

## Terms & Conditions of Axis Bank Bill Pay Service

- Axis bank Bill pay service is applicable on Retail Credit Cards only.
- This facility is currently free of charge for all Axis Bank Retail Credit Cards.
- Registration would be done basis information given by the customer to the Bank. Bank is not liable for the wrong information given by the customer.
- In case of failure in registration, customer needs to check the biller details or availability of the facility with the respective biller.
- Notifications and Alerts in the form of SMS will be sent to the registered Mobile as provided by the customer at the time of registration & it will be used only for this specific purpose.
- Notifications will be sent out during registration, payment due, payment success/failure, biller modification, stop payment and biller addition/ deletion.
- Axis Bank will make payment for the total billed amount raised by the biller.
- Registration Notification will have the service start date, bills generated after service start date will be cleared by Bill Pay Service.
  - Service start date: If consent is given on or before the 20<sup>th</sup> of the month, then the service will be applicable for the following month onwards, else, it will be for next month post the following month. For e.g.: If the registration is done on 20<sup>th</sup> of Dec, then the bills generated after 1<sup>st</sup> of Jan will be paid by Axis Bank. (Bills generated on 28<sup>th</sup> Dec, with due date of 10<sup>th</sup> of Jan will have to be paid by the customer). For registration done on 21<sup>st</sup> Dec, all bills generated after 1<sup>st</sup> Feb will be paid by Axis Bank.
- Any Bill generated before service start date and due for payment after service start date will not be paid through Bill Pay service. Customer need to pay such bills on their own. (For e.g.: Bills generated on 28<sup>th</sup> Dec, with due date of 3<sup>rd</sup> of Jan will have to be paid by the customer).
- In case a customer wishes to stop payment of a particular bill, he/she needs to call up the customer service atleast 6 days prior to the payment due date. (For e.g. If the due date of the biller is 28<sup>th</sup> of a month, customer needs to call the customer service for stop payment on or before 22<sup>nd</sup> of that month.)
- In case a customer wishes to give request through email for stop payment of a particular bill, he/she needs give the request atleast 8 days prior to the payment due date. (For e.g. If the due date of the biller is 28<sup>th</sup> of a month, customer needs give the email request for stop payment on or before 20<sup>th</sup> of that month).
- In case the stop payment request is not given within stipulated time as mentioned above, the payment will be processed as per schedule.

- Bill payment will be subjected to the available credit balance at the time of payment to the biller, on the customer's credit card account.
- Customers need to call up Customer Service for all service request related to Bill Pay service. Axis Bank Customer Service numbers are 1860 419 5555 and 1860 500 5555.
- The product and services of the bank are subject to the applicable rules and regulations and would be modified / discontinued based on the prevailing law / regulation at any point of time and neither party shall be under any liability or obligation or continue the product and services of the bank till such time the terms are modified by the Parties as per the prevailing/ amended law at that point of time. In the event, that the product and services of the bank cannot be continued without total compliance of the prevailing law at any point of time, the product and services of the bank shall be deemed to be discontinued forthwith from the date when the amended law restricting / prohibiting the product and services of the bank comes into force.
- List of Billers are available under: Axisbank.com > Retail > Cards > Credit card > Useful Links > Card-services > Bill pay
- For more details on the product visit Axis Bank website  
<https://www.axisbank.com/retail/cards/credit-card/useful-links/card-services/bill-pay>

These terms and conditions shall be governed by the laws of India. The courts at Mumbai shall have the exclusive jurisdiction in respect of any disputes with respect to all the subject matter with relation to the offer.