



Wealth Management | Axis Bank

BURGUNDY PROMISE

Terms & Conditions apply



TERMS & CONDITIONS DOCUMENT

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Important Definitions

“User” shall mean a person who is an Axis Burgundy account holder¹.

“Burgundy Promise” shall mean the 6 hours turnaround time committed to the user to process their requests on selected services. Under this offer, the bank shall reward the user with 1,000 *EDGE REWARD* Points in case of delay in processing the selected service requests² within the committed turnaround time of 6 working hours.

“Working Hours” is the official standard time period during which the Branch and Operations units of the bank perform their routine activities. Working hours excludes any Bank and Public holidays (Regional or National). Fulfilment of the promise will be computed for Bank’s working days only.

The working hour window is from 9:30 AM to 6:00 PM. The 6 hours TAT will be calculated from the time the request has been raised in the system till 6:00 PM of Day (T) and will be continued from 9:30 AM of next working day (T + 1) in case 6 hours have not been completed. (Given T & T + 1 are working days).

“*EDGE REWARD*” is a carefully crafted loyalty program by Axis Bank that promises and delivers a wide range of amazing earning and redemption opportunities for the Bank’s customers. The program allows customers to earn points for every relationship they have with the Bank – Savings and Current Account, Credit and Debit Cards and across all other retail products like Axis Direct, Forex, NRI and Loans. The same reward mechanism is exclusively used to compensate the Burgundy customers for breaching servicing TAT that was promised.

1. Burgundy account holders under Savings A/c, Salary A/c, Individual Current A/c, and Sol proprietor A/c.
2. As stated in annexure 1

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Scope of offer

Annexure 1: List of Service Requests covered under the Burgundy Promise

S. No	Service Request Type	S. No	Service Request Type
1	Account Activation	6	Address Change
2	Account Transfer	7	Email ID Update
3	Account Migration	8	Mobile Number Update
4	Account Freeze Removal	9	Nominee Addition/Deletion/Modification
5	Name Change	10	Family ID Linking/Delinking

The above requests raised only from the **Branch** and **Digital¹** channels are within the scope of promise.

The above requests raised only for Burgundy Account holders are within the scope of promise.

1. Digital channels includes requests placed on Mobile Banking App and Internet Banking page.

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Customer Eligibility

- The service promise is valid only for Axis Burgundy Account holders¹.
- This service promise is applicable to the user only if the user has raised any Service Request with the bank on which a service promise is offered appertained to processing turnaround time and in case the bank has breached this promised turnaround time.
- Breach of Turnaround time of 6 hours for the selected request will be eligible for compensation irrespective of the request being processed successfully or not.
- If the user has raised the request using any other account (Non-Burgundy Account) held by him/her, the service promise and subsequent credit of reward points in case of breach will not be applicable.
- The maximum **EDGE REWARD** Points that the user can be awarded per service request is 1000 points.
- Points shall be static across all requests under the proposition.
- The **EDGE REWARD** Points that the user is eligible to get will be credited to user's account within 3 working days from the date of closure of the request.
- Service promise shall be applicable on request raised from 8th June'2023.
- The **EDGE REWARD** Points credit would not be applicable if a request is not processed due to a deficiency in the request and that has been indicated within 6 hours.
- Service promise is non-transferrable to any other person and cannot be exchanged with any other offer.
- The final decision on **EDGE REWARD** Points compensation shall lie with the Bank and cannot be disputed.
- Breach of the promised TAT due to any major unforeseen circumstances such as system downtime, natural calamities , strikes, etc., which will restrict the bank to fulfill the promise will not be within the scope of promise.

Axis Bank will on best effort basis attempt to complete service requests within the promised turnaround time. However, customer may not hold the Bank liable in case the promised TAT is breached due to any reason outside the control of the Bank. Axis Bank will not be liable for any compensation or pay out to customer for such cases.

1. Burgundy account holders under Savings A/c, Salary A/c, Individual Current A/c, and Sol proprietor A/c.
Currently proposition is not applicable on Credit Cards or Loan products.

* Working hours as defined on page 1

THANK YOU

For more, visit: axisbank.com/burgundy

The terms and conditions mentioned in eligibility criteria & scope of offer are subject to modification from time to time solely at Bank's discretion.