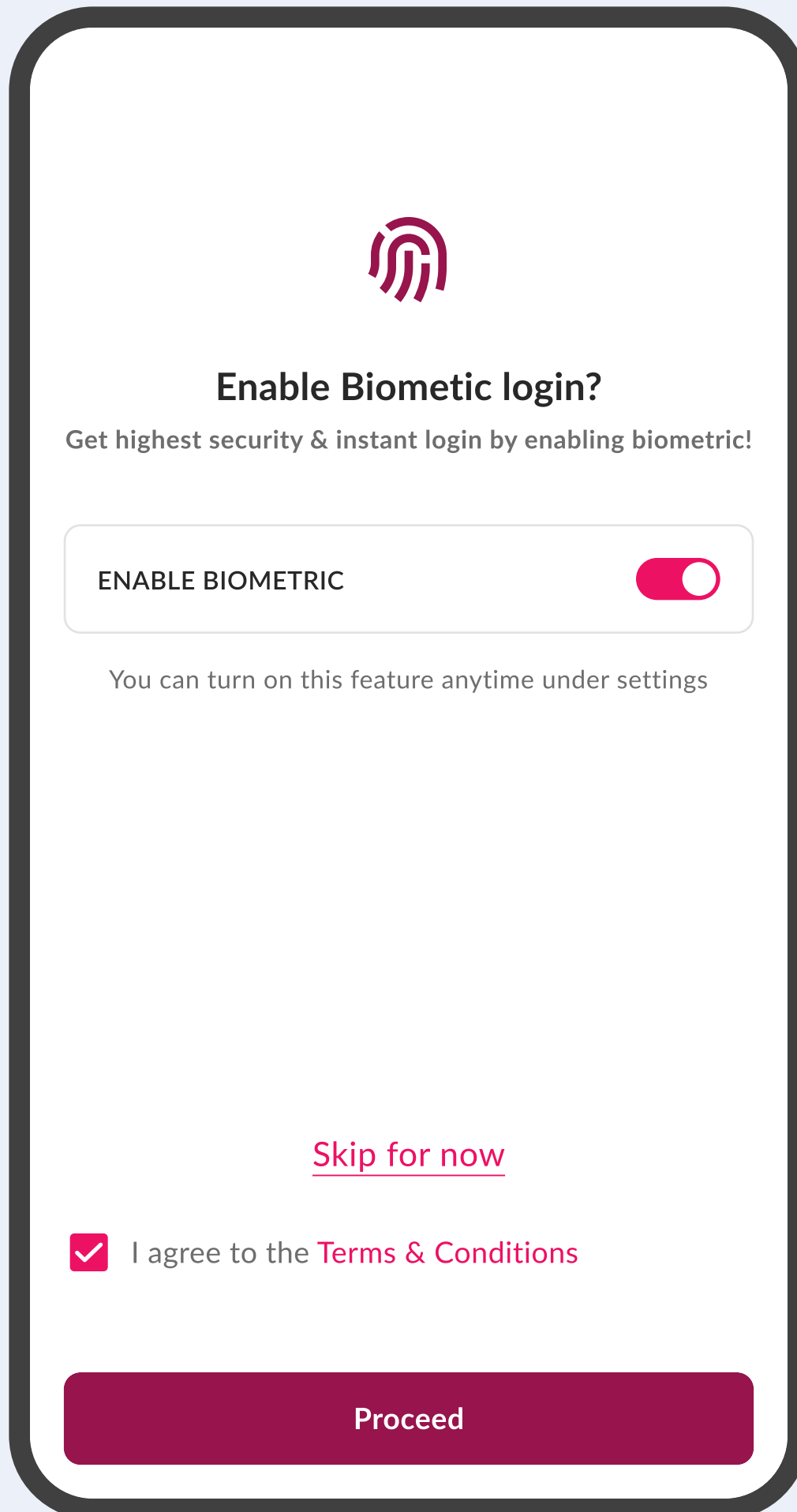
- Avoid using six consecutive digits for your mPIN
- Ensure to use atleast two different digits

Confirm

Axis Bank Mobile Banking Registration Process Steps

Create an mPIN to secure the application

Setup Biometric



Axis Bank Mobile Banking Registration Process Steps

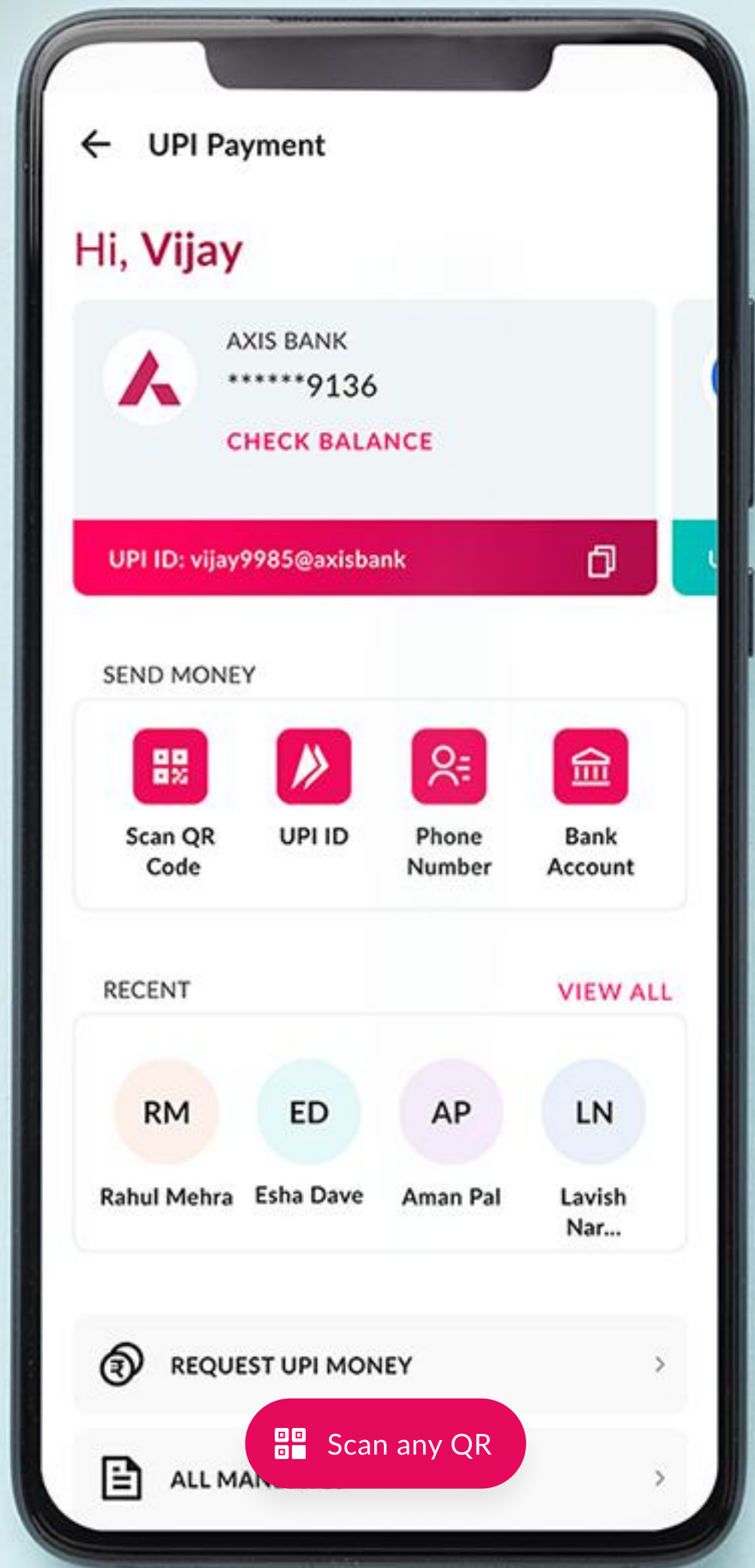
Enable Biometric to enhance the security of the app (optional)

Note: Post setting up the Biometric, you will have an option to register on UPI and Bill Pay. You can refer to the UPI Registration section guide to set up the UPI.

UPI Registration

Effortless UPI Payments!

- ✓ Seamless and secure payments on the go
- ✓ Scan & Pay in a single click

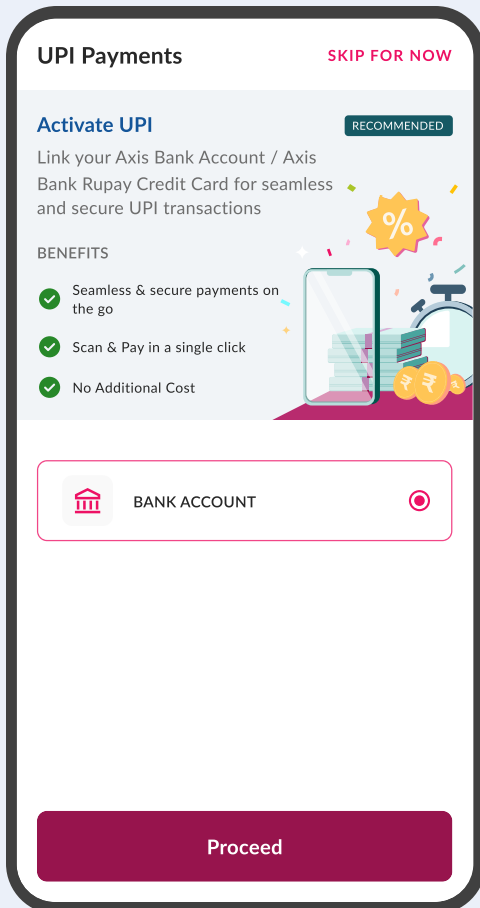


Note: Post setting up the UPI, you can set up the Bill Pay journey to avoid last minute registration hassle, complete the registration and pay your bills on time.

STEP 11

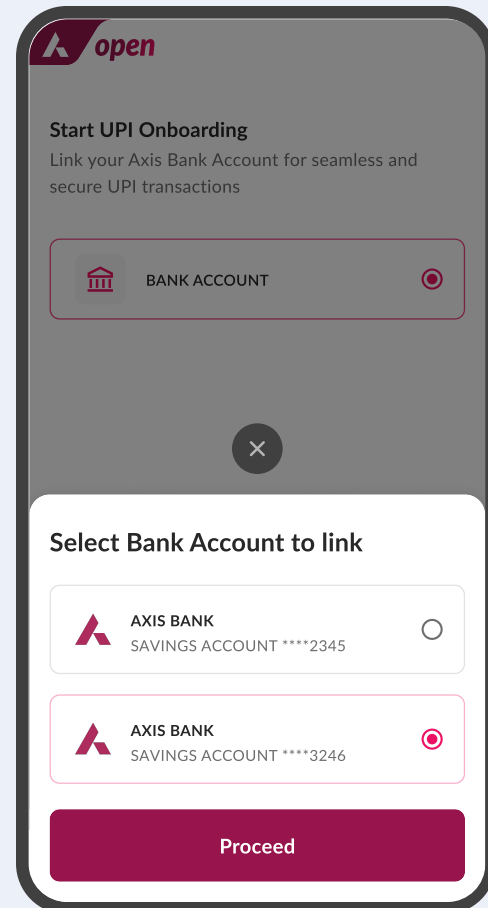
UPI Registration Steps

STEP 01 Link Bank Account



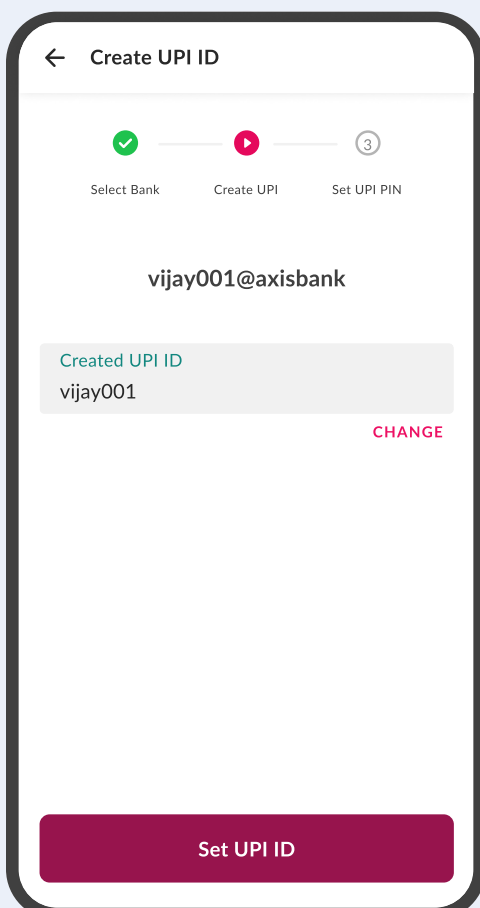
Choose "Bank Account" method to start the registration

STEP 02 Choose Bank Account



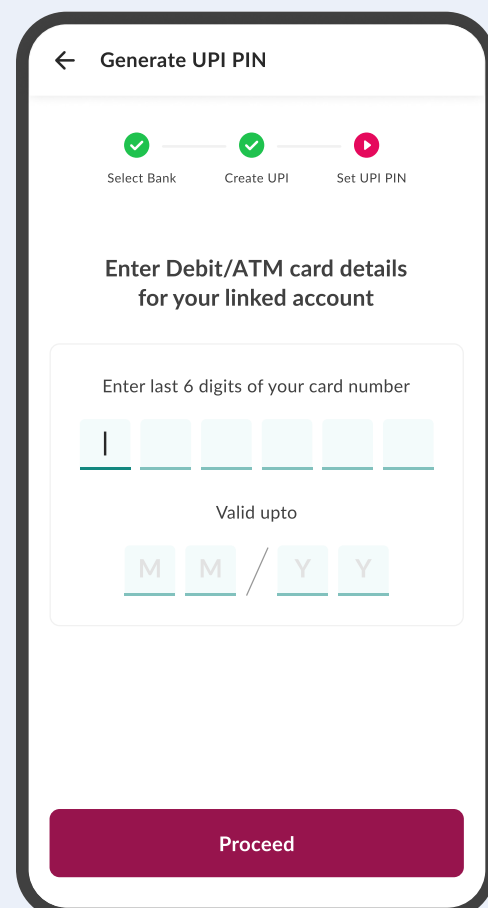
All your Axis Bank Accounts will be fetched, and you have to choose the one that you want to link

STEP 03 Create UPI ID



Create a personalized UPI ID

STEP 04 Enter Card Information

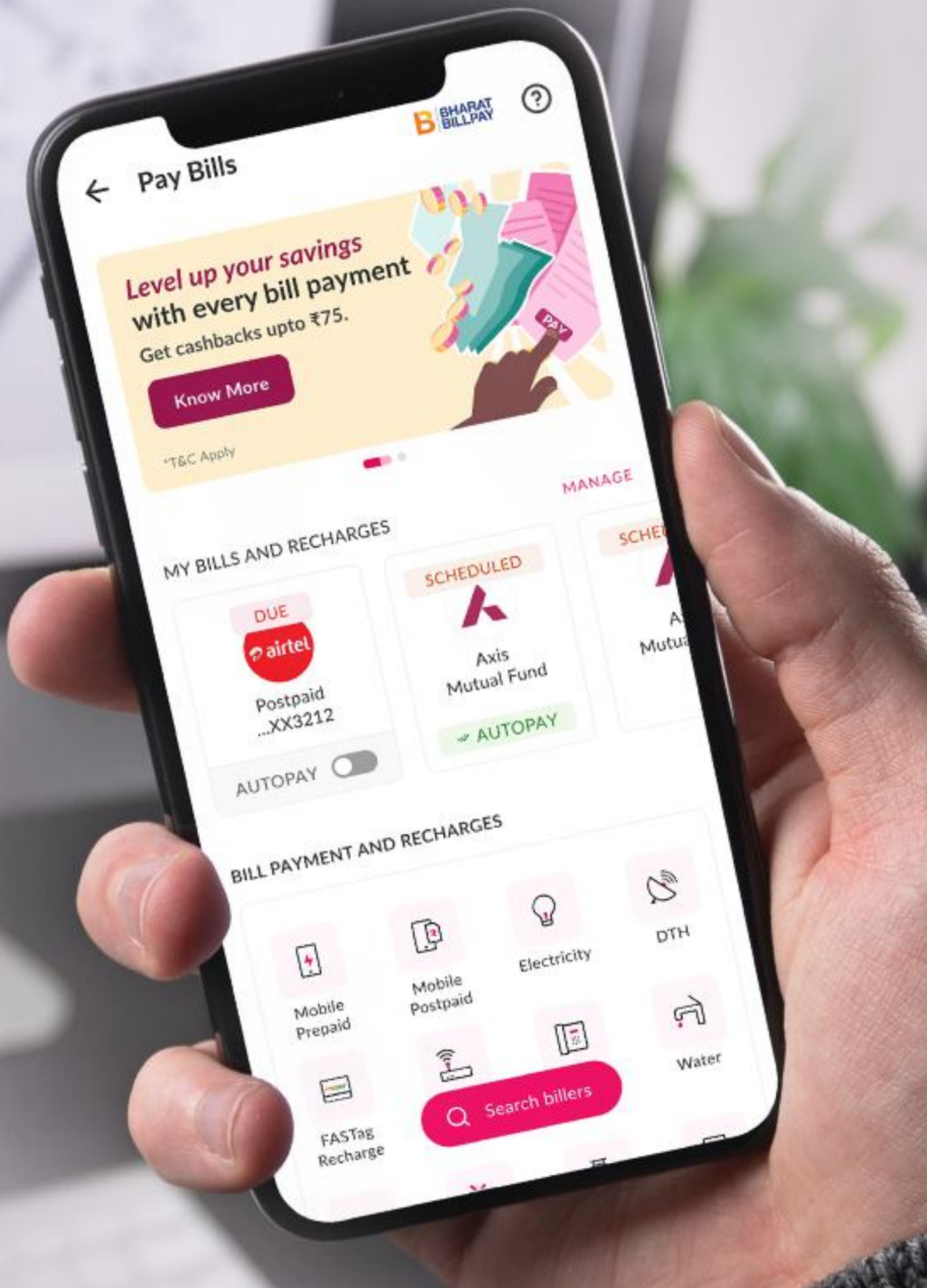


Enter last 6 digits of your debit card and expiry date to complete the registration. Post this, you will be navigated to NPCI to set the UPI PIN

Bill Pay Registration

Seamless **Bill Payments**

- ✓ Get cashbacks on your bill payments (T&C Apply)
- ✓ Enjoy instant transfers

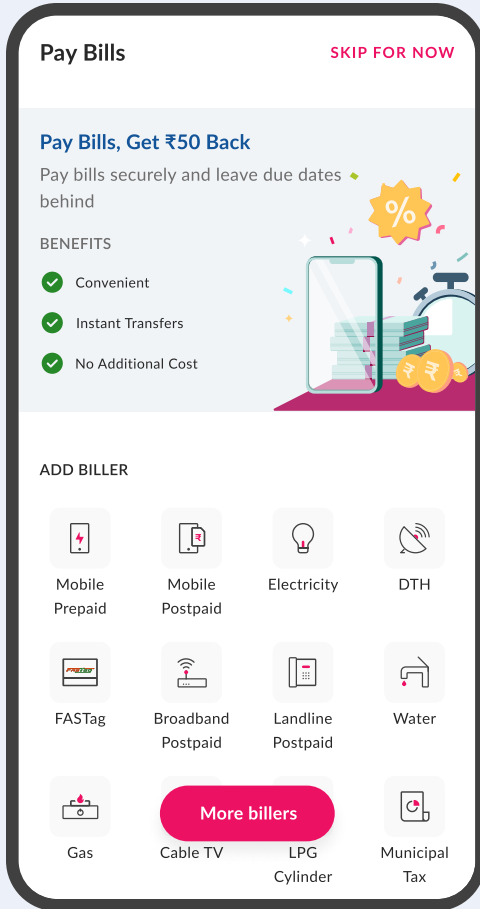


Note: Post setting up the Bill Pay, you can start using the 250+ Axis Bank services on the Axis Bank Mobile Banking App, [open](#).

STEP 12

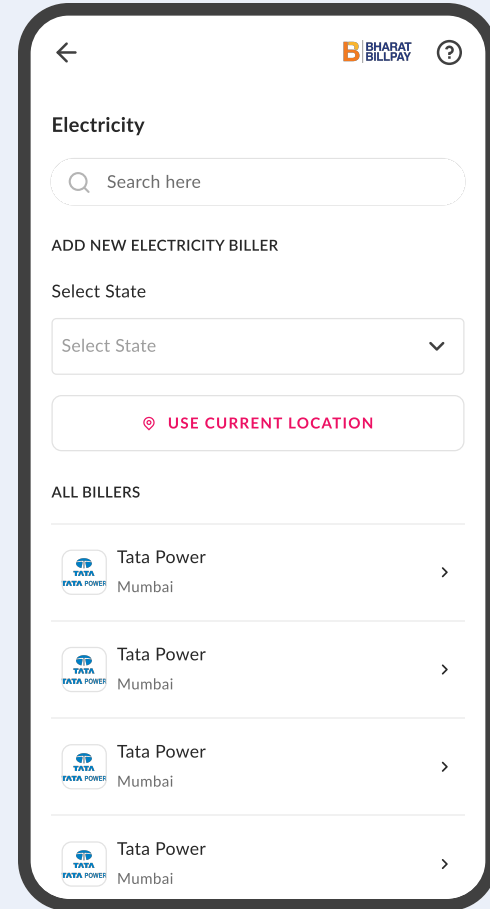
Bill Pay Registration Steps

STEP 01 Select Bill Category



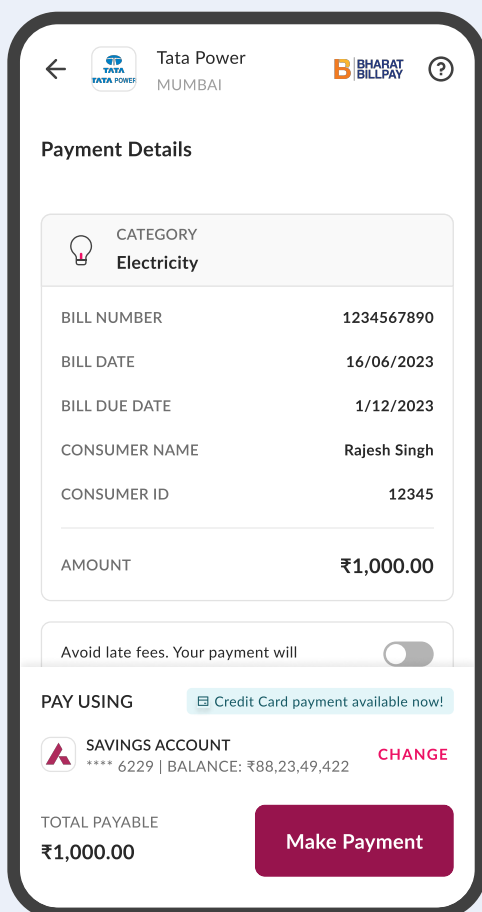
Choose the category of the bill you want to begin with

STEP 02 Select Biller



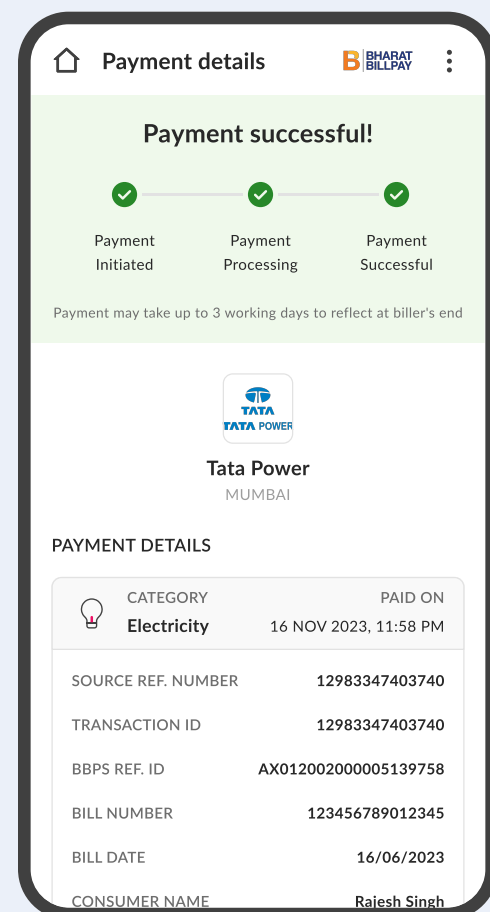
Choose the Biller & fill in the required details

STEP 03 Confirm Bill & Payment Details



After selection of Biller, read and confirm bill details

STEP 04 Payment Successful



Payment successful

OTHER REGISTRATION METHODS

How to Register via Internet Banking

STEP 01

Registration via Internet Banking Method

The screenshot shows the 'Register' screen with a back arrow and a help icon. The title is 'Register'. Below the title, it says 'Select method of authentication' and 'Please select your preferred method of authentication to generate mPIN'. There are six options, each with a red icon and a right arrow: 'Fast and easy' (highlighted), 'OTP', 'INTERNET BANKING', 'DEBIT CARD', 'CREDIT CARD', 'FOREX CARD', and 'LOAN ACCOUNT'.

Select Internet Banking method to start the registration

STEP 02

Enter Internet Banking Details

The screenshot shows the 'Register via Internet Banking' screen with a back arrow and a help icon. The title is 'Register via Internet Banking'. At the top left, there is a progress indicator '1/3' and a red circle. At the top right, it says 'Enter Details' and 'NEXT: ENTER YOUR NAME'. Below this, it says 'Please enter your Internet Banking details'. There are two input fields: 'Enter your Login ID / Customer ID' and 'Enter your Password'. Below the password field, there is a 'FORGOT PASSWORD' link and a red question mark icon. At the bottom, there is a 'Confirm' button.

Enter Login ID / Customer ID and Password for the registration

STEP 03

Set Nickname and Accept T&C

The screenshot shows the 'Enter your Name' screen with a back arrow and a help icon. The title is 'Enter your Name'. At the top left, there is a progress indicator '2/3' and a red circle. At the top right, it says 'Enter your Name' and 'NEXT: CREATE MPIN'. Below this, it says 'Set your Nickname' and 'Your nickname is the name the app acknowledges you with'. There is an input field for 'Enter Nickname'. Below the input field, there are two checkboxes: 'I authorize bank and its representatives to reach me for any products/offers via WhatsApp. I agree to the Terms and Conditions of WhatsApp Banking.' and 'I agree to the Terms and Conditions and Safe Usage Guidelines.' At the bottom, there is a 'Confirm' button.

Set an account Nickname, read and accept the T&C to proceed

STEP 04

Create mPIN

The screenshot shows the 'Create mPIN' screen with a back arrow and a help icon. The title is 'Create mPIN'. At the top left, there is a progress indicator '3/3' and a red circle. At the top right, it says 'Create mPIN'. Below this, it says 'Create your mPIN' and 'This 6 digit PIN will be used every time you try to login to the mobile banking app'. There are two input fields for 'Set your 6 digit mPIN' and 'Re-enter 6 digit mPIN'. Below the input fields, there is a 'Please Note' section with two bullet points: 'Avoid using six consecutive digits for your mPIN' and 'Ensure to use atleast two different digits'. At the bottom, there is a 'Confirm' button.

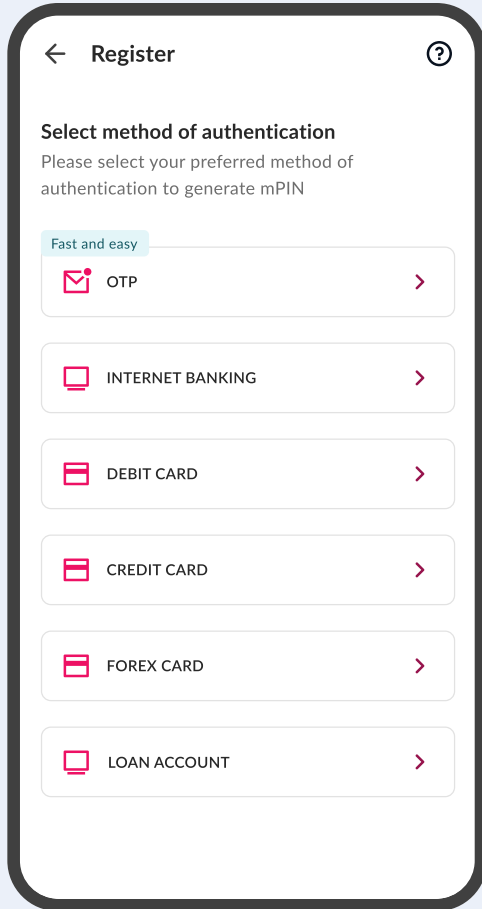
Create an mPIN to secure the application

OTHER REGISTRATION METHODS

How to Register via Citi-branded Debit Card

STEP 01

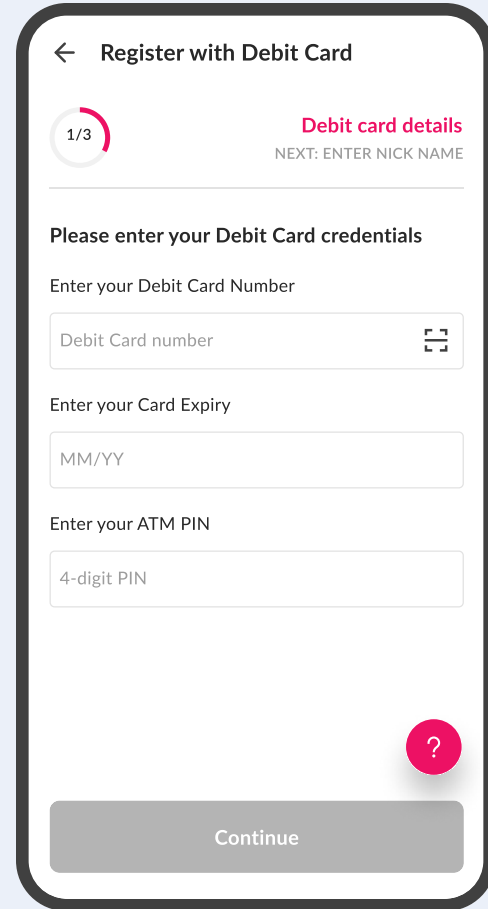
Registration via Debit Card Method



Select Debit Card method to start the registration

STEP 02

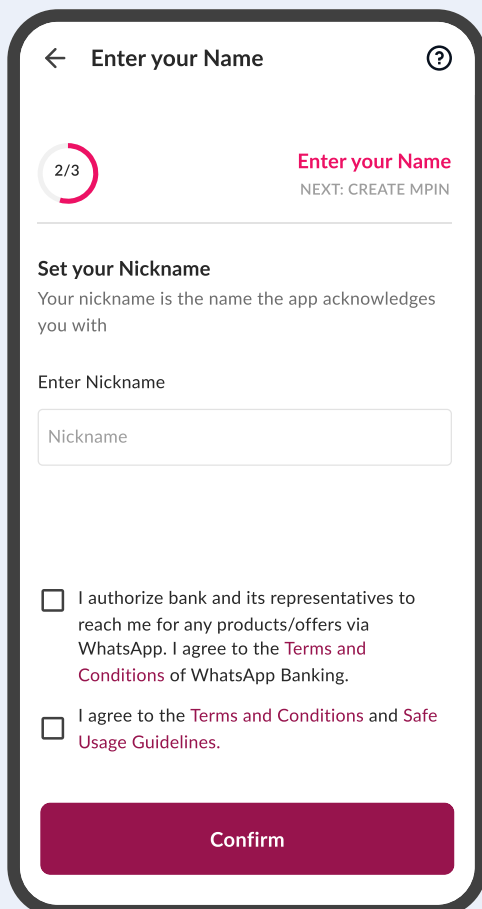
Enter Citi-branded Debit Card Details



Enter Card Number, Card Expiry and ATM PIN for the registration

STEP 03

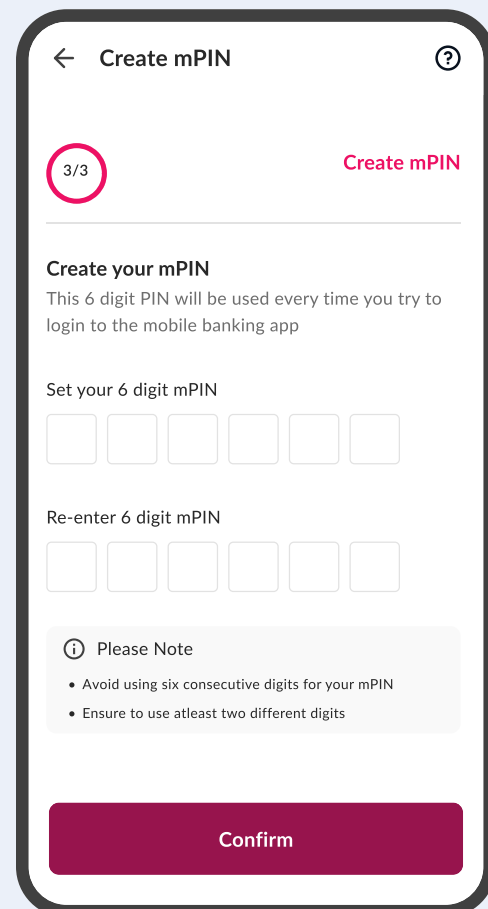
Set Nickname and Accept T&C



Set an account Nickname, read and accept the T&C to proceed

STEP 04

Create mPIN



Create an mPIN to secure the application

OTHER REGISTRATION METHODS

How to Register via Citi-branded Credit Card

STEP 01

Registration via Credit Card Method

The screenshot shows the 'Register' screen with a back arrow and a help icon. The title is 'Register'. Below the title, it says 'Select method of authentication' and 'Please select your preferred method of authentication to generate mPIN'. There are six options listed: 'Fast and easy' (highlighted), 'OTP', 'INTERNET BANKING', 'DEBIT CARD', 'CREDIT CARD', 'FOREX CARD', and 'LOAN ACCOUNT'. Each option has a right-pointing arrow.

Select Credit Card method to start the registration

STEP 02

Enter Citi-branded Credit Card Details

The screenshot shows the 'Register with Credit Card' screen with a back arrow and a help icon. The title is 'Register with Credit Card'. A progress indicator shows '1/3' and 'Credit card details' with 'NEXT: ENTER NICK NAME'. Below, it says 'Please enter your Credit Card credentials' and 'You can use your Axis or Citi-branded Cards for authentication'. There are three input fields: 'Enter your Credit Card Number' (with a credit card icon), 'Enter your Card Expiry' (MM/YY), and 'Enter your CVV' (3-digit CVV). A 'Continue' button is at the bottom right, with a red question mark icon above it.

Enter Card Number, Card Expiry and CVV for the registration

STEP 03

Set Nickname and Accept T&C

The screenshot shows the 'Enter your Name' screen with a back arrow and a help icon. The title is 'Enter your Name'. A progress indicator shows '2/3' and 'Enter your Name' with 'NEXT: CREATE mPIN'. Below, it says 'Set your Nickname' and 'Your nickname is the name the app acknowledges you with'. There is an 'Enter Nickname' field with a placeholder 'Nickname'. Below that are two checkboxes: 'I authorize bank and its representatives to reach me for any products/offers via WhatsApp. I agree to the Terms and Conditions of WhatsApp Banking.' and 'I agree to the Terms and Conditions and Safe Usage Guidelines.'. A 'Confirm' button is at the bottom.

Set an account Nickname, read and accept the T&C to proceed

STEP 04

Create mPIN

The screenshot shows the 'Create mPIN' screen with a back arrow and a help icon. The title is 'Create mPIN'. A progress indicator shows '3/3' and 'Create mPIN'. Below, it says 'Create your mPIN' and 'This 6 digit PIN will be used every time you try to login to the mobile banking app'. There are two rows of six input boxes each for 'Set your 6 digit mPIN' and 'Re-enter 6 digit mPIN'. Below that is a 'Please Note' section with two bullet points: 'Avoid using six consecutive digits for your mPIN' and 'Ensure to use atleast two different digits'. A 'Confirm' button is at the bottom.

Create an mPIN to secure the application

OTHER REGISTRATION METHODS

How to Register via Citi-branded Forex Card

STEP 01

Registration via Forex Card Method

The screenshot shows the 'Register' screen with a back arrow and a help icon. The title is 'Register'. Below the title, it says 'Select method of authentication' and 'Please select your preferred method of authentication to generate mPIN'. There are six options listed: 'Fast and easy' (highlighted), 'OTP', 'INTERNET BANKING', 'DEBIT CARD', 'CREDIT CARD', 'FOREX CARD', and 'LOAN ACCOUNT'. Each option has a right-pointing arrow.

Select Forex Card method to start the registration

STEP 02

Enter Citi-branded Forex Card Details

The screenshot shows the 'Register with Forex Card' screen with a back arrow and a help icon. The title is 'Register with Forex Card'. A progress indicator shows '1/3' and 'Forex card details' with 'NEXT: ENTER NICK NAME'. Below, it says 'Please enter your Forex Card credentials'. There are three input fields: 'Enter your Forex Card Number' (with a QR code icon), 'Enter your Card Expiry' (MM/YY), and 'Enter your PIN' (6-digit PIN). A red question mark icon is in the bottom right corner. A 'Continue' button is at the bottom.

Enter Card Number, Card Expiry and PIN for registration

STEP 03

Set Nickname and Accept T&C

The screenshot shows the 'Enter your Name' screen with a back arrow and a help icon. The title is 'Enter your Name'. A progress indicator shows '2/3' and 'Enter your Name' with 'NEXT: CREATE mPIN'. Below, it says 'Set your Nickname' and 'Your nickname is the name the app acknowledges you with'. There is an 'Enter Nickname' field with a 'Nickname' placeholder. Below that are two checkboxes: 'I authorize bank and its representatives to reach me for any products/offers via WhatsApp. I agree to the Terms and Conditions of WhatsApp Banking.' and 'I agree to the Terms and Conditions and Safe Usage Guidelines.'. A 'Confirm' button is at the bottom.

Set an account Nickname, read and accept the T&C to proceed

STEP 04

Create mPIN

The screenshot shows the 'Create mPIN' screen with a back arrow and a help icon. The title is 'Create mPIN'. A progress indicator shows '3/3' and 'Create mPIN'. Below, it says 'Create your mPIN' and 'This 6 digit PIN will be used every time you try to login to the mobile banking app'. There are two input fields for 'Set your 6 digit mPIN' and 'Re-enter 6 digit mPIN', each with six digit boxes. Below that is a 'Please Note' section with two bullet points: 'Avoid using six consecutive digits for your mPIN' and 'Ensure to use atleast two different digits'. A 'Confirm' button is at the bottom.

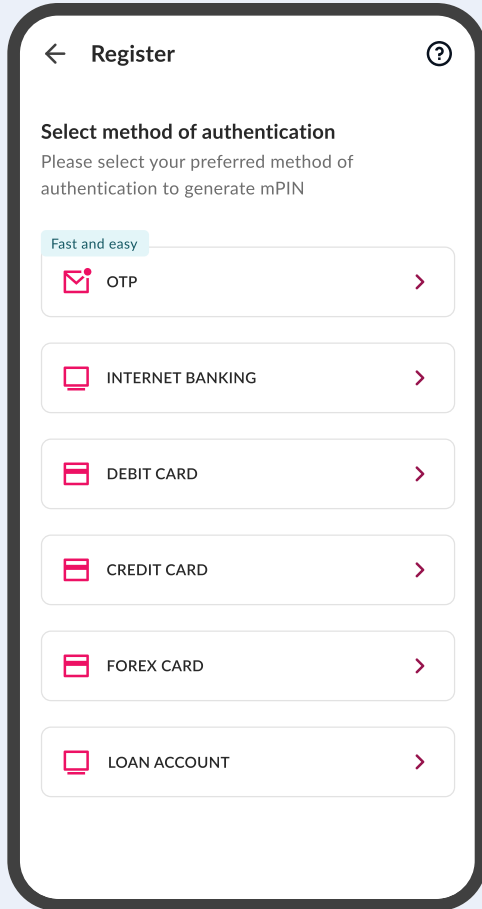
Create an mPIN to secure the application

OTHER REGISTRATION METHODS

How to Register via Loan Account

STEP 01

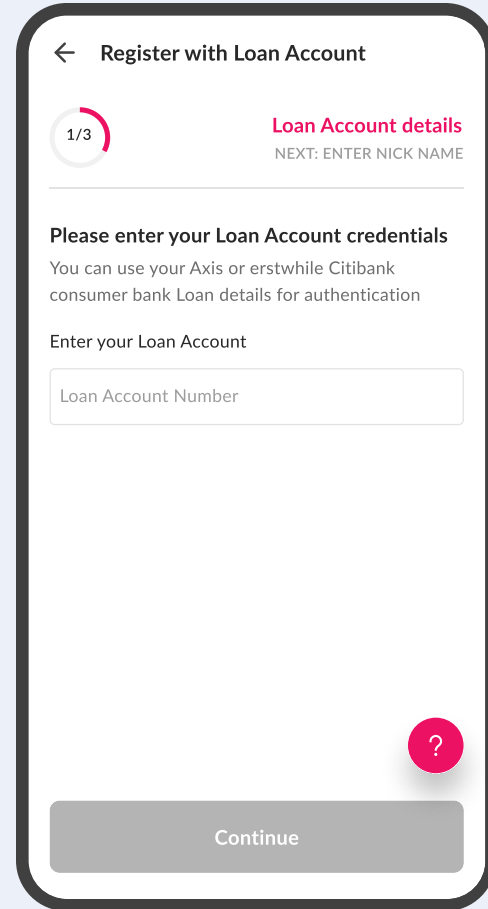
Registration via Loan Account Method



Select Loan Account method to start the registration

STEP 02

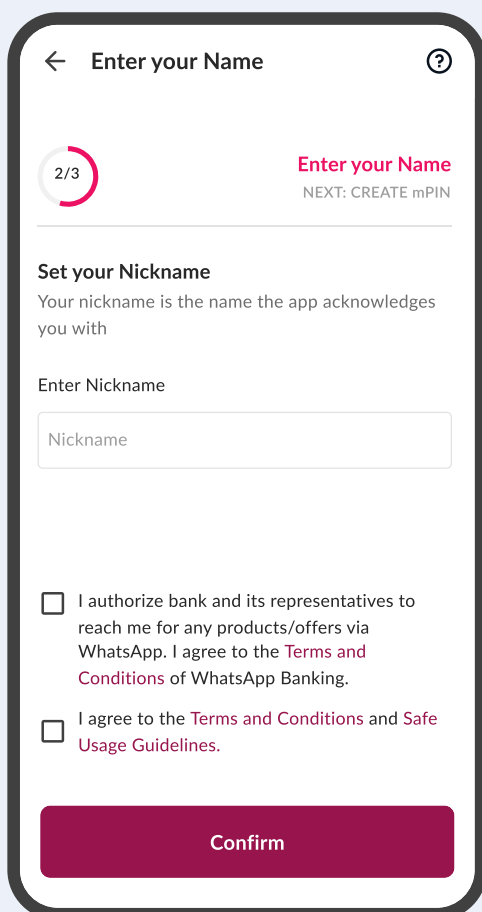
Enter Loan Account Number



Enter Loan Account Number to register yourself

STEP 03

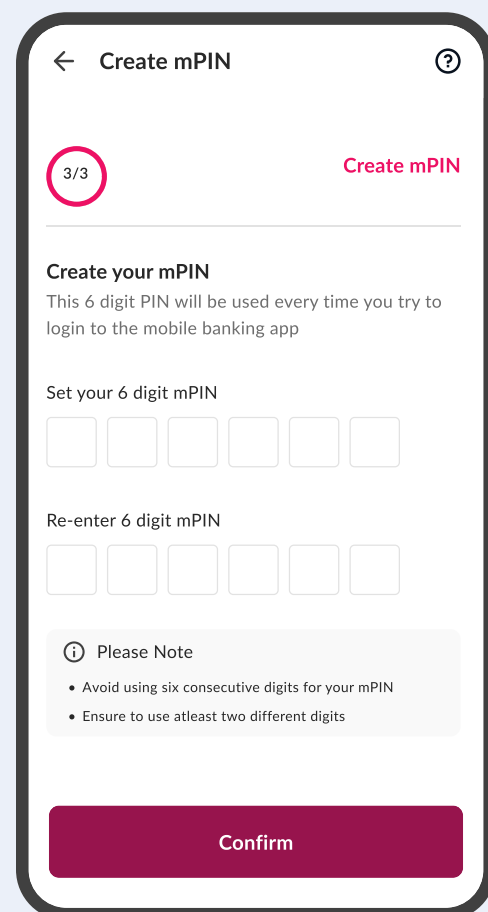
Set Nickname and Accept T&C



Set an account Nickname, read and accept the T&C to proceed

STEP 04

Create mPIN

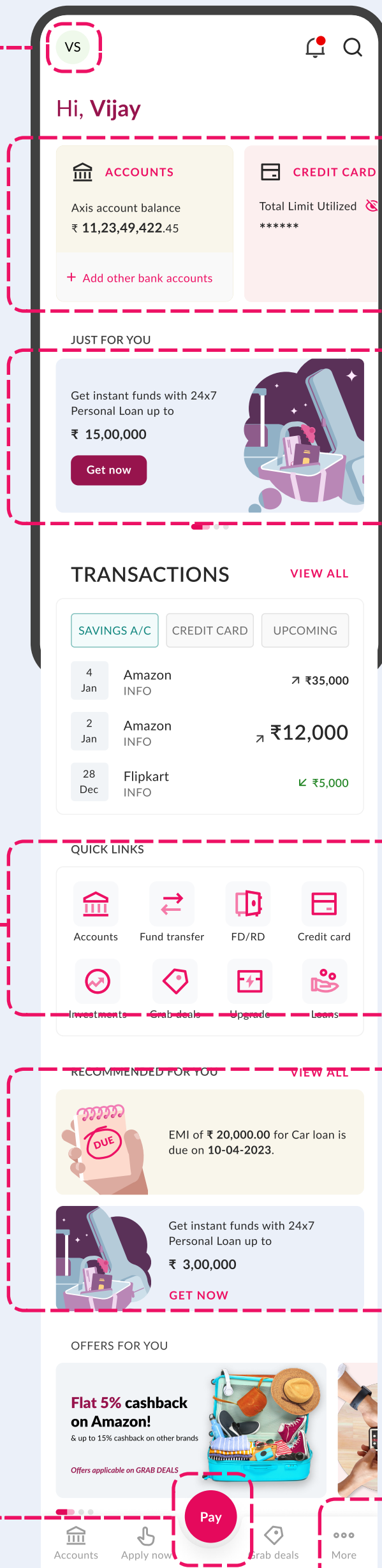


Create an mPIN to secure the application

Mobile Banking Dashboard

Hamburger menu ←

Click here for accessing WhatsApp Banking, Chatbot support & Settings



→ **Relationship tiles**

→ **Just for You** section for personalized offers

Quick Links ←

Explore various products offered by Axis Bank

→ **Recommended for You**

Personalized alerts, offers and urgent tasks

Fund Transfer ←

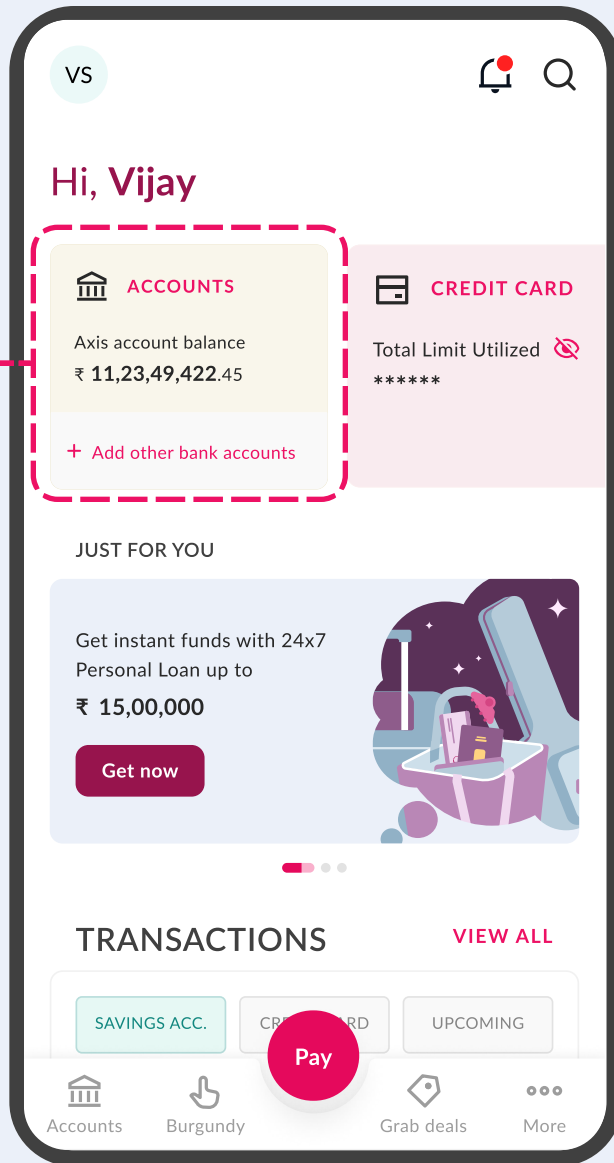
Send Money Via IMPS/NEFT/RTGS/UPI

→ **More**

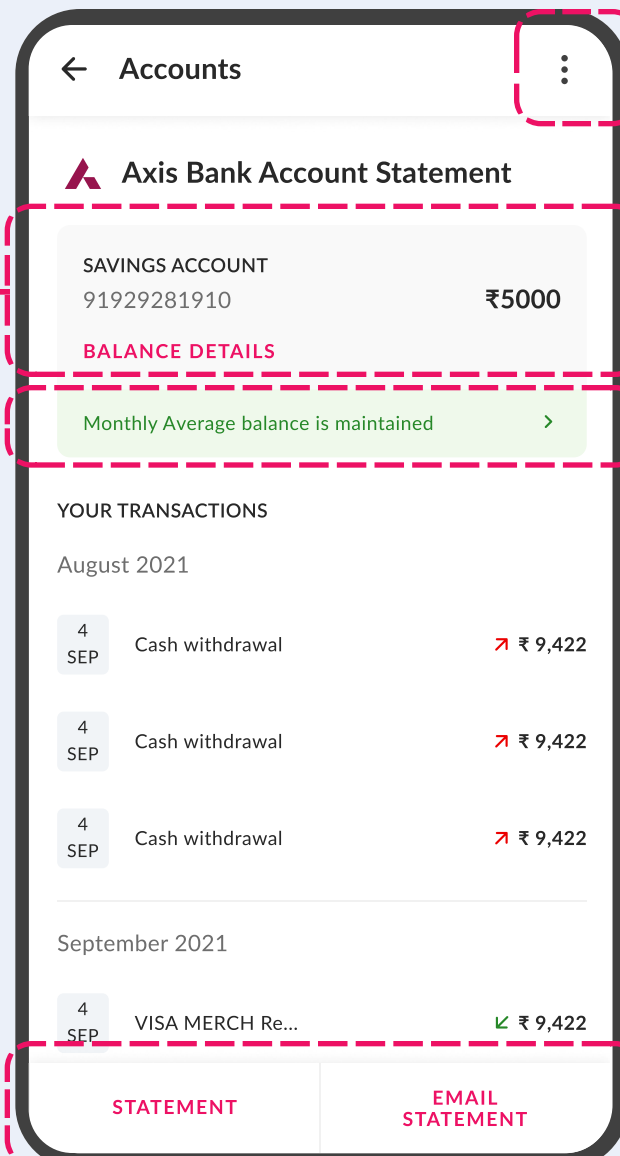
Explore other products and services

View your Account Details

Accounts tile ←
Click on "Accounts" tile to view account related information



Account Details ←
View your account number and balance details here



Account Details

Check key account details

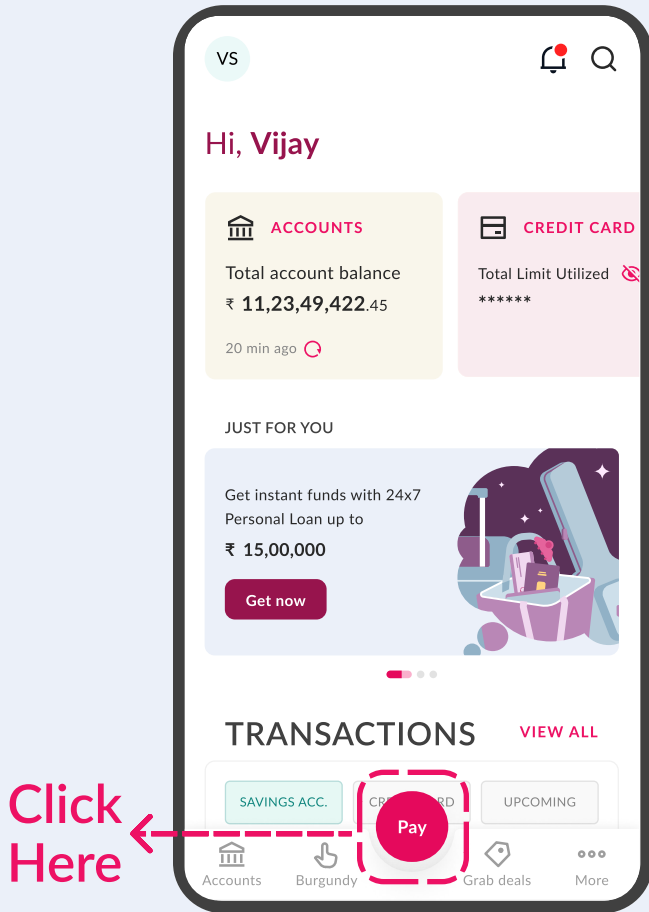
Charges

View charges deduction summary

View/Download/Email account statement here

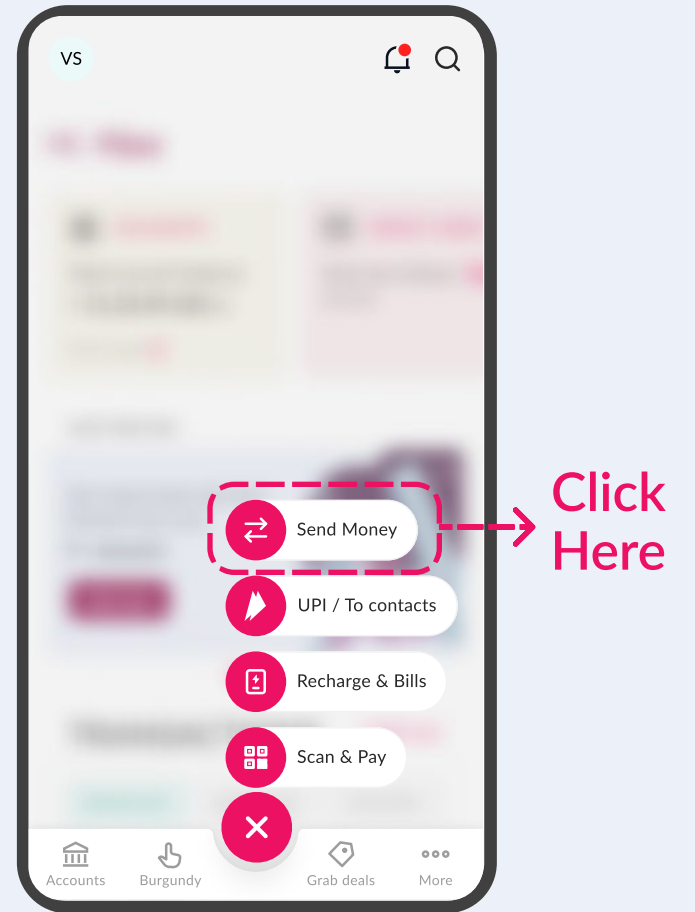
How to Add Payee - Part 01

Click on Pay



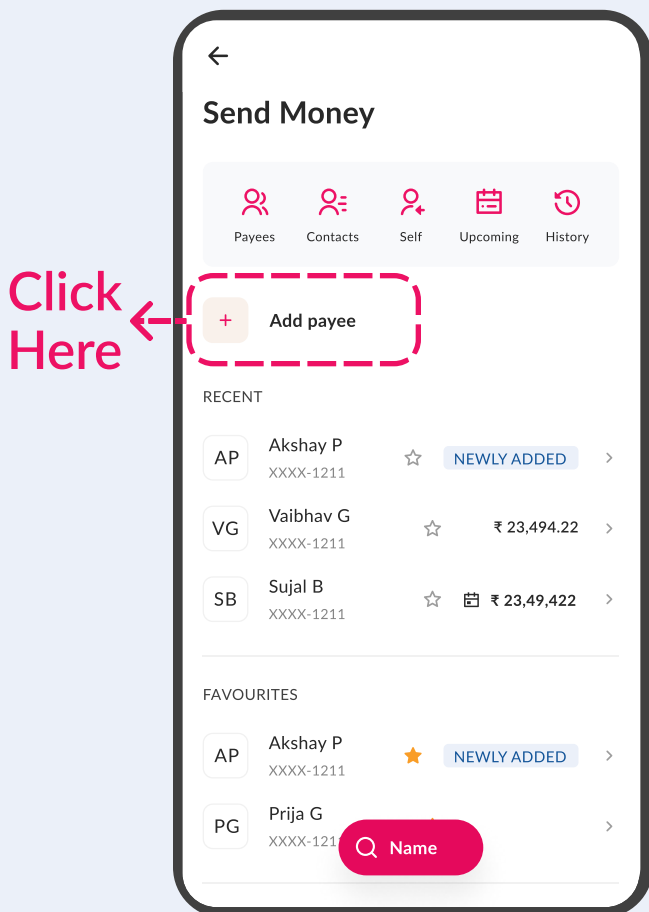
Click on "Pay" button to view multiple payment options

Click on Send Money



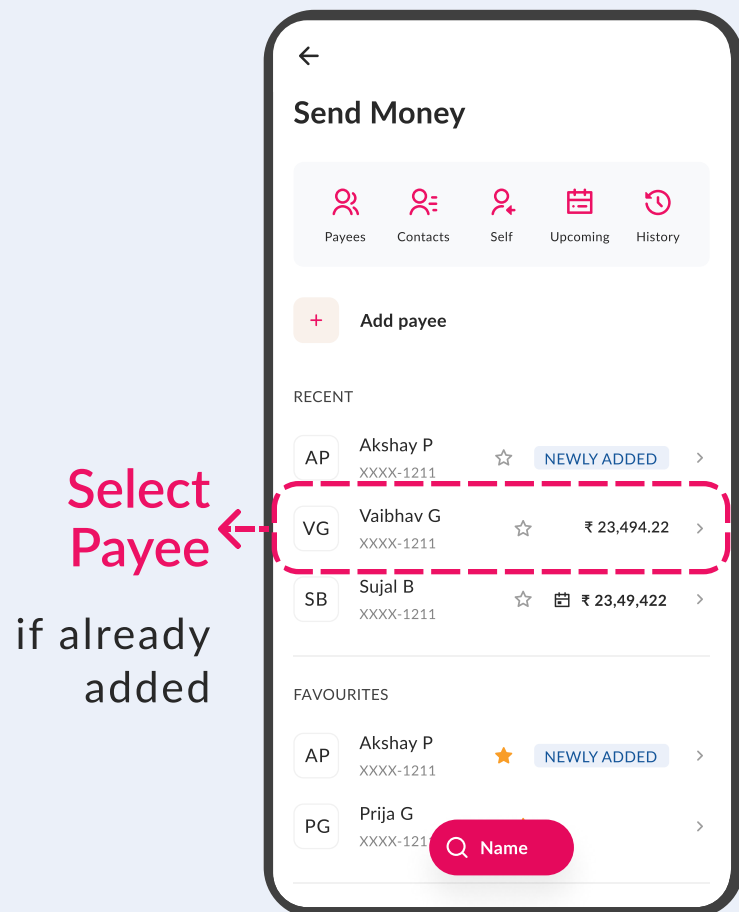
Click on "Send Money" to transfer funds via IMPS/RTGS/NEFT

Add Payee



Add a beneficiary account to transfer funds

Select Payee



Select Payee if already added

How to Add Payee - Part 02

As referred from previous page, you need to click on "Add payee" from the Send Money Dashboard

If Payee has Axis Bank Account

STEP 01

←

Add payee

Axis bank payee Other bank payee

Mobile Number

Enter mobile number

OR

Account Number

IFSC not required

Enter account number

Fetch details

Enter Payee Mobile number or Account number

STEP 02

←

Add payee

Axis bank payee Other bank payee

Payee Name

Krishana Mahale

Nick Name

Krish

Account Number

XXXXXXXXXX5825

Mobile Number

919820264773

Add Payee

Add Payee Nick name

STEP 03

←

OTP VERIFICATION

Enter the OTP sent to your mobile number

* * * * *

RESEND OTP (in 00:29)

Confirm OTP

1 2 ABC 3 DEF -

4 GHI 5 JKL 6 MNO ↵

7 PRQS 8 TUV 9 WXYZ ✕

* # 0 + . ↶

Enter OTP sent to your mobile number

If Payee has other bank account

STEP 01

←

Add Payee

Axis Bank Payee Other Bank Payee

Account Number

Enter account number

Confirm Account Number

Confirm account number

IFSC

Enter IFSC code

Payee name

Enter payee name

Verify Payee Add Payee

Enter Payee details

STEP 02

←

Add Payee

Axis Bank Payee Other Bank Payee

Account Number

Confirm payee details ✕

PR

Pranav Rane ✓

NICK NAME: Rane

ACCOUNT NO: 2001 2345 5678

IFSC: SBIN9988767

BRANCH: Jaipur

NAME AS PER PAYEE BANK: Pranav Rane

Back Confirm

Check Payee details and confirm if correct

STEP 03

←

OTP VERIFICATION

Enter the OTP sent to your mobile number

* * * * *

RESEND OTP (in 00:29)

Confirm OTP

1 2 ABC 3 DEF -

4 GHI 5 JKL 6 MNO ↵

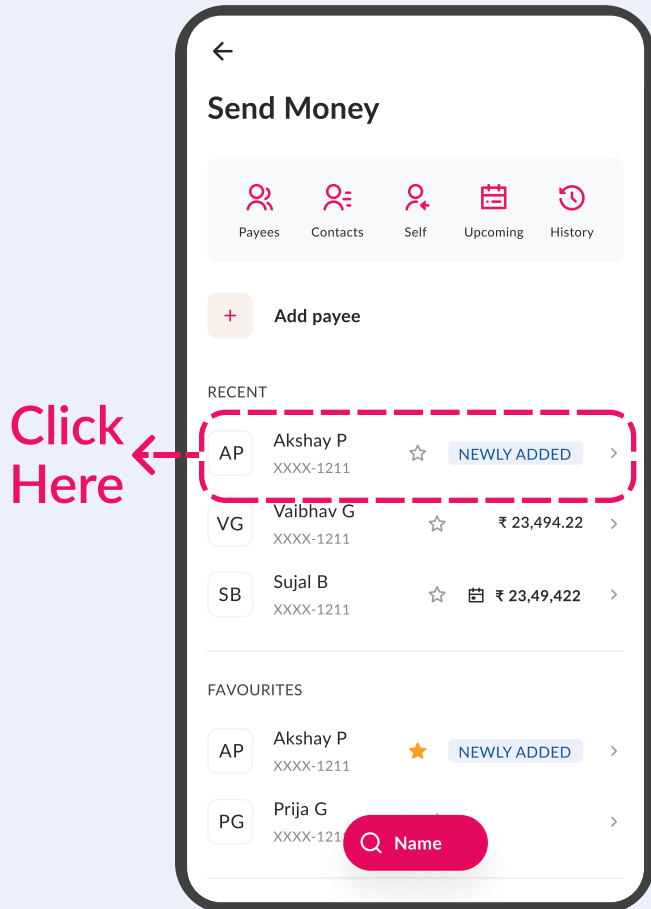
7 PRQS 8 TUV 9 WXYZ ✕

* # 0 + . ↶

Enter OTP sent on your mobile number

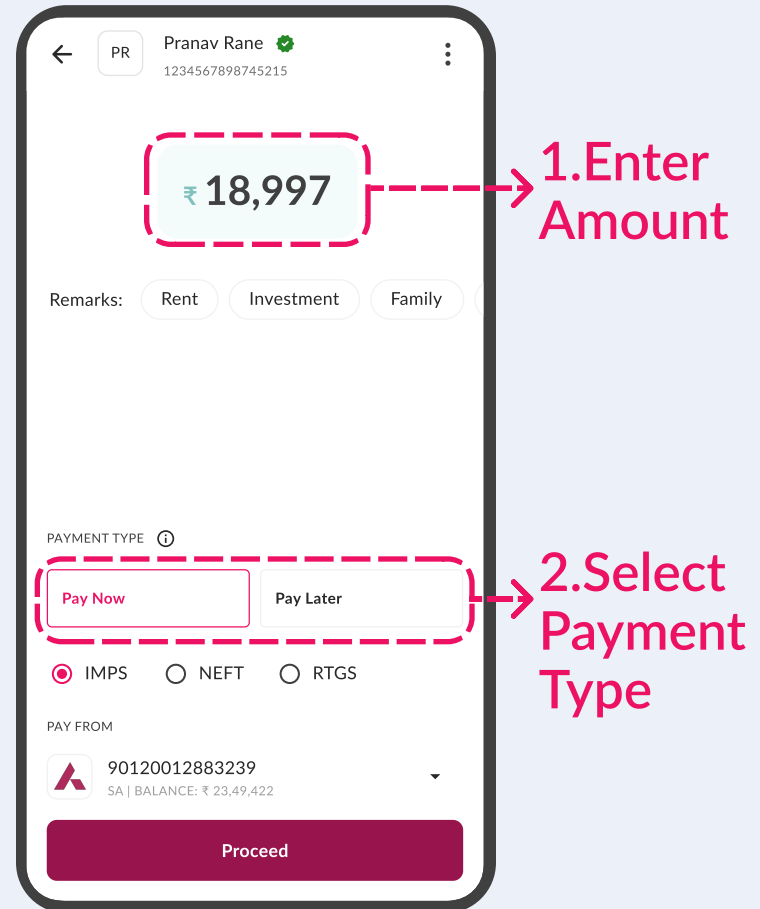
Money Transfer to Payee

Click on added Payee



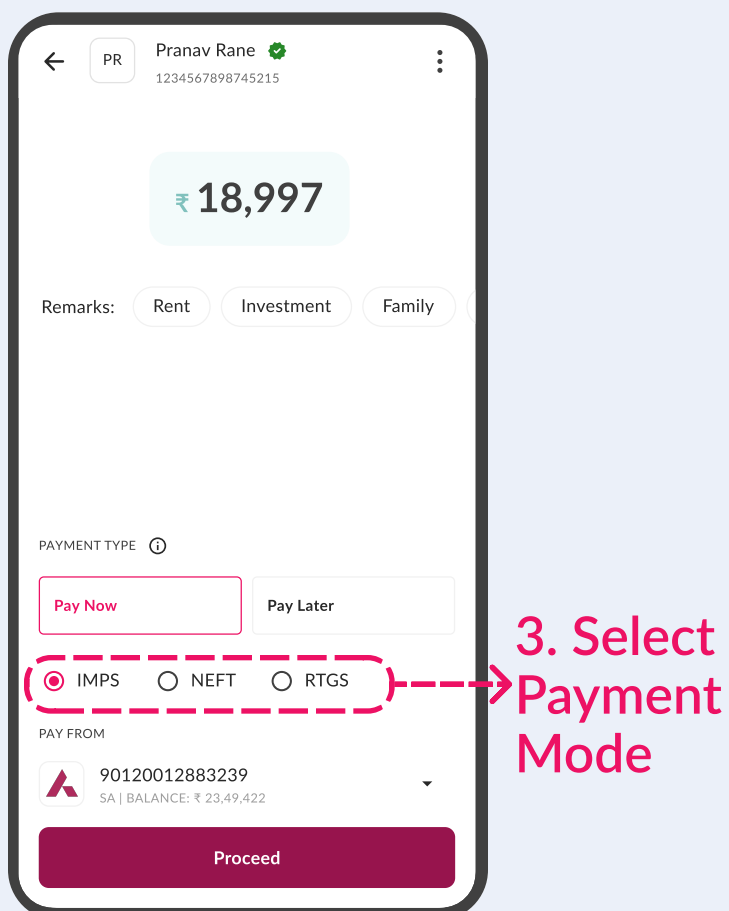
Payee you added recently, will reflect here

Enter amount & select Payment Mode



Enter amount and select payment type "Pay Now" or "Pay Later"

Select Payment Mode



Select payment mode IMPS / NEFT/ RTGS

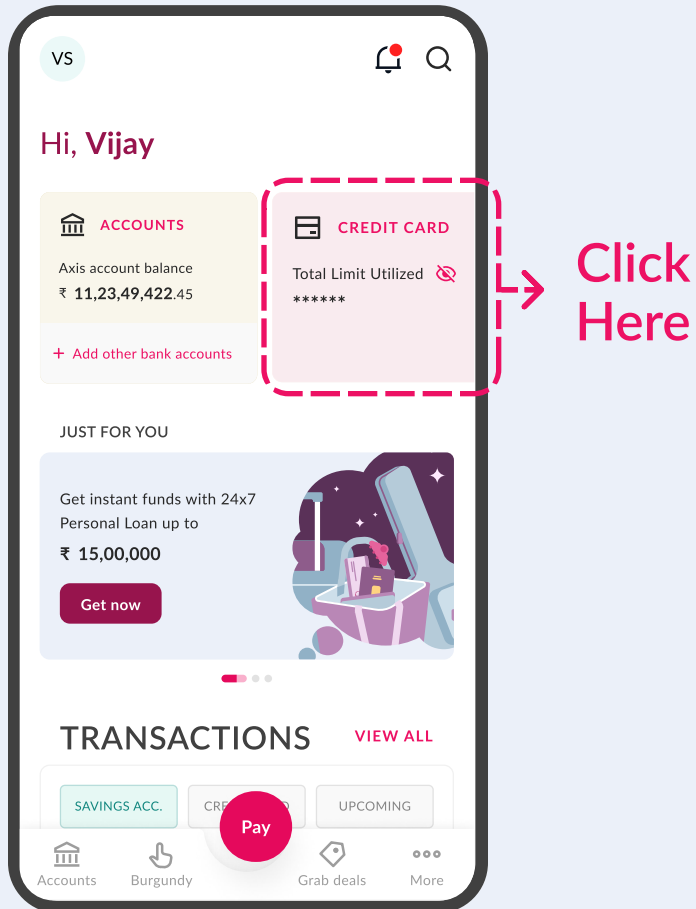
Enter mPIN



After entering the mPIN, the payment will be successfully transferred

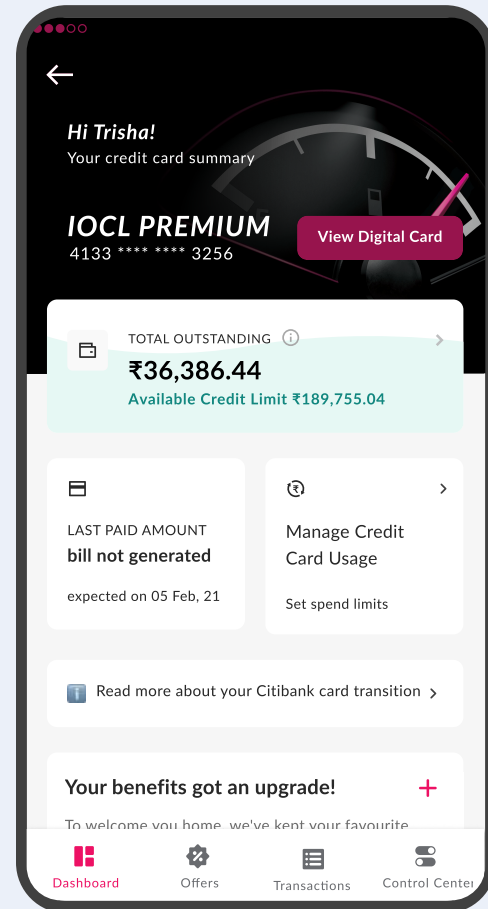
Manage Credit Card Information

Click on "Credit Card" tile



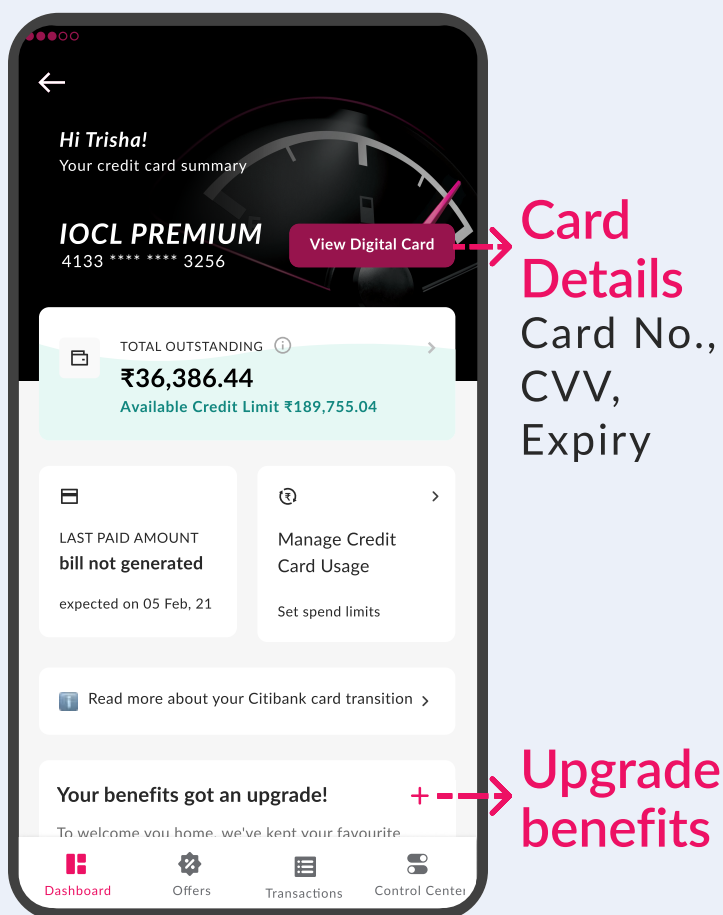
Click on "Credit Card" tile to view card related information

Credit Card Dashboard



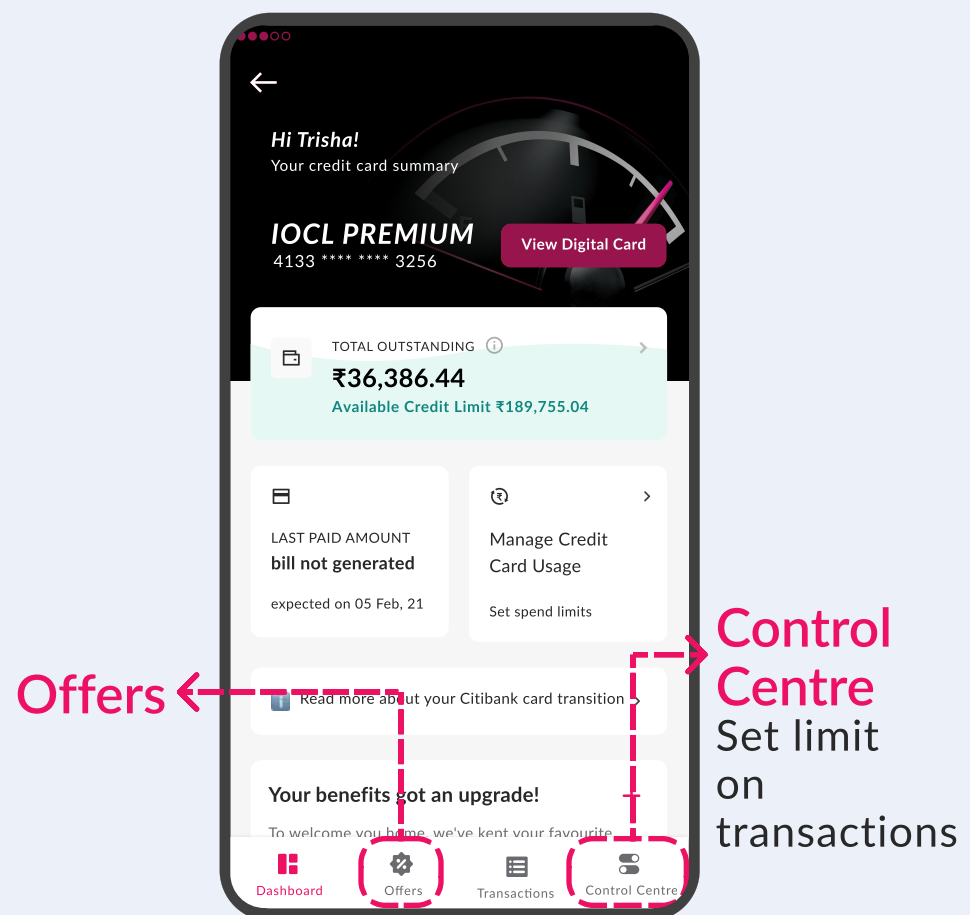
Dashboard for credit card summary

Dashboard Navigation



View digital version of credit card, check usage and other important credit card related details

Dashboard Navigation

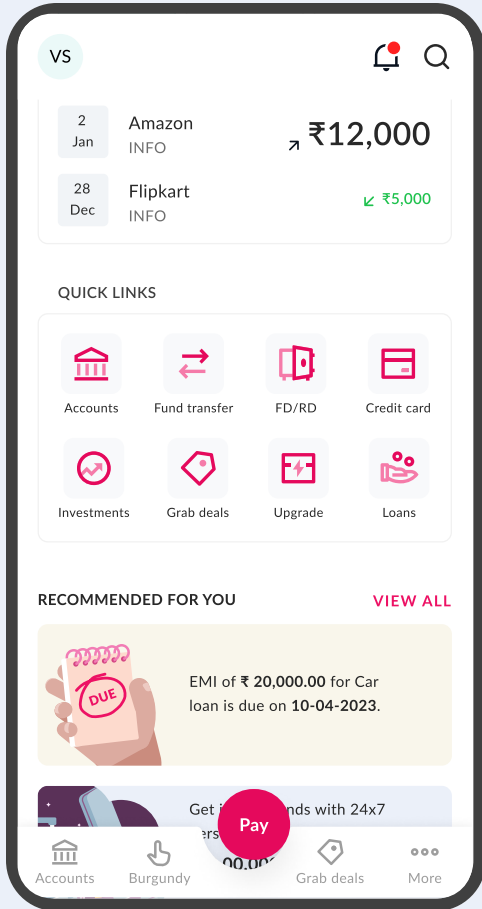


Check offers & rewards, set transaction limits, and check bill payment history

Book your FD

STEP 01

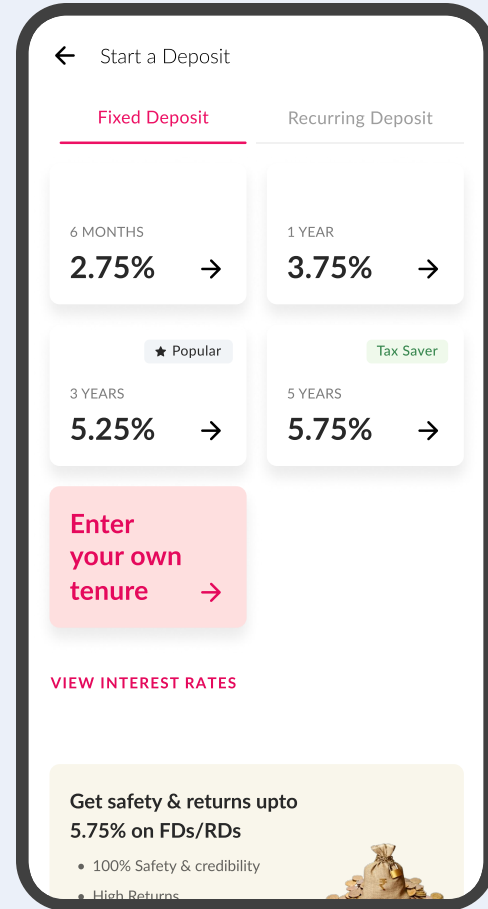
Navigate to Quick Links > Click FD/RD



Navigate to "Quick links" section on dashboard and click on FD/RD

STEP 02

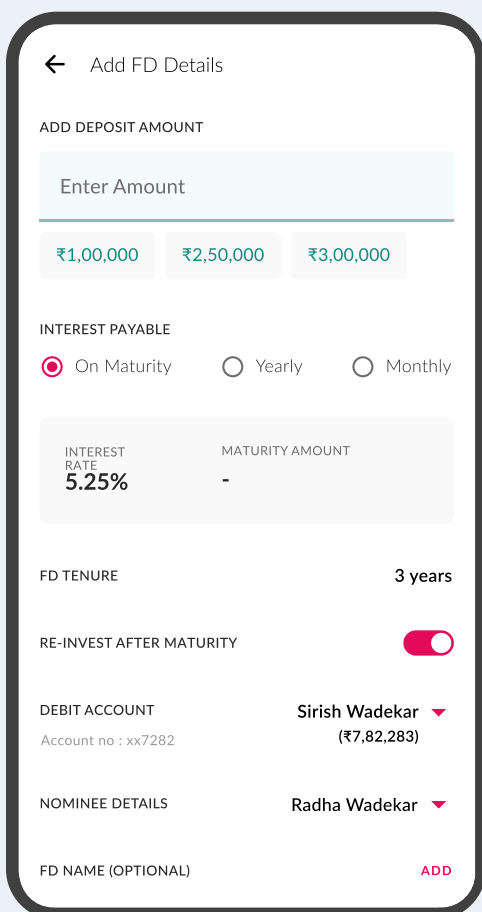
Select FD Interest Rate



Select an interest rate for the deposit or enter the deposit tenure manually

STEP 03

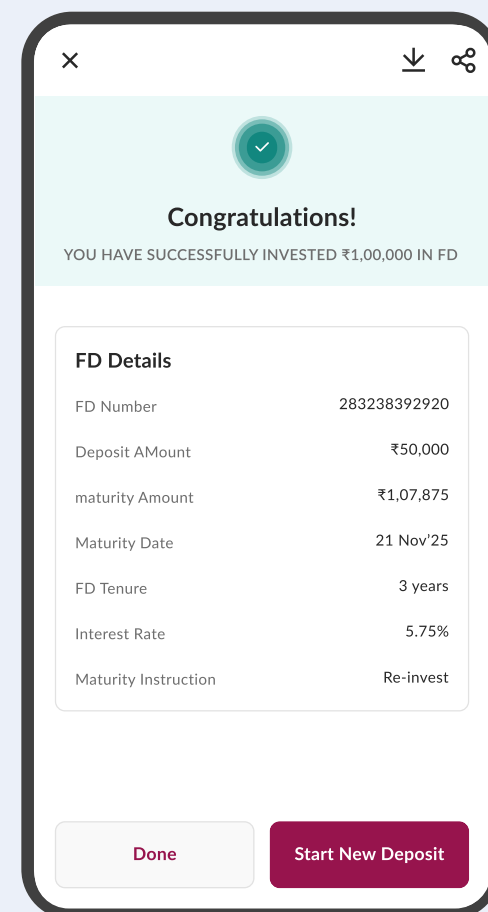
Enter FD Details



Fill in FD Amount, tenure and other details to book FD

STEP 04

FD Booked Successfully

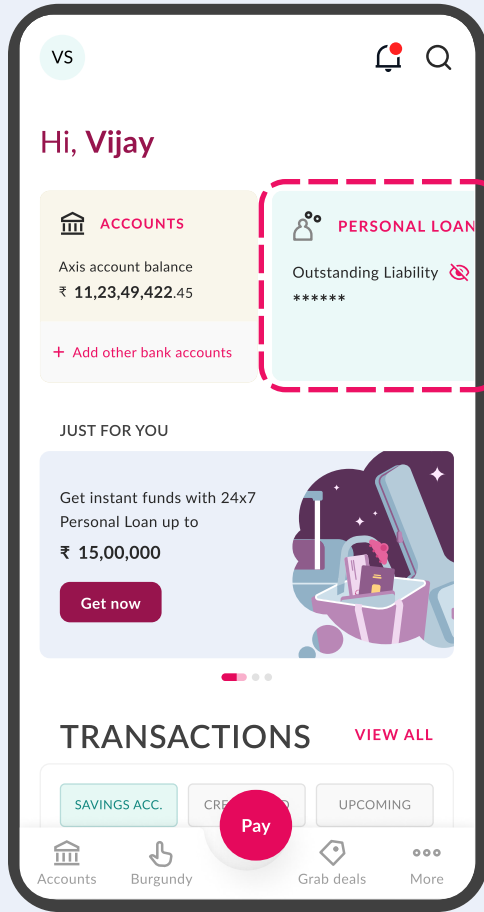


After clicking on "Book FD", FD success screen will be displayed with FD details

Check your Loan Account

STEP 01

Click on "Loan" Relationship Tile

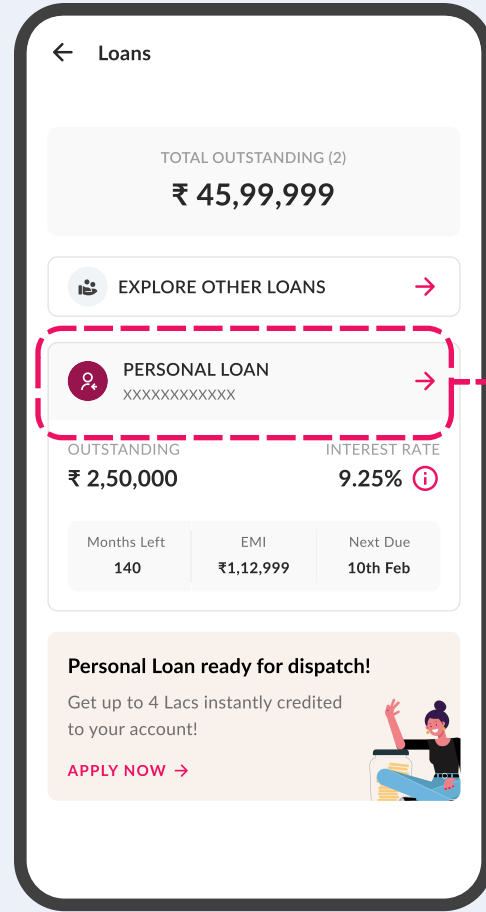


Click to view details

Click on "Loan" relationship tile to view your loan details

STEP 02

View your active Loan Accounts

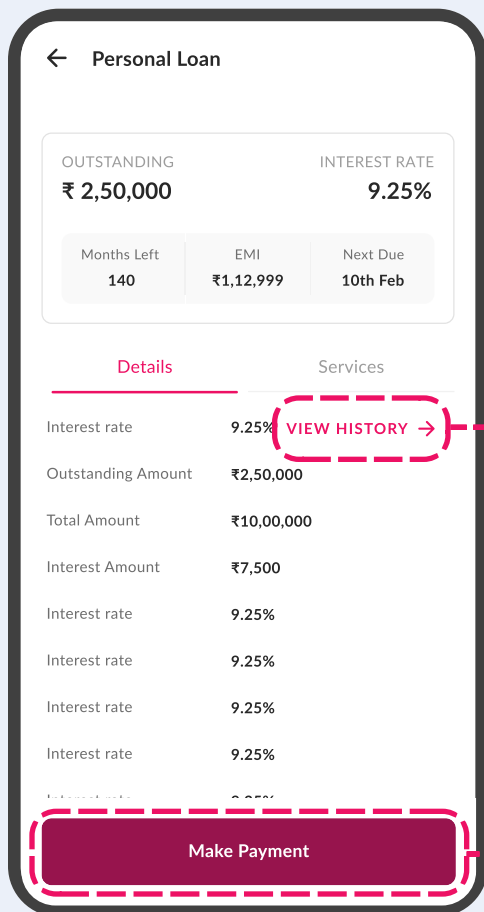


Click to view details

After clicking on loan relationship tile, the user will be redirected to the loans dashboard

STEP 03

Loan Details Page



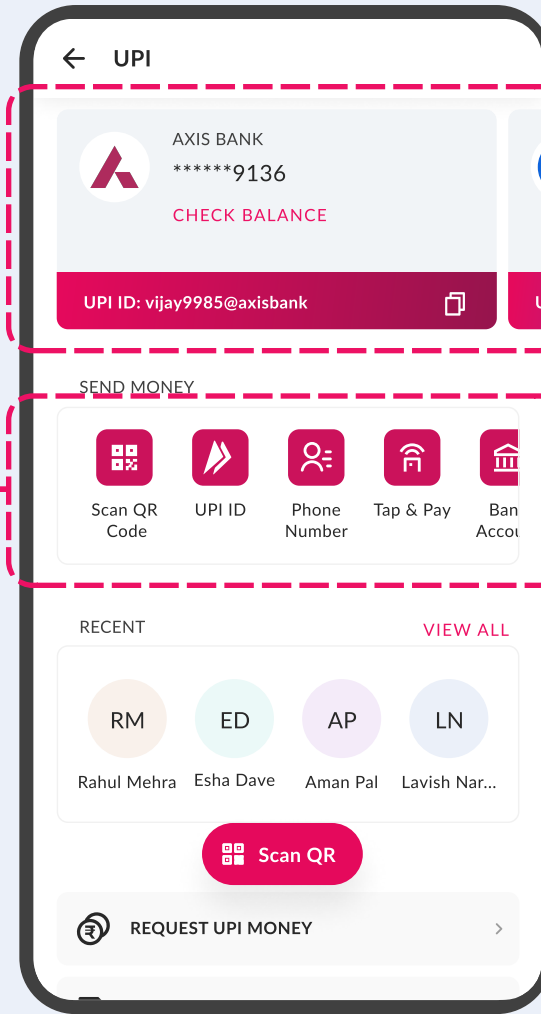
Loan ROI

Pay Overdue or Part Payment

Access loan details and various services such as Pay Part Payment, Pay Overdue through Make Payment option

Transaction on UPI

UPI Dashboard



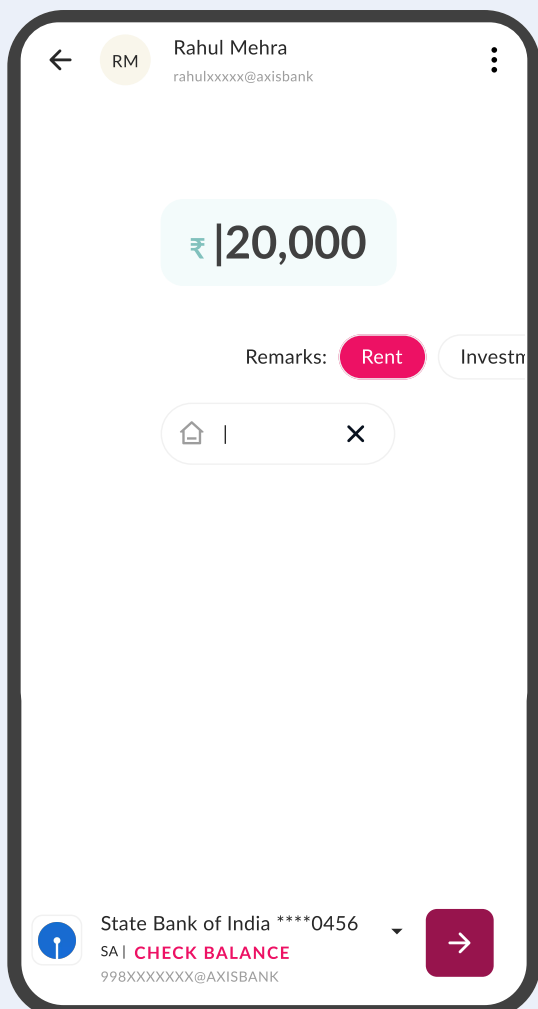
Accounts linked to UPI

All your linked accounts will be displayed here with UPI ID

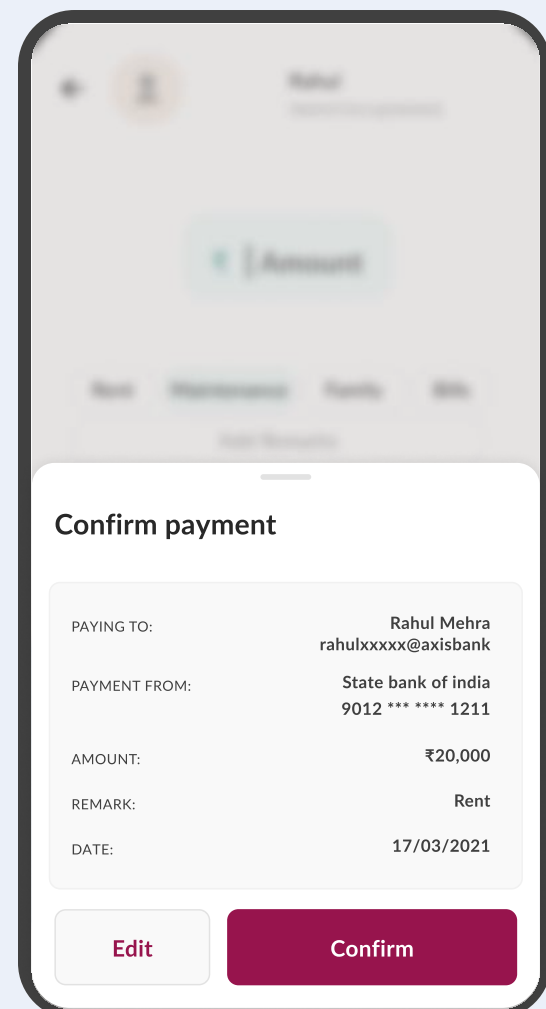
Payment Methods

Here are the various payment methods available such as QR Scan/UPI ID/Mobile number/Account number

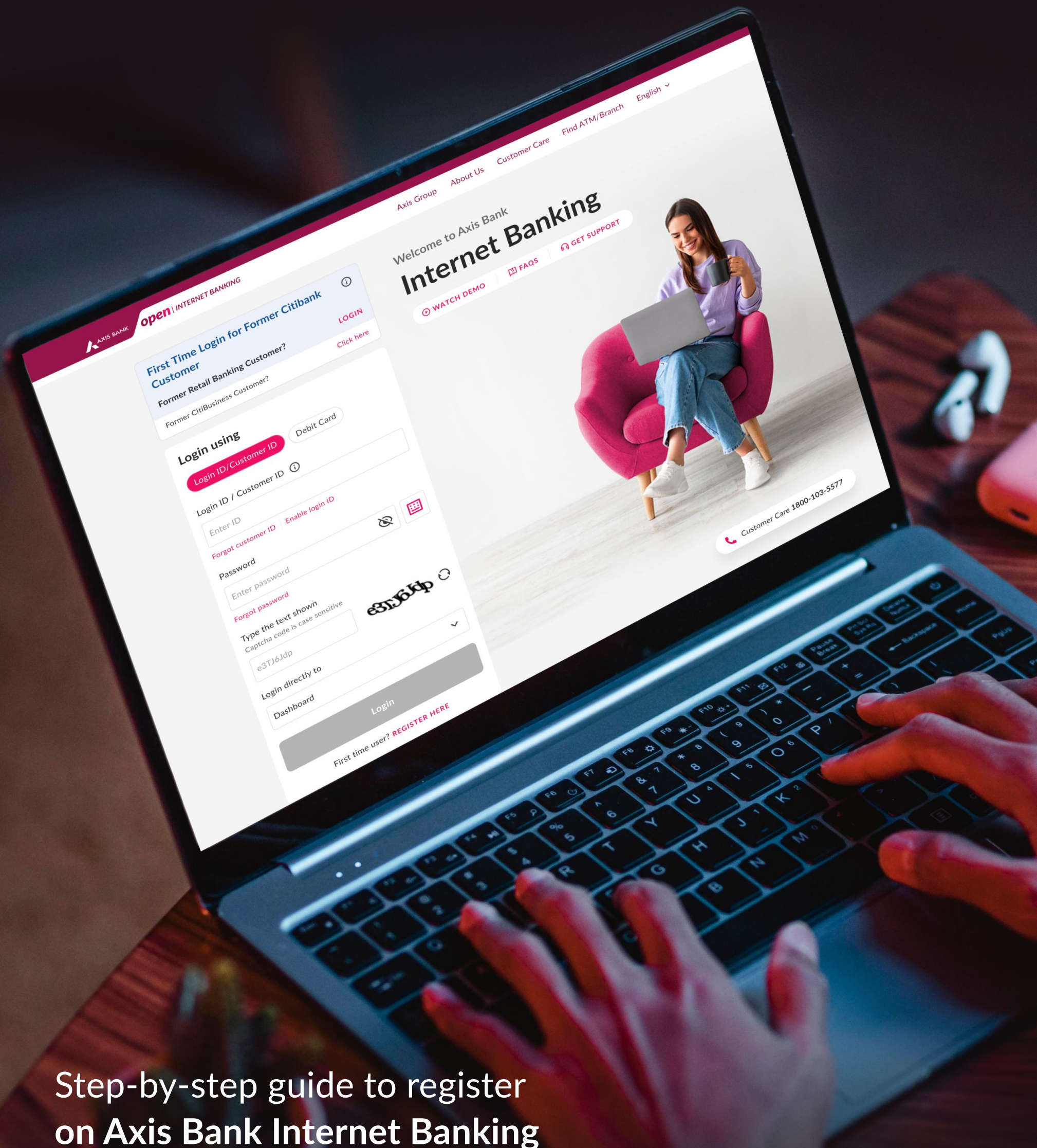
UPI Transfer



Confirm & Enter UPI PIN



Let's begin the journey On Axis Bank Internet Banking

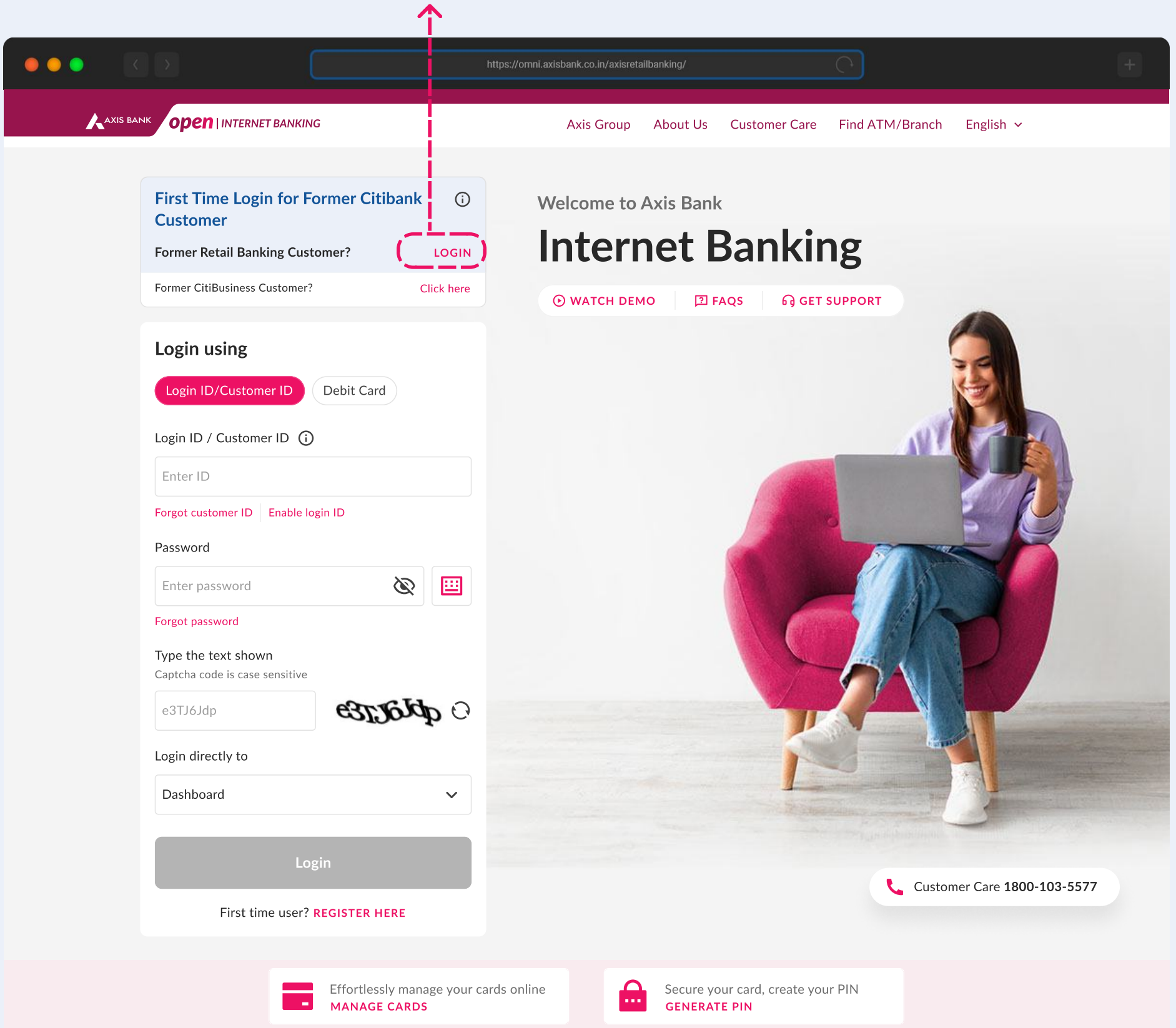


Step-by-step guide to register
on Axis Bank Internet Banking
Click [here](#) to navigate to Axis Bank
Internet Banking

STEP 01

Start Registration

Click Here



Axis Bank Internet Banking Registration Process Steps

Click on highlighted “Login” button to start the registration

STEP 02

Complete Authentication via OTP

Authenticate via OTP

The screenshot shows the Axis Bank Internet Banking login page. The browser address bar displays <https://omni.axisbank.co.in/axisretailbanking/>. The page header includes the Axis Bank logo, the 'open | INTERNET BANKING' tagline, and navigation links for Axis Group, About Us, Customer Care, Find ATM/Branch, and English. The main content area is titled 'Welcome to Axis Bank Internet Banking' and features buttons for 'WATCH DEMO', 'FAQS', and 'GET SUPPORT'. A woman is shown sitting on a pink armchair, using a laptop and holding a mug. A 'Customer Care 1800-103-5577' button is visible in the bottom right of the main content area.

← First Time Login for Former Citibank Customer

SELECT METHOD OF AUTHENTICATION

OTP Debit Card Credit Card

User ID / Axis Bank Customer ID ⓘ
Your Axis Bank Customer ID was sent via SMS & E-mail

Eg: 115547858

GET CUSTOMER ID

Date of Birth

dd/mm/yyyy ⓘ

SELECT ANY ONE OF THE FOLLOWING

PAN Passport

PAN

Eg: ATHPI5698K

ⓘ Please Note

- Former Citibank Consumer bank customer who have not registered to Axis Bank Internet Banking can login from here
- After creating new credentials, please login to Axis Bank Internet Banking using new credentials on the login page
- Customers having Axis Bank relationships can login using their Axis Bank credentials from Login page

Get OTP

First time user? [REGISTER HERE](#)

Effortlessly manage your cards online
MANAGE CARDS

Secure your card, create your PIN
GENERATE PIN

Customer Care 1800-103-5577

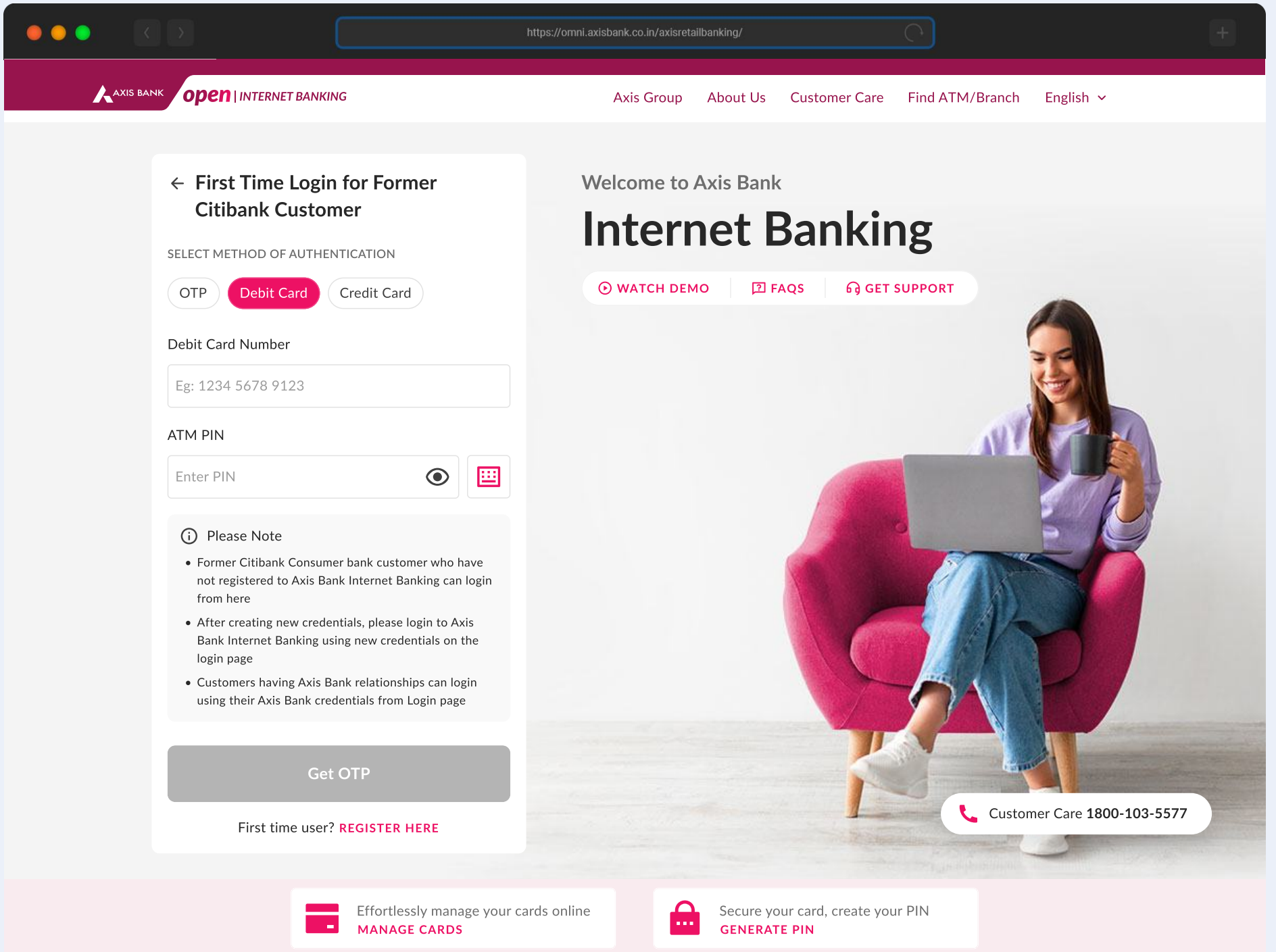
Axis Bank Internet Banking Registration Process Steps

Authenticate your account via OTP

STEP 02

Authentication via Citi-branded Debit Card

Authenticate via Debit Card



The screenshot shows the Axis Bank Internet Banking login page. The browser address bar displays <https://omni.axisbank.co.in/axisretailbanking/>. The page header includes the Axis Bank logo, the 'open | INTERNET BANKING' tagline, and navigation links for Axis Group, About Us, Customer Care, Find ATM/Branch, and English. The main content area is titled 'Welcome to Axis Bank Internet Banking' and features buttons for 'WATCH DEMO', 'FAQS', and 'GET SUPPORT'. The login form is titled 'First Time Login for Former Citibank Customer' and offers three authentication methods: OTP, Debit Card (selected), and Credit Card. The Debit Card section includes a field for the Debit Card Number (with an example: Eg: 1234 5678 9123) and an ATM PIN field (with a 'Show/Hide' icon and a numeric keypad icon). A 'Please Note' section provides instructions for former Citibank customers and new users. A 'Get OTP' button is located below the form, along with a link for 'First time user? REGISTER HERE'. A customer care contact number, 1800-103-5577, is displayed in a red pill-shaped button. At the bottom, there are two promotional banners: 'Effortlessly manage your cards online MANAGE CARDS' and 'Secure your card, create your PIN GENERATE PIN'.

← First Time Login for Former Citibank Customer



SELECT METHOD OF AUTHENTICATION

OTP Debit Card Credit Card

Debit Card Number

Eg: 1234 5678 9123

ATM PIN

Enter PIN  

Please Note

- Former Citibank Consumer bank customer who have not registered to Axis Bank Internet Banking can login from here
- After creating new credentials, please login to Axis Bank Internet Banking using new credentials on the login page
- Customers having Axis Bank relationships can login using their Axis Bank credentials from Login page

Get OTP

First time user? [REGISTER HERE](#)

Customer Care 1800-103-5577

Effortlessly manage your cards online
MANAGE CARDS

Secure your card, create your PIN
GENERATE PIN

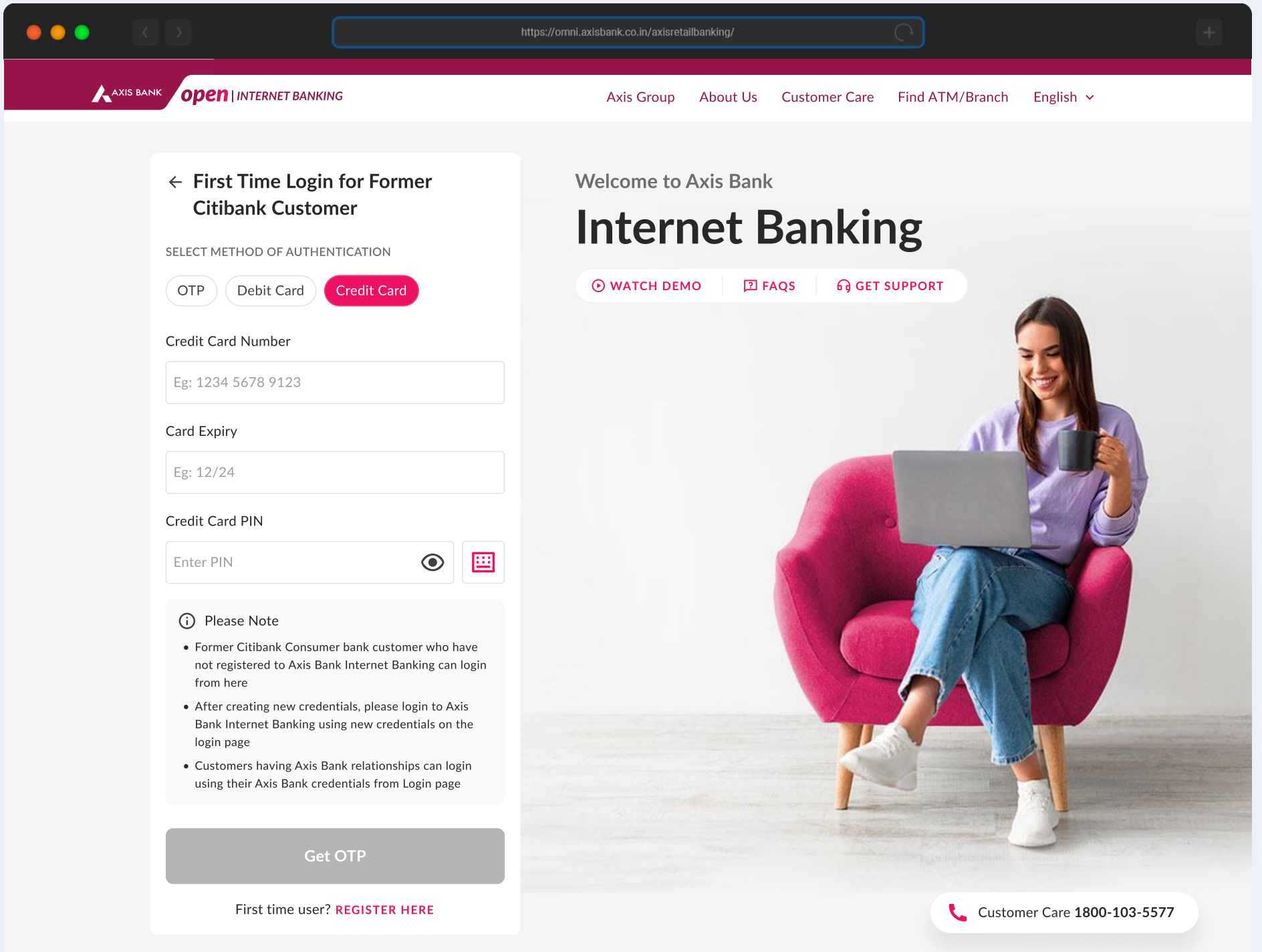
Axis Bank Internet Banking Registration Process Steps

Authenticate your account via Citi-branded Debit Card

STEP 02

Authentication via Citi-branded Credit Card

Authenticate via Credit Card



The screenshot shows the Axis Bank Internet Banking login page. The browser address bar displays <https://omni.axisbank.co.in/axisretailbanking/>. The page header includes the Axis Bank logo, the text "open | INTERNET BANKING", and navigation links for "Axis Group", "About Us", "Customer Care", "Find ATM/Branch", and "English".

The main content area is divided into two sections. On the left is a login form titled "First Time Login for Former Citibank Customer". It features three authentication options: "OTP", "Debit Card", and "Credit Card" (which is selected). The form includes input fields for "Credit Card Number" (with an example "Eg: 1234 5678 9123"), "Card Expiry" (with an example "Eg: 12/24"), and "Credit Card PIN" (with a placeholder "Enter PIN" and icons for visibility and keyboard). Below the form is a "Please Note" section with three bullet points: "Former Citibank Consumer bank customer who have not registered to Axis Bank Internet Banking can login from here", "After creating new credentials, please login to Axis Bank Internet Banking using new credentials on the login page", and "Customers having Axis Bank relationships can login using their Axis Bank credentials from Login page". At the bottom of the form is a "Get OTP" button and a link for "First time user? REGISTER HERE".

On the right is a promotional banner titled "Welcome to Axis Bank Internet Banking". It includes buttons for "WATCH DEMO", "FAQS", and "GET SUPPORT". The banner features an image of a woman sitting in a pink armchair, using a laptop and holding a mug. At the bottom right of the banner is a "Customer Care 1800-103-5577" button.

Axis Bank Internet Banking Registration Process Steps

Authenticate your account via Citi-branded Credit Card

STEP 03

OTP Verification

The screenshot displays the Axis Bank Internet Banking registration interface. The main heading is "First Time Login for Former Citibank Customer". The user is prompted to "SELECT METHOD OF AUTHENTICATION" with options for "OTP", "Debit Card", and "Credit Card". The "OTP" option is selected. The user is asked to provide their "User ID / Axis Bank Customer ID" (e.g., 115547858) and "Date of Birth" (dd/mm/yyyy). They are also asked to "SELECT ANY ONE OF THE FOLLOWING" authentication methods: "PAN" (selected) or "Passport". The PAN number is entered as "ATHPI5698K". A "Please Note" section provides instructions for former Citibank customers and new users. A "Get OTP" button is visible. A modal window titled "Enter OTP" is overlaid, showing instructions to enter a 4-digit OTP received on both mobile and email. The email address is masked as "*****94@gmail.com" and the mobile number as "*****18". Both input fields contain the number "8888". There are "RESEND OTP" buttons with a 02:00 timer for both. A "Submit" button is at the bottom of the modal. The background shows a woman sitting on a pink armchair using a laptop. A "Customer Care 1800-103-5577" button is in the bottom right. At the bottom of the page, there are two buttons: "MANAGE CARDS" and "GENERATE PIN".

Axis Bank Internet Banking Registration Process Steps

Enter the OTP sent to your registered mobile number and email ID

STEP 04

Set New Password

The screenshot shows the 'Set New Password' step in the Axis Bank Internet Banking registration process. The page title is 'First Time Login for Former Citibank Customer'. A progress indicator shows three steps: 'Set password' (active), 'Security question', and 'Login ID'. The main form area is titled 'Please set a new password' and contains the following elements:

- Enter new password:** A text input field with a masked password (*****). A note below states: 'Should not be the same as Customer Id/Login Id or your 5 previous passwords. Must not contain any spaces.' Four validation rules are listed with green checkmarks:
 - Has minimum 8 characters
 - Must be a combination of digits & letters
 - Must have atleast one special character (@ # \$! _ % & * -)
 - Must have atleast one capital letter.
- Re-enter new password:** A second text input field with a masked password (*****). A green checkmark indicates 'Passwords match'.
- Terms and Conditions:** Three checkboxes are checked:
 - I accept all the [terms and conditions](#)
 - I accept the [WhatsApp Banking Terms and Conditions](#)
 - I consent to Axis Bank using my data for promotional and marketing activities
- Confirm:** A large maroon button at the bottom of the form.

On the right side of the form, there is a 'Need Assistance?' section with an illustration of a person and a link to 'CHECK OUT THE FAQs'.

Axis Bank Internet Banking Registration Process Steps

Set up a **new password** as per instructions

STEP 05

Set Security Questions

The screenshot shows the Axis Bank Internet Banking registration process. The browser address bar displays <https://omni.axisbank.co.in/axisretailbanking/>. The page header includes the Axis Bank logo and "open | INTERNET BANKING". Navigation links for "Need Help?" and "English" are present. A progress indicator shows three steps: "Set password" (completed), "Security question" (current step), and "Login ID" (pending). The main heading is "First Time Login for Former Citibank Customer".

← Set security question
Security question will provide an extra layer of protection for your accounts

Question #1
Select question [dropdown] Enter answer [input]

Question #2
Select question [dropdown] Enter answer [input]

Question #3
Select question [dropdown] Enter answer [input]

Confirm

Please Note

- Security questions will be used for additional authentication
- Please set answers which only you can remember
- Axis Bank will never ask these answers over Phone, SMS or E-mail
- Please do not share with anyone

Need Assistance?
[CHECK OUT THE FAQS](#)

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Axis Bank Internet Banking Registration Process Steps

Set up security questions as per instructions

STEP 06

Set Personalized Login ID

The screenshot shows the Axis Bank Internet Banking registration process. The browser address bar displays <https://omni.axisbank.co.in/axisretailbanking/>. The page header includes the Axis Bank logo and "open | INTERNET BANKING" on the left, and "Need Help?" and "English" on the right. The main heading is "First Time Login for Former Citibank Customer". A progress indicator shows three steps: "Set password" (completed), "Security question" (completed), and "Login ID" (current step). The "Set personalised Login ID" section includes a sub-heading, a description, a text input field for the new login ID, and two validation rules. A "Please Note" box provides additional instructions. A "Need Assistance?" section with a "CHECK OUT THE FAQs" link is also present. At the bottom, there are "Skip" and "Confirm" buttons. The footer contains copyright information and links to various policies.

Back to login / First Time Login for Former Citibank Customer

First Time Login for Former Citibank Customer

Set password Security question Login ID

← Set personalised Login ID
Customize your Login ID as per your convenience and use it to login to Internet Banking

Enter personalised Login

Enter new login ID

Login ID should not exceed 60 characters

New personalised ID should contain at least one alphabet

Please Note

- You can set Axis Bank personalised Login ID only once
- You will be able to retrieve your Login ID using Get CustID functionality
- After creation of Axis Bank personalised Login ID, you cannot login using your User ID
- Special characters "at sign (@)", "underscore (_)" & "period (.)" are only allowed in personalised Login ID

Need Assistance?
[CHECK OUT THE FAQs](#)

Skip **Confirm**

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Citibank Internet Banking Registration Process Steps

Set up **personalized Login ID** as per instructions

Note: Congratulations! You are successfully registered, use login ID or Customer ID & Password to login to Axis Bank Internet Banking

Important Information

Accounts

1. All your Citibank relationships can be accessed from Axis Bank Internet Banking and Mobile Banking App, **open**.
2. Please log in using Axis Bank credentials, as Citibank credentials will no longer be valid.
3. There is a change in IFSC, we urge you to start using the new Axis Bank IFSC.
4. For any queries, you can use chat support option, or reach out to us on 1800-103-5577.

Transaction Limits

1. Transaction limit is set to ₹50,000 on Axis Bank Internet Banking and Mobile Banking App, **open** for 24 hours.
2. For Burgundy customers, transaction limit is set to ₹50,000 on Axis Bank Internet Banking and ₹1,00,000 on Mobile Banking App, **open** for 24 hours.
3. You will be able to manually modify the transaction limit on Axis Bank Internet Banking and Mobile Banking app, **open** from settings using the following:

Axis Mobile Banking App, **open** : Menu > Settings > Modify Transaction limit
Axis Bank Internet Banking: Control Center > Settings > Change limit

Transfers

1. Your previous UPI ID is no longer valid, you can register your migrated Citibank account on UPI by following the below-mentioned steps on your Mobile Banking App, **open**: Quick Links -> BHIM UPI -> Link New Account
2. Your existing payees have been migrated seamlessly. However, re-initiate your UPI autopay instructions linked to your migrated Citibank account(s).

Cards

1. Your account number and card number remain the same.
2. Your Citi-branded Card(s) will continue to work seamlessly till you receive your new Axis Bank Card(s).
3. Start enjoying all the benefits of your new Axis Bank Card(s) with your existing Citi-branded Card(s) immediately.
4. You can reset your card limits, manage usage and change PIN for all your migrated cards under the cards section.
5. Your accumulated reward points / miles have been converted to EDGE REWARD Points / Miles, with no change in their value and benefits.

Important Information

Loans

Home Credit

1. Terms & Conditions for your home credit remain unchanged.
2. Schedule of Charges also remains the same.
3. No additional agreements or documents will be required.

Home Loan

1. Your loan account number has been changed and you can refer the same in the Loan section.
2. No new agreement / payment of any additional stamp duty is required.
3. If you have added the home loan account number as a beneficiary for NEFT/IMPS transactions with another bank, you will need to add the new loan account number with the Axis IFS code.
4. The interest rate on your loan will remain unchanged, while the spread between the interest rate and the benchmark/reference rate will be adjusted accordingly.

Loan Against Property

1. Your loan account number has been changed and you can refer to the same in the loan section.
2. Terms & conditions for your mortgage loan remain unchanged.
3. New agreement / payment of any additional stamp duty is not required.
4. If you have added the loan account number as a beneficiary for NEFT / IMPS transactions with another bank, you will need to add the new loan account number with the new Axis Bank IFSC.

Personal Loan

1. Your loan account number has been changed and you can refer to the same in the loan section.
2. The balance tenure, EMI, rate of interest, terms and conditions applicable to your loan remain the same.
3. Existing loan repayment instructions have been migrated seamlessly.

Ready Credit

1. Until the next renewal date for ready credit account, the Terms & Conditions remain unchanged.
2. After the renewal date, the 24x7 flexicredit Terms & Conditions and Schedule of Charges (SOC) will be applicable.

For More Queries

Refer Videos/FAQs [here](#)

Frequently Asked Questions (FAQs)

Q1. Can I continue using Citi Mobile App® and Citibank Online for my digital banking transactions post the migration?

Citi Mobile App® and Citibank Online will be discontinued post 12th July. Starting 15th July, you can use Axis Bank Internet Banking and Mobile Banking App, **open**, for all your digital banking needs.

Q2. Do I have to open a new account with Axis Bank to use Axis Bank Mobile Banking app, **open**?

No, upon the completion of migration, your Citi relationships will automatically migrate to Axis Bank Internet Banking and Mobile Banking App, **open**. Starting 15th July, simply register to Axis Bank Internet Banking and Mobile Banking App, **open** to access your past Citi relationships and do lot more on the go.

Q3. What will be the process to access my account through Axis Bank Internet Banking and Mobile Banking App, **open**?

For first-time login to Axis Bank Internet Banking and Mobile Banking App, **open**, you will need to authenticate yourself and complete the registration using any of the following - Axis Bank Customer ID or Citi-branded Debit Card or Credit Card details.

Q4. I already have an Axis Bank account. Do I have to register again on Axis Bank Internet Banking and Mobile Banking App, **open**, to view my migrated Citi relationships?

If you are already registered with Axis Bank Internet Banking and Mobile Banking App, **open**, you will automatically be able to view your migrated Citi relationships when you log in, starting 15th July.

Q5. Can I use my Citi credentials to log in to Axis Bank Internet Banking?

You can use your active Citi-branded Debit or Credit Card to complete the registration and set your Axis Bank Login ID and password. However, your Citi User ID and password cannot be used to log into Axis Bank Internet Banking and Mobile Banking App, **open**.

Q6. Will I be able to visit any Axis Bank branch and complete my registration?

If you face any issues, you can contact your nearest Axis Bank branch for assistance. Click here (<https://branch.axisbank.com/>) to find the nearest branch. Alternatively, you may call us on 18001035577.

Frequently Asked Questions (FAQs)

Q7. How do I log in to the Axis Bank Internet Banking and Mobile Banking App, **open**?

Axis Bank Mobile Banking App, **open**

1. Download **open** from Play store/ App store.
2. Open the app and click on “Login to your Axis Account”.
3. Allow access to the asked permissions for seamless experience.
4. Verify your mobile number using SMS.
5. Complete the registration with Axis Bank Customer ID or Citi-branded Debit, Credit or Forex Card details or loan account details.
6. Enter a nickname for your account.
7. Create mPIN and enable biometrics to secure the application.

Axis Bank Internet Banking

1. Visit Axis Internet Banking Page [here](#).
2. Click on ‘Login’ on First Time Login for Former Citibank Customer section.
3. Complete the registration via methods like OTP Authentication or Citi-branded Debit Card or Credit Card details.
4. Set your password, security questions and Login ID.
5. Use your Login ID and Password to login Axis Bank Internet Banking.

Q8. What is the registration process for NRI Customers?

Axis Bank Mobile Banking App, **open**

1. Download **open** from Play store/ App store.
2. Open the app and click on “Login to your Axis Account”.
3. Allow access to the asked permissions for seamless experience.
4. Verify your mobile number using SMS.
5. Complete the registration with Axis Bank Customer ID or Citi-branded Debit, Credit or Forex Card details or loan account details.
6. Enter a nickname for your account.
7. Create mPIN and enable biometrics to secure the application.

Note: When verifying the mobile number using SMS, an SMS will be sent from your mobile number, if SMS delivery fails, you can enter your registered mobile number to get an OTP. After confirming the OTP, you can proceed with further steps as mentioned above.

Axis Bank Internet Banking

1. Visit Axis Internet Banking Page [here](#).
2. Click on ‘Login’ on First Time Login for Former Citibank Customer section.
3. Complete the registration via methods like OTP Authentication or Citi-branded Debit Card or Credit Card details.
4. Set your password, security questions and Login ID.
5. Use your Login ID and Password to login Axis Bank Internet Banking.

Note: The NRI registration process is the same as process followed for rest of the clients, with an option to use your passport number instead of PAN. Alternatively, you can use your active Citi-branded Debit / Credit Card for the registration.

Frequently Asked Questions (FAQs)

Q9. If I register on the Axis Bank Mobile Banking App, **open**, do I need to register again on Axis Bank Internet Banking and vice versa?

Yes, Axis Bank Internet Banking and Mobile Banking App, **open** are separate platforms. You will have to register separately for Axis Bank Internet Banking and Mobile Banking App, **open**.

Q10. How can I create my Login ID on Axis Bank Internet Banking?

Starting 15th July, you can create your Login ID during your first login to Axis Bank Internet Banking. To create the Login ID, follow below steps:

1. Visit Axis Bank Internet Banking Page [here](#)
2. Click on 'Login' on First Time Login for Former Citibank Customer section.
3. Complete the registration via methods like OTP Authentication, Citi-branded Debit Card or Credit Card details.
4. Set your password, security questions and Login ID.
5. Use your Login ID and password to log into Axis Bank Internet Banking.

Q11. What is the Customer ID on the Axis Bank Internet Banking login page?

Axis Bank Customer ID is a unique 9-digit numeric ID. When logging in to Axis Bank Internet Banking and Mobile Banking App, **open**, you will have to register yourself. To retrieve the Customer ID, please select the OTP process. Click on 'Get Customer ID' and enter registered mobile number and PAN details. You will receive an OTP for confirmation and after confirmation, you will see your Customer ID on the screen.

Q12. Are my Axis Bank Customer ID and Citi user ID the same?

No, Axis Bank Customer ID is unique to Axis Bank customers and not the same as your existing Citibank user ID. For Axis Bank Customer ID, we will email you account information or use the 'Get Customer ID' option on the Axis Bank login page, post the migration.

Q13. I have a credit Card / forex Card / loan account with Axis Bank already. Can I use my existing credentials to log into Axis Bank Internet Banking and Mobile Banking App, **open**, post migration of my Citi relationships?

Yes, you can continue to use existing Axis Bank credentials to log in. However, credit card / forex card / loan only customers with Axis Bank, may be prompted to do a one-time authentication for the first login after the migration. Thereafter, you will be able to use your Axis Bank credentials to log in seamlessly.

Frequently Asked Questions (FAQs)

Q14. I don't have an active Citi-branded Debit / Credit Card. Can I still register on the Axis Bank Internet Banking and Mobile Banking App, *open*?

Yes, you can register using your Axis Bank Customer ID. You can register yourself using the OTP process. You will have to enter your Axis Bank Customer ID, DOB and PAN / Passport number.

Q15. I have an Add-on Debit Card, but I am not able to onboard / register with the card, is there any issue with my card?

No, there are no issues with your card, however, onboarding / registration can only be done by using your primary debit card.

Q16. For registration, which debit / credit card is to be used?

You can use any of your existing active Citi-branded Debit/ Credit Cards to log into Axis Bank applications.

Contact Us

1. Contact Numbers: 1860-419-5555 /1860-500-5555 (local charges applicable) or 1800-103-5577 (toll free)
2. For Chat, [click here](#)
3. Visit our Loan Centres, [click here](#)