

You can fax/e-mail/courier the form to:

Credit Card Customer Service
Axis Bank Ltd, NPC 1, 5th floor, Gigaplex, plot No.I.T.5
MIDC, Airoli Knowledge Park, Airoli, Navi Mumbai- 400708

Fax: 022-71315270

Email: <https://www.axisbank.com/support>

Contact No: 1860-419-5555 or 1860-500-5555

TERMS & CONDITIONS

1. You acknowledge that the Insurance benefit provided on the Card will be available to you as per the terms of the relevant Insurance policy in force and only so long as you are and remain an active Cardmember of Axis Bank with your account conduct being deemed satisfactory and in event of the Card and/or account facility being terminated for whatever reason, the benefit of such insurance cover shall automatically and ipso facto cease to be available from the date of cessation of membership.
2. The complimentary insurance cover may be available only to Axis Bank card members who have transacted on the card for a Purchase/ Cash Advance / EMI / Payment transaction on, at least once, within 90 days prior to the day of occurrence of the incidence, for which the insurance claim is being made. Inactive cards (Cards that have been inactive as aforesaid for 90 days or more) and Cards that are overdue for payment will not qualify for the complimentary insurance covers. Air Accident cover is applicable only if the ticket has been booked using your Axis Bank Credit Card.
3. Axis Bank reserves the right to discontinue the insurance facility so offered at anytime. In such an event Card members shall be informed about the cut-off date. Any decision of Axis Bank in this case shall be final.
4. The insurance coverage is provided to Card members by the Insurance Company, whose terms, conditions and decisions, for which Axis Bank is not liable, will apply
5. Axis Bank does not hold any warranty and/or make representation on about quality, delivery of the cover, claims processing or settlement of the claim by the Insurance Company, in any manner whatsoever
6. You may be asked to submit additional documents, as per the requirements of the case
7. Axis Bank will not be liable for any delayed settlement of the claims
8. As per the terms of the Insurance Policy, all claims have to be intimated to the Insurance Company within 30 days of the occurrence of the event Claims shall not be admissible after this period
9. Further queries or assistance regarding the policy, exclusions and claim settlements can be directed to the Insurance Company
10. For detailed Terms & Conditions, please log on to www.axisbank.com