

Frequently Asked Questions (FAQs)

Q1. Will my account number, debit card number, IFSC code and MICR change? If yes, when will I be receiving new account details?

There will be no change in the account and debit card number, however the new MICR and IFSC code will change and has been communicated to customers via email, SMS and WhatsApp. Please refer to the following link: <https://www.axisbank.com/ifscupdate>.

Q2. When will TDS Certificate be issued? Where can I access it from?

For any TDS Certificate post Mar '23, you can either access it through Internet Banking or Mobile Banking App, *open*. Alternatively, you can visit the branch to request for the same. The TDS Certificate is generated every quarter. For TDS certificates prior to Mar '23, please reach out to Citibank at serviceindia@citi.com.

Q3. I hold accounts with both Axis Bank and Citibank. What will happen to these accounts post-migration? Should I close one account?

All your Axis Bank relationships will be tagged to a single Customer ID, allowing you to access and operate both accounts simultaneously.

Q4. Will I be required to maintain a minimum balance in my account post-migration?

Yes, there will be a new minimum balance requirement. Customers will be informed in advance.

Q5. Will Citibank Internet and Mobile Banking services be affected by the transfer of business? Can I use my existing login ID and password?

Post-migration, Citibank Internet and Mobile Banking Apps will not be accessible. You will need to register on Axis Bank Internet Banking and Mobile Banking App, *open*.

Q6. I have a Citibank account in another country. Will those accounts be migrated too?

No, only accounts held with Citibank India will be migrated to Axis Bank.

Q7. Will any change be needed from my end for Citibank post-dated cheques issued prior to migration?

Yes, you should start using the Axis Bank Cheque Book immediately. Citibank PDCs should be replaced with Axis Bank cheques as Citibank cheques will not be valid post-migration.

Q8. Will I have to request new Cheque Books and Passbooks?

Yes, new Axis Bank Cheque Books have been dispatched to all clients. If not delivered, you may request a new Cheque Book by calling Axis Phone Banking. Ensure your mailing address is updated in the bank's records.

Q9. Do I need a new Debit Card/ATM Card? Is there a charge for it?

You can continue using your Citi-branded card post-migration without any changes. A new Axis Bank Debit/ATM Card will be delivered in due course without any charge.

Q10. Will there be any change in the fees and charges of my Citibank account?

Any changes in the charge structure will be communicated well in advance.

Q11. Will interest rates or tenures of my savings account or RD/FD change? How will I know in case of any change?

There will be no change in the rate or tenure of existing FDs/RDs until renewal. Post-renewal, they will align with Axis Bank rates.

Q12. Do I need to download a new mobile app after the migration?

Yes, you will need to download the Axis Bank Mobile Banking App, *open* from the Play Store or iOS store.

Q13. Will my ECS mandates be impacted post-migration?

ECS mandates will be transferred to Axis Bank as they are.

Q14. Will Citibank continue to report 1099 and send 1099 certificates?

No, 1099 certificates will be discontinued. TDS Certificates will be issued instead.

Q15. Will the Citibank PO Box address change post-migration?

Yes, you can now use Axis Bank PO Box services available in 30+ countries. Refer to the link [Axis Bank PO Box Services](#).

Q16. Will document courier pick-up/reverse courier pick-up service continue post-migration?

No, these services will be discontinued. You may use Axis Bank PO Box services for couriering documents to India.

Q17. Will the mailbox/room address remain the same for sending documents for servicing?

Yes, the addresses remain the same as follows:

- Regular Mail: Citibank N.A., PO Box 4830, Anna Road Post Office, Chennai 600 002, Tamil Nadu, India.
- Registered or Certified Mail: Axis Bank, Mail Room, ACROPOLIS, 9th Floor, New Door No.148 (Old No.68), Dr. Radhakrishnan Salai, Mylapore, Chennai – 600 004.

Q18. Do I need to submit DTAA Exemption documents again to Axis Bank?

Yes, if you have a DTAA exemption for FY 24-25, you need to submit the documents again post-migration to update Axis Bank's records.

Q19. Can I continue to send handwritten requests?

No, Axis Bank discourages free format requests. Kindly submit requests in pre-defined formats.

Q20. Until when can I continue using my old Citibank Cheque Book?

Once you receive the new Axis Bank Cheque Book, please start using it immediately as Citibank cheques will not be valid post-migration.

Q21. Whom can I contact for any queries?

You may contact your Relationship Manager or write to nri.services@axisbank.com if there is no Relationship Manager mapped.

Q22. How can I connect with phone banking for any queries?

You may call the below country-wise numbers available 24*7 for assistance:

- Australia: 1800 153 861
- Canada: 1855 436 0726
- Hong Kong: 0008000503333
- India: +91 40 67174100
- Singapore: 800 120 6355
- Thailand: 000800050355
- UK: 0808 178 5040
- USA: 1855 205 5577
- Dubai/Sharjah/UAE: 8000 3570 3218
- Qatar: 00 800100348
- Saudi Arabia: 800 850 0000
- Bahrain: 0008000503535

Q23. Can I avail a locker at an Axis Bank branch without having an account at the branch? Will I get a discount?

Yes, you can visit any Axis Bank branch with locker availability. Provide your Citibank account number with KYC (PAN Card and Aadhaar Card), and an Axis Bank Cust ID will be created to allot a locker. Lockers are offered at a discounted rate, and you can pay the rent online.

Q24. Will I get priority for a locker if I am on a waitlist at an Axis Bank branch near my house?

Lockers are allotted based on availability. Leave your details with the branch, and they will reach out to you.

Q25. How will I pay my locker rent post-migration? Do I have to open a new security Fixed Deposit?

You do not need to open a new security Fixed Deposit. Standing instructions will be marked on your account, and rent will be collected annually.

Q26. What will happen to my lockers in Citibank branches? Will the charges/fees change?

Your locker will be migrated and linked to your Axis Bank account. Any change in fees will be communicated well in advance.

Q27. As a Citigold Private Client/Citigold/Citi Priority/Suvidha Salary account holder, will I get a locker discount on par with Axis Bank customers?

For new locker requests, all migrated customers will receive discounts on par with Axis Bank customers.

Q28. Will there be any change in the process of making inward foreign transfers to my account post-migration?

There will be no change in the process. Remitters need to use Axis Bank's SWIFT code AXISINBB for wire transfers.

Q29. Can I continue to send funds to the Citibank NOSTRO account?

You should start using Axis Bank's designated NOSTRO account for all inward foreign remittances with the SWIFT code AXISINBB.

Q30. In which currency can a wire transfer be made to my account?

Remitters can choose from all major foreign currencies. For details and the complete list, [click here](#).

Q31. Where can I find Axis Bank NOSTRO account details?

Please [click here](#) for Axis Bank NOSTRO account details.

Q32. How long does it typically take to get funds in my account post an inward remittance initiation? How can I check the status of my transactions?

It typically takes 24-48 hours for the amount to be credited, subject to supporting documents and no discrepancies. You can reach out to the Axis Bank (Forex) branch team to check the transaction status.

Q33. Are there any changes in the applicable charges for inward wire transfers?

Currently, there are no changes in the charges for inward wire transfers. Any change will be communicated separately.

Q34. Who can I reach out to for any queries regarding my transactions?

Connect with your Relationship Manager or the nearest branch for transaction assistance.

Q35. How can I register on the Remit Money platform of Axis Bank to send money?

To register on the REMITMONEY platform, please [click here](#). To know more about REMITMONEY features and services, please [click here](#).

Q36. Will I still receive preferential rates applicable to my transactions?

Preferential rates are provided at the bank's discretion. Connect with your Relationship Manager for more details.

Q37. Are there any changes in the purposes for which I can initiate an outward remittance?

You can initiate transactions at any branch for available purposes. Selective purposes are available on digital platforms.

Q38. Do I need to liaise with Axis Bank branches for queries and tracking transactions?

Yes, connect with your Relationship Manager or the nearest branch for remittance requests.

Q39. Are there any changes in charges for outward remittances?

FX rates, core banking charges, and processing charges may differ. For details, click here.

Q40. Will the amount get automatically debited from my account on initiating an outward remittance?

Yes, a consolidated debit will be done including all charges and applicable taxes.

Q41. Are there any extra documents required for initiating outward remittances?

For the document checklist, please click [here](#). You may also connect with your Relationship Manager or nearest Axis Bank branch for assistance.

Q42. What are the currencies available for outward remittances?

14 major currencies are available through offline branches and 100 currencies online. Major currencies include USD, EUR, GBP, AUD, CAD, JPY, SGD, SEK, CHF, AED, NZD, THB, HKD, and SAR.

Q43. Will I receive intimation once the funds are debited from my account?

Yes, you will receive a debit alert and a SWIFT copy on your registered email ID.

Q44. Is there any change in the limit on fund transfers?

No, there is no change in the limit for making fund transfers.

Q45. My bank account was debited but my outward remittance has not been processed yet. What should I do?

If the transaction was initiated between 10 am to 4 pm on a working day, it will be processed the same day; otherwise, the next working day. If not processed within 4-6 hours, email RFRC.Helpdesk@axisbank.com with the transaction reference number and Customer ID. Also, email sakinaka.forex@axisbank.com for status and corrective action. Raise a fund tracer request if the status is still unclear. You may also connect with your Relationship Manager or nearest branch for further assistance.

Q46. When is the migration from Citibank to Axis Bank expected to occur for all my banking relationships?

As you are aware, Citi India has transferred ownership of its consumer banking business to Axis Bank, effective 1 March 2023. As part of this transition, all Citi banking relationships will be migrated to Axis Bank platforms. The migration of your Citi-branded card will be completed by 15th July 2024. We will keep you informed of any changes to this timeline.

Upon completion of the migration, i.e., 15th July 2024 onwards, you will be able to enjoy the benefits of Axis Bank cards on your existing Citi-branded card (s). Your new Axis Bank

cards will be dispatched to you within a few months after the migration and we will share more details with you in due course.

Q47. What changes should I expect on my debit card transactions post migration?

To ensure a smooth transition, we have ensured minimal changes in the way you use your debit card. Please refer to the table below for details on what changes and what remains the same on your card(s) post migration date¹:

Card features and services		Pre migration day	Post migration day
Card details	Card PIN	Remains the same	
	Card number, expiry date and CVV	Remains the same	
	Card controls and limits (Point of Sale, Contactless, E-commerce, ATM and International transactions)	Remains the same ¹	
Fees & statements	Annual fees	Remains the same	
	Replacement fees	Remains the same	
Digital services – Mobile or Internet Banking		Citi Mobile® App / Citibank Online Account	Axis Bank Mobile Banking App, <i>open</i> / Axis Bank Internet Banking
Customer Service support		Citi Phone 1860 210 2484	Axis Phone Banking 1800 103 5577
Recurring payments / Standing Instructions		No impact	
Saved card / token on ecommerce merchants (card-on-file)		No impact	
Transaction alerts (OTP, transaction alerts)		Citi-branded	Axis Bank branded

Card features and services	Pre migration day	Post migration day
E-commerce payment authentication portal	Citi-branded	Axis Bank branded

Note:

¹ Please note that your Citi-branded Card(s) will be migrated by 15-07-2024, and we will keep you updated in case of any changes.

² **Daily limits for debit cards:** Subject to maximum daily limits set by Axis Bank.

Q48. What are the key milestones to look out for with the upcoming migration of my Citi branded Debit Card(s) to Axis Bank?

Please find below the key milestones in your migration journey:

Key milestone date	Important information to note
Before migration day ¹	<ul style="list-style-type: none"> Continue to use your Citi-branded Card(s) seamlessly, along with access to Citibank Online Account and Citibank Mobile® App. Expect limited service interruption on your card services a few days before migration. You will be informed of the details in advance.
On migration day ¹	<ul style="list-style-type: none"> Migration of your Citi relationship to Axis Bank <i>Expect limited services interruption, including your access to Citibank Online Account, Citibank Mobile® App, and cash advance withdrawals.</i> Start availing benefits of the new Axis Bank card(s) on your existing Citi-branded card(s)

Key milestone date	Important information to note
Post migration day ¹	<ul style="list-style-type: none"> Migration completed for transfer of your Citi relationship to Axis Bank platforms <i>Download and register on Axis Bank Mobile Banking App, open to start viewing all your relationship. If you are an existing customer of Axis Bank, log in to view your migrated account(s).</i> <i>Continue using your existing Citi-branded Card seamlessly and enjoy the benefits of your new Axis Bank card on the existing Citi-branded Card.</i> Reward point redemption available, including those rewards previously earned, through Axis Bank EDGE REWARDS portal. https://edgerewards.axisbank.co.in/lms/
H2 2024	<ul style="list-style-type: none"> Your Citi branded Card(s) will be replaced by a new Axis Bank Card(s). We will keep you updated in this regard.

Note:

¹ Please note that your Citi-branded Card(s) will be migrated by 15-07-2024, and we will keep you updated in in case of any changes.

Q49. Which Axis Bank Debit Card benefits will be applicable on my Citi-branded Debit Card till the time I receive the new card?

Please refer to the table below to find out the details of the new debit card effective migration day:

Sr.No.	Existing product name	New product name effective migration day	Detailed terms and conditions
1	Citigold Private Client Debit Card/ Citigold Private Client Visa Infinite Debit Card*	Axis Bank Burgundy Private Debit Card	Click Here
2	Citigold World Debit Card/ Citigold Visa Infinite Debit Card*	Axis Bank Burgundy Debit Card	Click Here
3	Citi Priority/ Citi Priority Visa Signature Debit Card*	Axis Bank PRIORITY Debit Card	Click Here

Sr.No.	Existing product name	New product name effective migration day	Detailed terms and conditions
4	Citi Banking Debit Card	Axis Bank LIBERTY Debit Card (Indian residents)	Click Here
		Mastercard Debit Card (Non-residents)	Click Here
5	Citi Business World Debit Card	Axis Bank BUSINESS SUPREME Debit Card	Click Here
6	Citi Rewards Debit Card	Axis Bank ONLINE REWARDS Debit Card	Click Here

* Also applicable for non-resident (NR) cardholders

Q50. Which Axis Bank Debit Card will I receive post-migration?

Post migration, we will dispatch your new Axis Bank Debit Card in due course based on the assigned Axis Bank account segment:

Sr.No.	Axis Bank Account Segment	Axis Bank Debit Card	Detailed terms and conditions
1	Axis Bank Burgundy Private	Axis Bank Burgundy Private Debit Card	Click Here
2	Axis Bank Burgundy	Axis Bank Burgundy Debit Card	Click Here
3	Axis Bank Priority	Axis Bank PRIORITY Debit Card	Click Here
4	Axis Bank Prestige	Axis Bank PRESTIGE Debit Card	Click Here
5	Axis Bank Liberty	Axis Bank LIBERTY Debit Card	Click Here
6	Axis Bank Business	Axis Bank BUSINESS SUPREME Debit Card	Click Here
7	Axis Bank Prime	Mastercard Debit Card	Click Here

Sr.No.	Axis Bank Account Segment	Axis Bank Debit Card	Detailed terms and conditions
8	Axis Bank Basic Savings Bank Deposit Account	Axis Bank Basic Savings Account Debit Card	Click Here

Till you receive your new Axis Bank Debit Card, you will enjoy the benefits of Axis Bank Debit Card on your existing Citi-branded debit card as per the table mentioned in previous question.

To find out your Axis Bank account, kindly refer to the communications shared with you earlier or refer to your newly delivered Axis Bank Cheque Book. You can also call us at the following numbers:

For NRI Customers:

- Before migration day: [Click here](#)
- On and post migration day: [Click here](#)

Q51. What will be my maximum daily limits on debit card post migration?

Please refer to the below table to check the maximum daily limits on your Axis Bank Debit Card effective migration date:

Sr. No.	Axis Bank Debit Card	Maximum Daily Limits	
		E-Commerce / Point of Sale (POS)	ATM
1	Axis Bank Burgundy Private Debit Card*	INR 10 lakhs	INR 4 lakhs
2	Axis Bank Burgundy Debit Card*	INR 10 lakhs	INR 3 lakhs
3	Axis Bank <i>PRIORITY</i> Debit Card*	INR 8 lakhs	INR 1.5 lakh
4	Axis Bank <i>PRESTIGE</i> Debit Card*	INR 5 lakhs	INR 1 lakh
5	Axis Bank <i>LIBERTY</i> Debit Card	INR 4.5 lakhs	INR 1 lakh

Sr. No.	Axis Bank Debit Card	Maximum Daily Limits	
		E-Commerce / Point of Sale (POS)	ATM
6	Axis Bank BUSINESS SUPREME Debit Card	INR 20 lakhs	INR 2 lakhs
7	Mastercard Debit Card*	INR 4.5 lakhs	INR 1 lakh
8	Axis Bank Basic Savings Account Debit Card	INR 4.5 lakhs	INR 1 lakh
9	Axis Bank ONLINE REWARDS Debit Card	INR 5 lakhs	INR 1 lakh

* Also applicable for non-resident (NR) cardholders

Q52. How do I access my card post the completion of migration? Will I be able to access my card with Citibank Online Account / Citi Mobile ® App credentials?

Until the migration takes place, you may continue to use Citibank Online Account and Citi Mobile® App for accessing your card(s). Post-migration, if you are an existing Axis Bank customer, you may continue to use your existing Axis Bank credentials to log in to Axis Bank *Mobile Banking App*, **open** or Internet Banking to access your card(s). If you are not an existing Axis Bank customer, please register for Axis Bank Internet Banking / *Mobile Banking App*, **open** using existing Citi branded Card credentials. You can download the Axis Bank *Mobile Banking App*, **open** at <https://www.axisbank.com/bank-smart/open-by-axis-bank/get-started> while the Internet Banking can be accessed at <https://www.axisbank.com/bank-smart/internet-banking/getting-started>.

Q53. Will I have to submit any applications or documents for migration to Axis Bank?

No, you do not need to sign or submit any forms or documents for the migration to Axis Bank. On migration day, your existing Citi-branded Cards and Citibank account(s) will be transitioned to Axis Bank card and Axis Bank account(s). We will keep you informed in case there is any action required from your end.

Q54. I hold a Citigold Private Client NR Debit Card / Citigold Private Client Visa Infinite NR Debit Card. What will be the associated benefits on the card post-migration?

As a Citigold Private Client NR Debit Card / Citigold Private Client Visa Infinite NR Debit Card holder, you will be offered the **Axis Bank Burgundy Private Debit Card** upon completion of the migration. You can start enjoying the following benefits of your **Axis Bank Burgundy Private Debit Card** effective migration day while you may still hold your existing Citi-branded card:

- Unlimited lounge access in India (4 guests / quarter) and 20 global visits / year
- Enjoy up to 10 complimentary Bookmyshow tickets
- Savour the best dining experience via EazyDiner
- Access 4 complimentary rounds at premium Indian golf courses, plus 12 annual golf lessons
- Comprehensive protection up to ₹1 Cr with your debit card
- Earn 10 **EDGE REWARD** Points on domestic and 5 **EDGE REWARD** Points on international transactions per INR 100 spent

And many more.

Please note that in case you have not activated your card, it will be activated automatically only for ATM and POS transactions post migration day. In line with RBI regulations, international transactions are not enabled on NRO Debit Cards.

For more details and product-related terms and conditions, [Click Here](#)

*Terms & Conditions Apply

Q55. I hold a Citigold World NR Debit Card / Citigold Visa Infinite NR Debit Card. What will be the associated benefits on the card post-migration?

As a Citigold World NR Debit Card / Citigold Visa Infinite NR Debit Card holder, you will be offered the **Axis Bank Burgundy Debit Card** upon completion of the migration. You can start enjoying the following benefits of your **Axis Bank Burgundy Debit Card** effective migration day while you may still hold your existing Citi-branded card:

- Unlimited lounge access in India (4 guests / quarter) and 16 global visits /year
- Enjoy up to 10 complimentary Bookmyshow tickets for the latest entertainment

- Savour the best dining experience via EazyDiner
- Access 4 complimentary rounds at premium Indian golf courses, plus 12 annual golf lessons
- Comprehensive protection up to ₹1 Cr with your debit card
- Earn 10 **EDGE REWARD** Points on domestic and 3 **EDGE REWARD** Points on international transactions per INR 100 spent

And many more.

Please note that in case you have not activated your card, it will be activated automatically only for ATM and POS transactions post migration day. In line with RBI regulations, international transactions are not enabled on NRO Debit Cards.

For more details and product-related terms and conditions, [Click Here](#)

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Q56. I hold a Citi Priority NR Debit Card / Citi Priority Visa Signature NR Debit Card. What will be the associated benefits on the card post-migration?

As a Citi Priority NR Debit Card / Citi Priority Visa Signature NR Debit Card holder, you will be offered the **Axis Bank PRIORITY Debit Card** upon completion of the migration. You can start enjoying the following benefits of your **Axis Bank PRIORITY Debit Card** effective migration day while you may still hold your existing Citi-branded card:

- Unlimited lounge access in India and 8 global visits / year
- Enjoy up to 2 complimentary BookMyShow tickets for the latest blockbusters or events / plays
- Savour the best dining experience via EazyDiner
- Access 4 complimentary rounds at premium Indian golf courses, complemented by 12 annual golf lessons
- Comprehensive protection up to ₹1 Cr with your debit card
- Earn 13 **EDGE REWARD** Points on domestic transactions and 3 **EDGE REWARD** Points on international transactions for every INR 200 spent

And many more.

Please note that in case you have not activated your card, it will be activated automatically only for ATM and POS transactions post migration day. In line with RBI regulations, international transactions are not enabled on NRO Debit Cards.

For more details and product-related terms and conditions, [Click Here](#)

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Q57. I hold a Citi Banking NR Debit Card. What will be the associated benefits on the card post-migration?

As a Citi Banking NR Debit Card holder, you will be offered the **Mastercard Debit Card** upon completion of the migration. You can start enjoying the following benefits of your **Mastercard Debit Card** effective migration day while you may still hold your existing Citi-branded card:

- Savour the best dining experience via EazyDiner
- Experience comprehensive protection up to ₹1 Cr with your debit card.
- Earn 8 **EDGE REWARD** Points on domestic transactions for every INR 200 spent

And many more.

Please note that in case you have not activated your card, it will be activated automatically only for ATM and POS transactions post migration day. In line with RBI regulations, international transactions are not enabled on NRO Debit Cards.

For more details and product-related terms and conditions, [Click Here](#)

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Q58. I hold a Citi Business World Debit Card. What will be the associated benefits on the card post-migration?

As a Citi Business World Debit Card holder, you will be offered the **Axis Bank BUSINESS SUPREME Debit Card** upon completion of the migration. You can start enjoying the following benefits of your **Axis Bank BUSINESS SUPREME Debit Card** effective migration day while you may still hold your existing Citi-branded card:

- Earn 10 **EDGE REWARD** Points on domestic transactions for every INR 100 spent
- Unlimited complimentary visits to premium lounges in India every year
- Enjoy latest blockbusters with Buy One Get One Free ticket offer at Inox
- Savour the best dining experience via EazyDiner
- Experience comprehensive protection up to INR 1 Cr with your debit card

And many more.

For more details and product-related terms and conditions, [Click Here](#)

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Q59. I hold a Citi Rewards Debit Card. What will be the associated benefits on the card post-migration?

As a Citi Rewards Debit Card holder, you will be offered the **Axis Bank ONLINE REWARDS Debit Card** upon completion of the migration. You can start enjoying the following benefits of your **Axis Axis Bank ONLINE REWARDS Debit Card** effective migration day while you may still hold your existing Citi-branded card:

- Earn higher **EDGE REWARD** Points for transactions online or offline:
 - 10X on Travel Bookings
 - 5X on Electronic Purchases
 - 3X on Online Food Delivery
 - 2X on Clothing Stores
- Get rewarded with Grab Deals worth INR 500 on your card anniversary year.
- Savour the best dining experience via EazyDiner.
- Experience comprehensive protection up to ₹1 Cr with your debit card.

And many more.

For more details and product-related terms and conditions, [Click Here](#)

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Q60. What will be the associated benefits of the Axis Bank PRESTIGE Debit Card?

Below are the benefits for the Axis Bank **PRESTIGE** Debit Card:

- Enjoy 1 complimentary visits to premium domestic lounges per quarter (limited to salary account holders)
- Savour the best dining experience via EazyDiner
- Enjoy Buy One Get One on Movie Tickets at Inox once a month
- Experience comprehensive protection up to ₹1 Cr with your debit card
- Earn 8 **EDGE REWARD** Points on domestic transactions and 2 **EDGE REWARD** Points on international transactions for every INR 200 spent

And many more.

For more details and product-related terms and conditions, [Click Here](#)

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Q61. How and when will I get to know my Axis Bank Customer ID?

If you are an existing Axis Bank customer, you have already been assigned a unique Axis Bank Customer ID. Post the migration, your entire Citi relationship will be mapped to your existing Axis Bank Customer ID.

In case you do not have an existing relationship with Axis Bank, your new Axis Bank Customer ID will be communicated via SMS and e-mail using your registered contact details, a few weeks before migration. More details will be shared with you separately.

Q62. What are the various customer service channels available to me?

Below is the list of customer service channels available to you before and after migration:

- **Before migration:** Please reach out to Citibank customer service channels at 1860 210 2484 for any assistance. For more information, [click here](#).
- **After migration:** Please reach out to Axis Bank customer service channels for any assistance you may need. Our teams are well-equipped to help you with any questions you may have, including those related to your Citi relationships and the migration process.

For more information on Axis Bank's customer service channels, please refer to the following link: [click here](#)

Q63. Post migration, how can I block my debit card in case of any fraudulent activity?

Post migration, if you wish to block your debit card, please use the Axis Bank service channels as detailed below:

- i. SMS 'BLOCKCARD' to 5676782 or +919717000002 from your registered mobile number
- ii. Call our Emergency Helpline Number +91-22-67987700 and, our Customer Service Executive will assist you.
- iii. Internet Banking:
 - Log in to your Internet Banking account
 - Go to the 'Debit Cards' section
 - Select 'Block Card'
- iv. Axis Bank *Mobile Banking App*, **open**:
 - Log in to **open**
 - Visit 'Banking' section
 - Go to 'Services'

- Choose 'Debit Cards'
- Select 'Block & Replace'

Q64. Post migration, what are the channels I can use for raising a dispute or reporting a transaction as fraudulent?

On migration day, rest assured, all your ongoing disputes will be migrated to Axis Bank platform.

Post migration, you can use the Axis Bank service channels to raise any new dispute or report a fraudulent transaction:

i. Axis Bank Website:

- Go to the 'Support' section which can be accessed here- <https://application.axisbank.co.in/webforms/axis-support/index.aspx>
- Scroll down to the 'Reach us here' menu
- You can choose the below options to raise a dispute or report a fraud:
 - Connect via Email
 - Connect via 'Chat with Agent'

ii. Axis Bank *Mobile Banking App*, **open**:

- Select 'Support' on the landing page
- Scroll down to the 'Reach us here' menu
- You can choose the below options to raise a dispute or report a fraud:
 - Connect via Email
 - Connect via 'Chat with Agent'

iii. Call Phone Banking at 18604195555, 18605005555 or 18001035577 (Toll-free Number)

iv. Visit your nearest Axis Bank branch to raise a dispute or report a fraudulent transaction

Q65. What are the channels which will be used to inform me in case of a fraudulent transaction on my card post migration?

As part of the transaction monitoring process, you will now be able to confirm or dispute un-authorized transactions over an automated IVR call or SMS sent to your registered mobile number or registered email-ID.

Q66. How will my unresolved service requests / disputes be managed post migration?

Rest assured, all your ongoing service requests / disputes will be migrated to Axis Bank platforms on migration day.

Post migration, all your existing service requests / complaints / disputed transactions will be managed by Axis Bank. You may contact Axis Bank phone banking (1860 419 5555 , 1860 500 5555 & 18001035577) with the complaint ID for resolution.

Q67. What will happen to my accumulated reward points or miles on my old / existing Citi-branded Card?

All your unredeemed reward points, as of migration day, will be migrated and converted to Axis **EDGE REWARD** Points, while ensuring that the monetary value remains the same. The points accumulated till the migration date will remain never expiring. However, points earned post migration will expire after three years. E.g.: Points earned on 10-08-2024 will expire on 10-08-2027.

Points earned post migration will also expire in case you have made no transaction, no reward redemption and have not logged in to your **EDGE REWARDS** portal in a period of 365 days.

All your reward points earned on Citi-branded Debit Cards will be converted in the ratio of 1:5 in Axis Bank, i.e., 1 Reward Point = 5 **EDGE REWARD** Points.

To understand the value of your accumulated reward points post migration, refer to the rewards calculator [here](#).

Please note, your reward balances across all banking products will be consolidated and can be viewed on Axis Bank *Mobile Banking App*, *open* or Axis Bank **EDGE REWARDS** portal. Even though there may be changes in number of reward points on your card(s) post migration, the monetary value of your reward points will continue to remain the same.

Q68. What redemption options will I be able to enjoy on my Axis EDGE REWARD Points after migration?

Rest assured, you can continue to redeem your reward points through existing redemption options. After migration, you can redeem your Axis Bank **EDGE REWARD** Points / **EDGE** Miles through multiple redemption options across various channels, depending on your card type.

- **EDGE REWARDS** website: Enjoy catalogue and voucher redemption via the following link: <https://edgerewards.axisbank.co.in/lms/>
- **TRAVEL EDGE** website for flight, hotel & experience booking and partner miles conversion. This can be accessed via the following link: <https://traveledge.axisbank.co.in/TE/home>
- In-store (POS) redemption at partner stores/ merchants.

For terms and conditions on rewards redemption, please visit:

<https://edgerewards.axisbank.co.in/lms/terms-conditions>

For details on partner miles conversion or Miles Transfer program, please visit:

<https://www.axisbank.com/miles-transfer/>

Q69. Which points will be redeemed first during redemption: migrated Citi points or points earned after migrating to Axis Bank?

After migration, all your migrated Citi points will be treated as if earned in Axis Bank on the migration day. Points earned directly in Axis Bank will retain their original earn dates.

- If you are only a Citibank customer, with no existing Axis Bank relationship until migration day, then your Citi points will be redeemed first, followed by Axis Bank points which are earned after migration.
- If you are an existing Axis Bank as well as Citibank customer, then points earned in Axis Bank before migration day will be redeemed first, followed by Citi points. Any reward points earned after migration day across all your cards will be redeemed as per their respective earn dates.

Q70. Will I be able to view the reward points earned for each transaction?

Yes, for transactions conducted after migration, you will be able to view corresponding rewards points earned against each transaction, on the Axis Bank *Mobile Banking App*, **open** and [Axis Bank **EDGE REWARDS** website](#).

Additionally, all unredeemed Citi reward points earned as of migration day, will be converted to Axis Bank **EDGE REWARD** Points or **EDGE Miles** depending on the product you own and will be available at a cumulative level on Axis Bank *Mobile Banking App*, **open** and **EDGE REWARDS** website.

Please follow the below steps to view your reward points:

- Log in to Axis Bank Internet Banking or *Mobile Banking App*, **open**
- Go to 'Menu'
- Click on 'Reward Points'
- Click on 'Transaction History'
- Visit 'Earns' or 'Redemption' section to see the points earned and redeemed per transaction

Q71. After migration, can I still redeem my debit card reward points as cash credit to account?

After migration, you will not be able to redeem your debit card reward points as cash credit to your account. Axis Bank offers you a wide range of options for redemption of reward points earned on debit cards, as follows:

- **EDGE REWARDS** website: Enjoy catalogue and voucher redemption via the following link: <https://edgerewards.axisbank.co.in/lms/>
- **TRAVEL EDGE** website for flight, hotel & experience booking and partner miles conversion. This can be accessed via the following link: <https://traveledge.axisbank.co.in/TE/home>
- In-store (POS) redemption at partner stores / merchants

For terms and conditions on rewards redemption, please visit: <https://edgerewards.axisbank.co.in/lms/terms-conditions>

For details on partner miles conversion or Miles Transfer program, please visit: <https://www.axisbank.com/miles-transfer/>

Q72. Will I be charged any fees while redeeming my reward points?

There will be no redemption fee applied to your debit cards.

Q73. Post migration, can I continue to avail offers which were applicable on my Citi-branded Debit Card(s)?

Post migration, you will no longer be able to access offers applicable on your Citi-branded Card(s). You can avail offers across categories that are valid on Axis Bank card(s). For the detailed list of offers, please visit our GRAB DEALS page:

<https://www.axisbank.com/grab-deals/online-offers>

Q74. I'm awaiting refund / reversal on one of my debit card purchases. Will that be impacted due to migration?

No, there will be no impact on your refund / reversal due to migration. They will be processed as and when they are received from the merchant. These can be viewed on your Citibank Online Account or Citi Mobile® App before migration and on Axis Bank Mobile Banking App, *open* or Internet Banking platform after migration.

Q75. Will activation benefits be applicable on Axis Bank ONLINE REWARDS Debit Card for migrating customers?

No, activation benefits are only applicable to newly issued debit card and hence will not be applicable migrating customers holding Axis Bank **ONLINE REWARDS** Debit Card.

Q76. Will milestone benefits be applicable on Axis Bank ONLINE REWARDS Debit Card for migrating customers?

Yes, milestone benefit will be applicable on Axis Bank **ONLINE REWARDS** Debit Card for migrating customers, every card anniversary year. Customers completing transactions of INR 1 lakh using their **ONLINE REWARDS** Debit Card annually are eligible for milestone benefit of **GRAB DEALS** Voucher worth INR500. The card anniversary date for these customers will be new Axis Bank Debit Card issuance date, and these customers will start enjoying this benefit from 2025. For more offer details, [click here](#).

Q77. Will the existing standing instructions (SI) / recurring payments set up on my card continue to work after migration?

Yes, any standing instructions / recurring payments that you currently have in place with merchant / product / service providers such as for OTT subscriptions (such as Netflix etc.), mutual funds and SIPs, insurance payments, utility bill payments, etc. will continue to work after migration as usual.

After migration, please sign-up on <https://www.sihub.in/managesi/axisbank> to view and manage standing instructions set up on your card.

Below are the detailed steps to be followed:

- Visit Axis Bank SI Hub portal at: <https://www.sihub.in/managesi/axisbank>
- Click on 'Sign-up'
- Enter profile details (name, email address) and set up account password
- Verify your details using the verification code and submit
- Upon successful verification, 'Add Your Card' screen appears
- Enter your card details and proceed for ACS authentication
- After successful authentication, 'Login' to manage your standing instructions through the profile details & password set earlier.

Q78. I have my card details saved at online merchants (e.g., Flipkart, Zomato). Do I need to save my card details again?

No, you can continue to use your card details saved at online merchants (e.g., Flipkart, Zomato) post-migration as usual.

Please note that once you receive your new Axis Bank card(s) within a few months after migration, you will have to save your new card details at the online merchants. More details will be shared with you in due course.

Q79. What fees and charges will apply to my card after migration?

To access the detailed list of charges applicable on your Axis Bank Debit Card, [click here](#).

Q80. I have a savings account with both Axis Bank & Citi. Will my accounts be merged post migration?

No, your accounts will not be merged. You will be able to view & manage both accounts independently, via various banking channels post migration to Axis Bank.

Q81. Will the daily limits that I have set-up on my debit card for POS, Online, ATM and Contactless modes remain same as before migration?

Yes, all your transaction limits and daily limits set up on your debit card will remain the same post migration. However, should you wish to reset or view your limits, please follow the process outlined below:

i. **Axis Bank Mobile Banking App, open:**

- Log in to **open**
- Go to 'Services'
- Choose 'Debit Card Manage Usage'
- Select 'Debit Card'

ii. **Internet Banking:**

- Log in to internet banking
- Got to 'Services'
- Select the card under 'Debit Card' section
- Choose manage usage

iii. **Phone Banking:** Call 1860 419 5555 / 1860 500 5555 / 1800 103 5577 and follow instructions

Q82. How can I update the address for my card delivery/ communication?

Up to 7 days before the migration day:

Please use Citibank Online Account to update your address for card delivery / communication:

- Log in to your Citibank Online Account and click on 'Banking' tab for debit cards
- Click on 'Contact Details' and then on 'View/ Edit' under contact details
- Choose the relationship for which you wish to view/ edit contact details
- Enter the OTP sent to your registered number to view/ edit contact details
- Choose the 'Edit' tab to make necessary changes in your Email / Mobile number / Mailing address
- Update the relevant details and click on 'Save' to apply the changes

You can do so by clicking on this [link](#).

Less than 7 days to migration:

You will not be able to update your address for card delivery / communication.

After migration day:

Please use any of the following Axis Bank service channels to update your address for card delivery / communication:

i. **Axis Bank Mobile Banking App, open:**

- Access the menu after logging in
- Navigate to 'Services & Support'
- Select 'Services'
- Go to 'My Profile'
- Choose 'Update Address / Mobile number / Email ID'

ii. **Internet Banking:**

- Go to the 'Home' page after logging in
- Navigate to 'Services'
- Select 'My Profile'
- Choose 'Update Your Address / Mobile number / Email ID'

iii. **Branch:**

- Visit the nearest Axis Bank Branch. You can use the following link to find the nearest Axis Bank branch: <https://branch.axisbank.com/>
- Bring along proof of address (original & photocopy) to place a request for an address change.

Note: If you are an existing customer of both Citibank and Axis Bank, we request you to update your address details on both platforms for all your banking relationships before migration itself.

Q83. I have multiple cards with Axis Bank and Citi. Will any of my cards be closed on migration day?

No, none of your cards will be closed upon migration day. You can continue to use all your Axis Bank and Citi-branded Cards seamlessly post migration and avail their respective benefits and features. In case there are any changes to your existing bank relationships, we will inform you of any changes in advance.

Q84. I have enabled Do Not Disturb (DND) on my mobile number and email address. Will the DND services continue post migration?

Yes, your registered Do Not Disturb preferences associated with your phone number and email address will remain in effect post-migration. These preferences will apply to all products held across both Citibank and Axis Bank, if your contact details are same across both systems.

However, if you have updated your phone number or email address, you will need to re-register for the Do Not Disturb Services using your updated contact information.

Q85. If my card gets lost or damaged closer to the migration date, can I still apply for reissue and when will I get the card?

Up to 1 day before migration date

For all Lost / stolen /Replacement cases before migration day, you will get a new Citi-branded replacement card.

Please use the Citibank Online or Citi Mobile ® App to report a lost / stolen card:

Citibank Online:

- Log in to Citibank Online Account.
- In the top menu, click on 'Banking' tab (for debit card)
- In the Left-hand side menu, click 'Report Lost/Stolen card' and follow the steps outlined on the screen.
- Choose the card you wish to block, select the reason for blocking (whether lost or stolen) and yes for issuing new card and click 'Next'

Citi Mobile ® App:

- Log in to Citi Mobile ® App.

- Choose 'Account Summary' and select the account / card you want to block.
- Click on 'Block Card Permanently'.
- Select reason for blocking (whether lost or stolen), yes for issuing new card and click 'Continue'.

You can also contact the Citi customer care service at 1800 267 2425 (India Toll-free) or +91 22 4955 2425 or +91 44 6698 2136 (local dialing) to log a complaint or block your card.

Note: When a lost card is blocked, your access to view your account online will also be blocked, until a new card is re-issued.

Post migration

For Debit Cards, for all Lost/stolen / Replacement cases after migration day, the new Axis Bank Debit Card based on the assigned Axis Bank account segment will be dispatched. The details of the go-to Card / segment will be communicated 30 days prior to migration.

Please contact the Axis Bank customer care service at 1860 419 5555, 1860 500 5555 or axisbank.com/support to report a lost / damaged card and get assistance in blocking the card and getting a replacement card issued.

Your replacement card will be dispatched to your registered mailing address. You will receive your replacement card within 10 working days of the request.

Please note that you will not be able to reissue your card 1 day before migration date to post migration due to service interruptions.

Q86. I have requested for a reissue of my damaged debit card few days before migration. Till when can I continue to use my old card?

Once the debit card is reissued, you will be able to use the old debit card until the end of subsequent month or till the date of migration to Axis Bank platforms, whichever is earlier.

Q87. I had swapped my debit card to another Citi-branded Card before migration, till when can I continue to use my old debit card?

Once the debit card is swapped, you will be able to use the old debit card until the end of subsequent month or till the date of migration to Axis Bank platforms, whichever is earlier.

Q88. Can I apply for a debit Add on card in Axis Bank?

No, Axis Bank does not offer Add on debit cards.

Q89. Will my Citi-branded Add on Debit Card(s) be migrated to Axis Bank?

Yes, all Add on cards linked to your Citi-branded Debit Card(s) would also be migrated to Axis Bank.

Q90. What are the benefits available on my Add on debit card?

The benefits of Add on debit cards will be same as primary debit card.

Q91. What will happen to the unredeemed reward points earned on my Add on debit card?

All unredeemed reward points on your Add on debit card, as of migration day would be migrated and converted to an equivalent value in Axis Bank **EDGE REWARD** Points and added to the account of your primary cardholder.

Q92. Can an Add on debit cardholder redeem reward points?

No, only the primary cardholder will be able to redeem reward points on behalf of the Add on cardholder.

Q93. What will happen to the limit set on the Add on debit card? How can I manage my limits?

Only the primary cardholder will be able to set or modify the limit of Add on debit card on behalf of the Add on card holder, via Axis Bank Internet or *Mobile Banking App*, **open** or Phone Banking (1800 103 5577) or by visiting nearby Axis Bank branch.

Q94. Can an Add on debit cardholder access Axis Bank Internet Banking and Mobile Banking App, **open?**

No, Add on debit cardholders will not be able to access Axis Bank Internet Banking and *Mobile Banking App*, **open**. Primary debit cardholders will be able to view and manage Add on debit cards through Axis Bank Internet or *Mobile Banking App*, **open** or Phone Banking (1800 103 5577) or by visiting nearby Axis Bank branch.

Q95. How can I set ATM PIN of my Add on debit card?

Only the primary cardholder will be able to set ATM PIN of Add on debit card on behalf of the Add on card holder, via Axis Bank Internet or Mobile Banking.

Q96. Which Add on card debit card will I get post migration?

Customer will receive the same variant of debit card as the primary cardholder post migration.

Q97. Can I upgrade my Add on debit card?

No, upgrades are not allowed for Add on debit cards.

Q98. How can I place lost and replacement or block request on my Add on debit card?

Only the primary cardholder will be able place lost and replacement or block request of Add on debit card on behalf of the Add on card holder, via Axis Bank Internet Banking or *Mobile Banking App, open* or Phone Banking (1800 103 5577) or by visiting nearby branch.

Q99. Will the mailing address for my Add on card change post migration? How do I update the address for my Add on card?

Yes, mailing address for your Add on card may change post migration. Post migration, we request you to view and update your address registered for Add on card through the following channels:

i. Axis Bank Mobile Banking App, open:

- Access the menu after logging in
- Navigate to 'Services & Support'
- Select 'Services'
- Go to 'My Profile'
- Choose 'Update Address / Mobile number / Email ID'

ii. Internet Banking:

- Go to the 'Home' page after logging in
- Navigate to 'Services'
- Select 'My Profile'
- Choose 'Update Your Address / Mobile number / Email ID'

iii. Branch:

- Visit the nearest Axis Bank Branch. You can use the following link to find the nearest Axis Bank branch: <https://branch.axisbank.com/>
- Bring along proof of address (original & photocopy) to place a request for an address change.

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