

Migrate to Salary Account

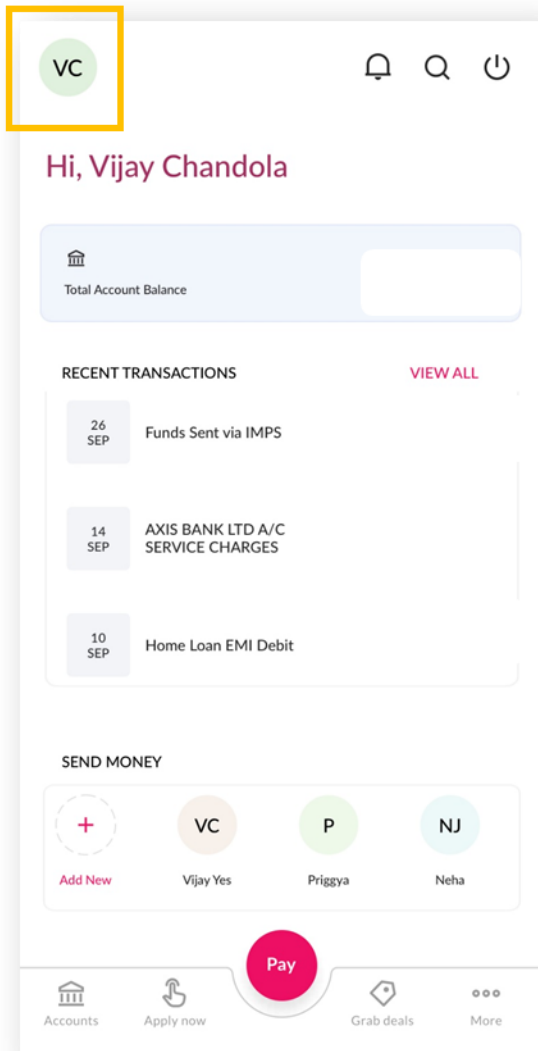
Key highlights:

- Now customer can **migrate Non-Salary** account to **Salary** account
- If customer already has a salary account, (s)he can **change the employer name** and use the same account at his/her new job
- Customer can now **update their KYC on the fly** while migrating the account
- Customer can **track request** digitally and get notified about rejection, if any, with exact reason
- In case of rejection, communication is sent to customer via SMS

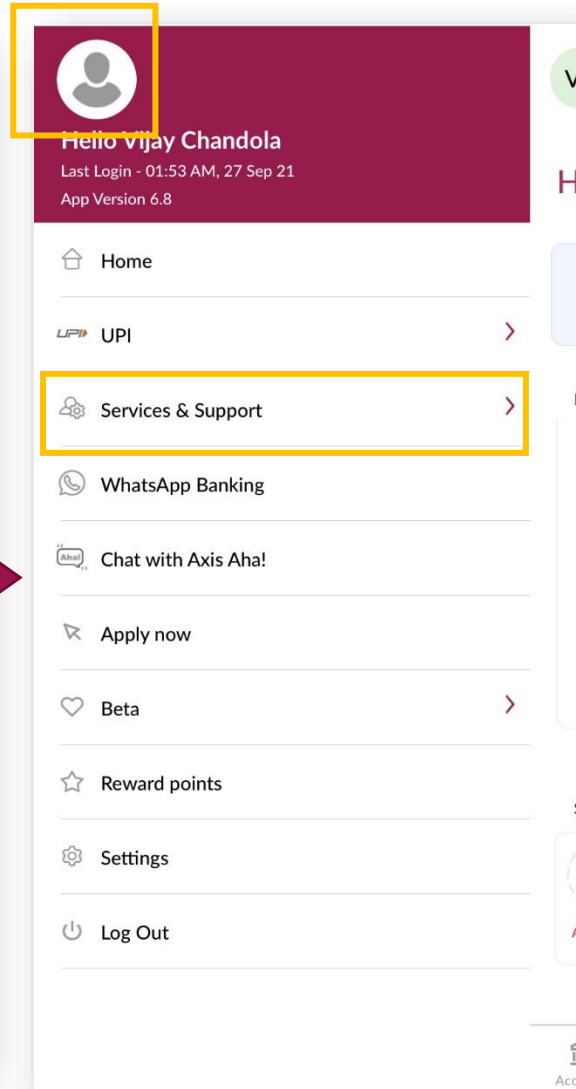
* Available for 'SA' customers for now

[Click here to reach Services home page](#)

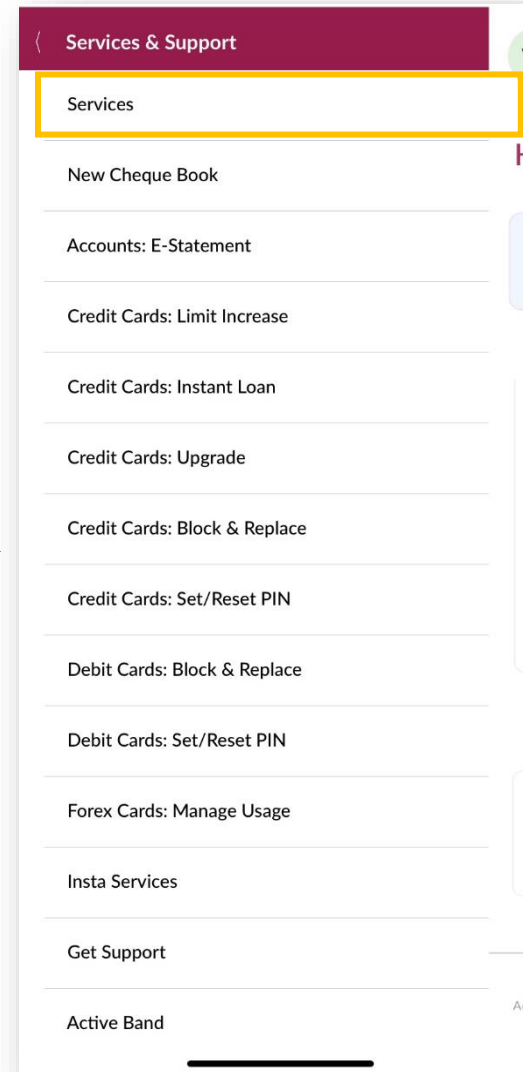
Account Migration Request (1.a/5)



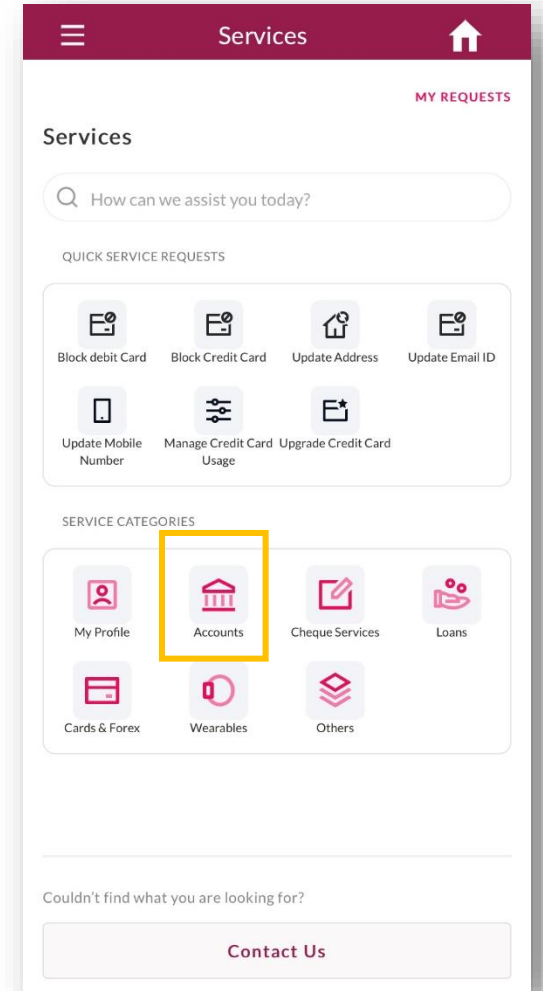
Post Login Dashboard



Click on name icon and then Services & Support

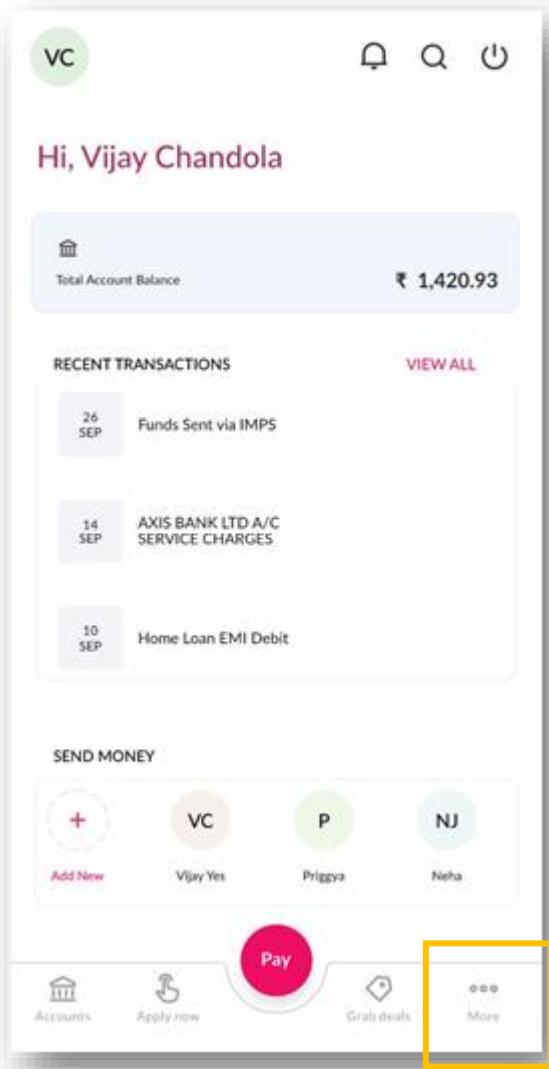


Select 'Services'

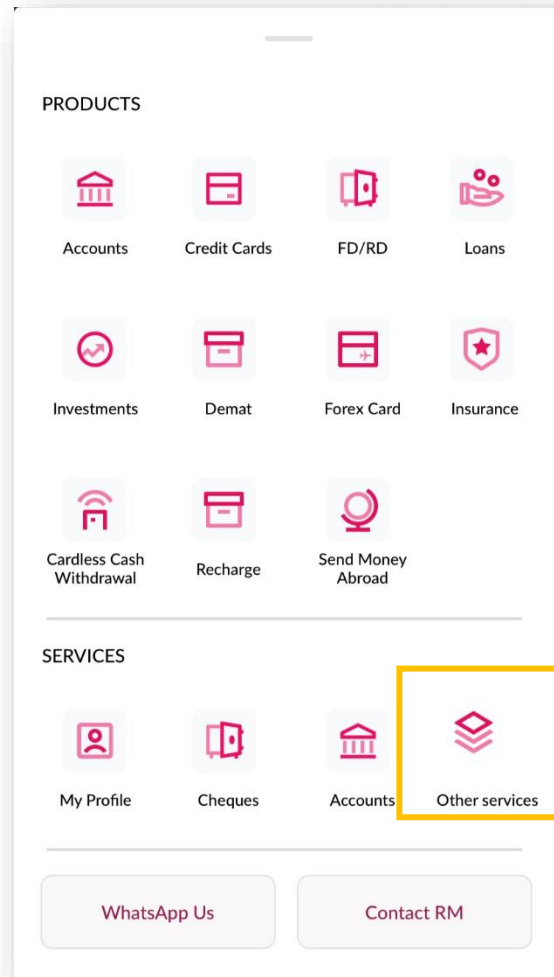


Select Accounts > Account Migration

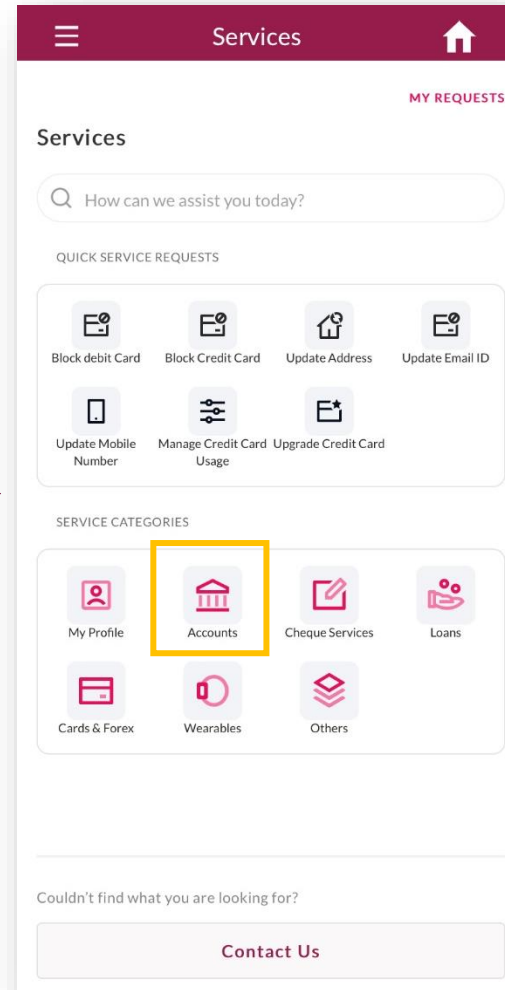
Account Migration Request (1.b/5) Alternate Flow



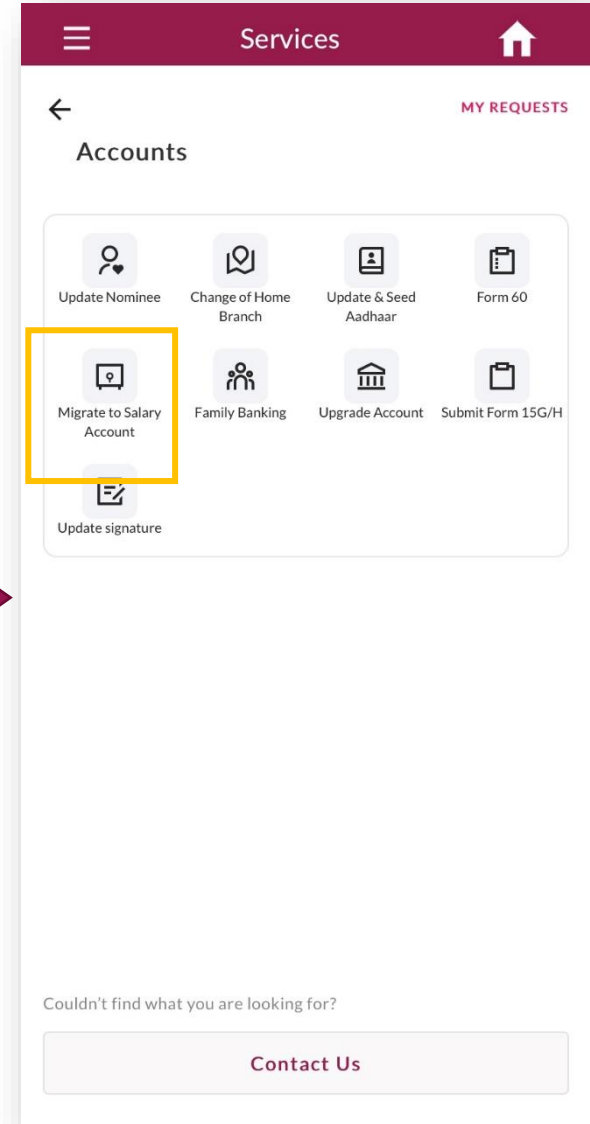
Post Login Dashboard



Click on Other Services

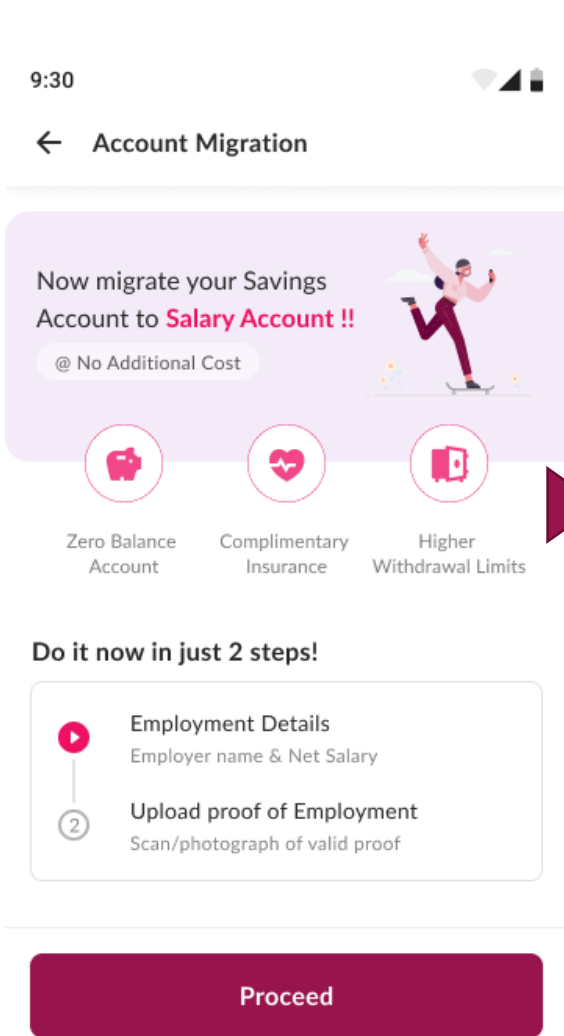


Click on Accounts

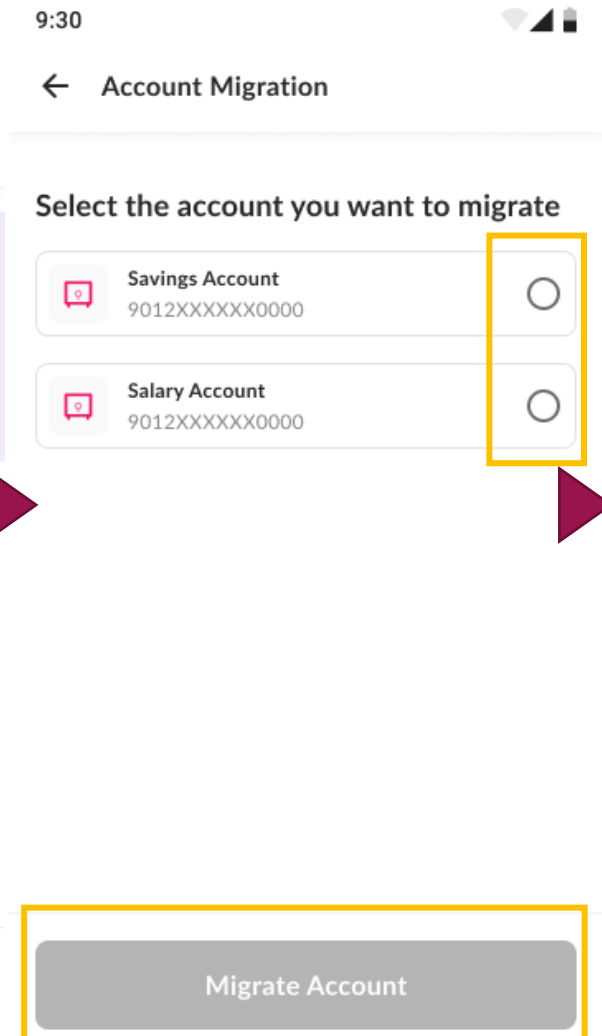


Click on Migrate to Salary Account

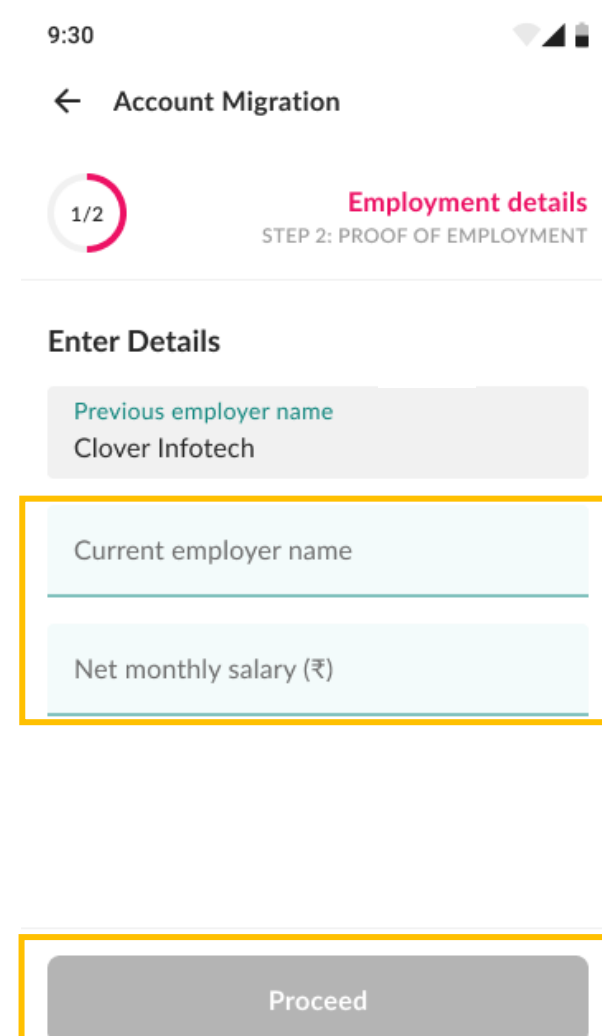
Account Migration Request (2/5)



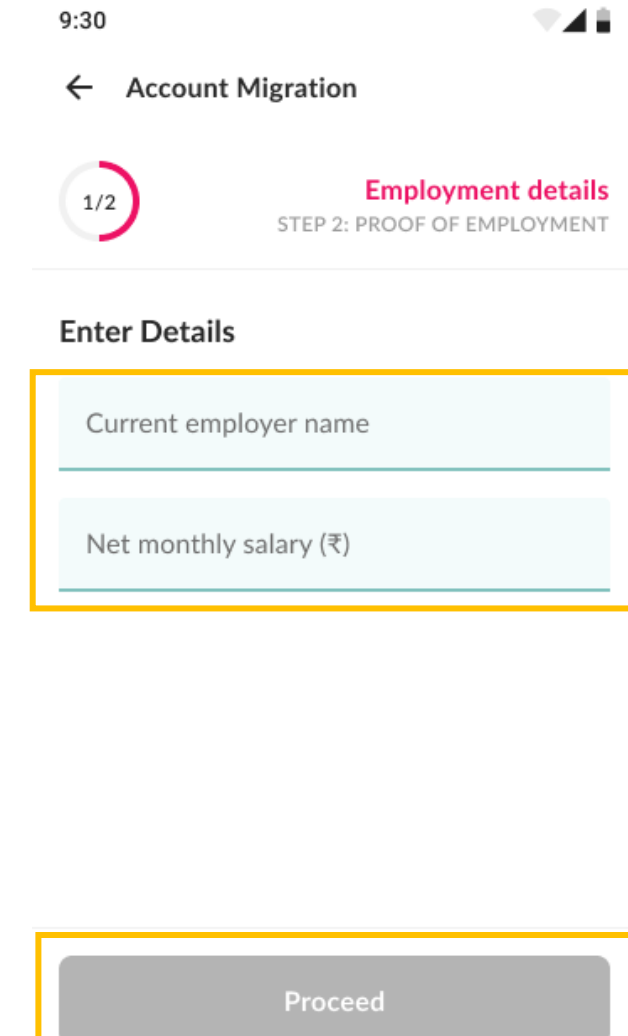
Account Migration Home Page



Select Account. This will be visible only if customers >1 account with bank

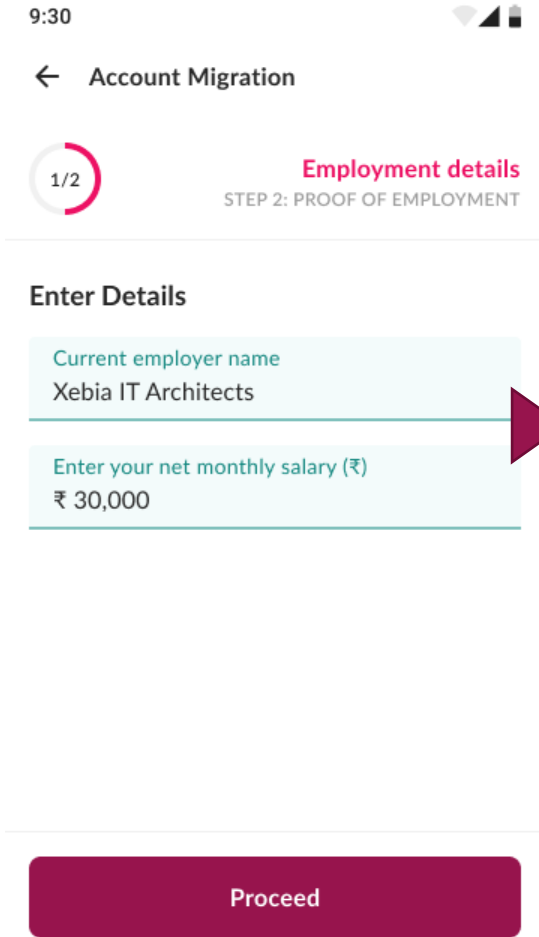


Salary to salary account conversion (Update employer name)

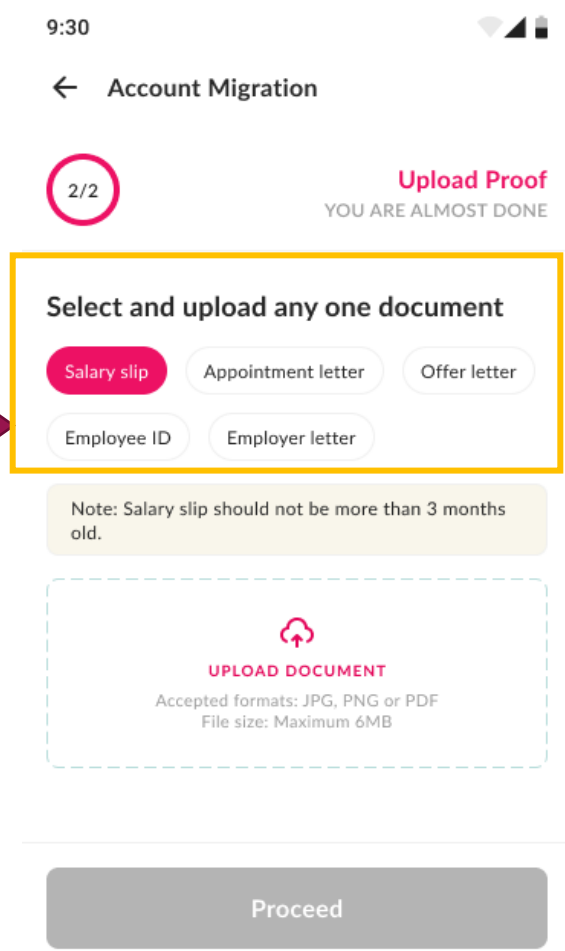


Savings to salary account conversion

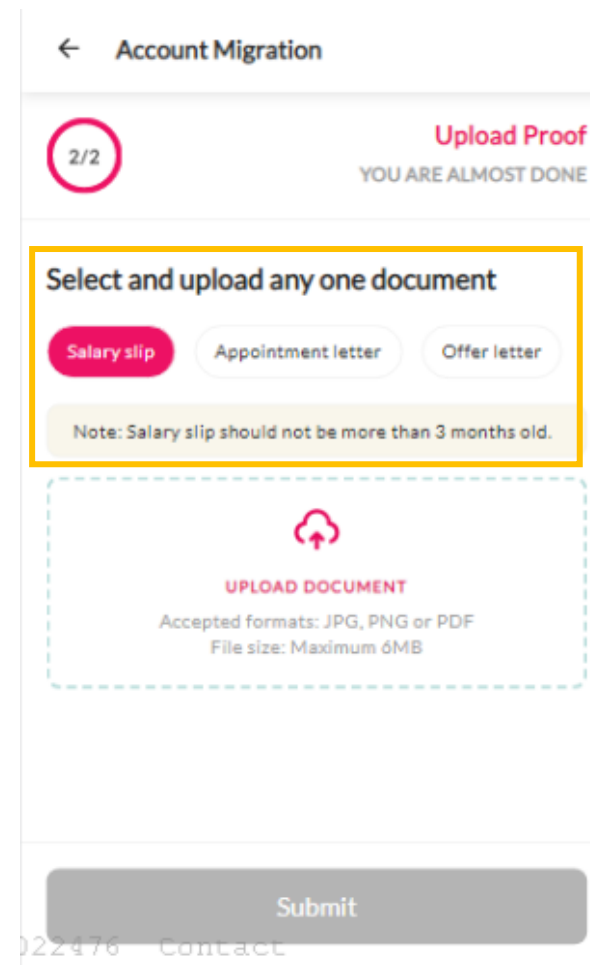
Account Migration Request (3/5)



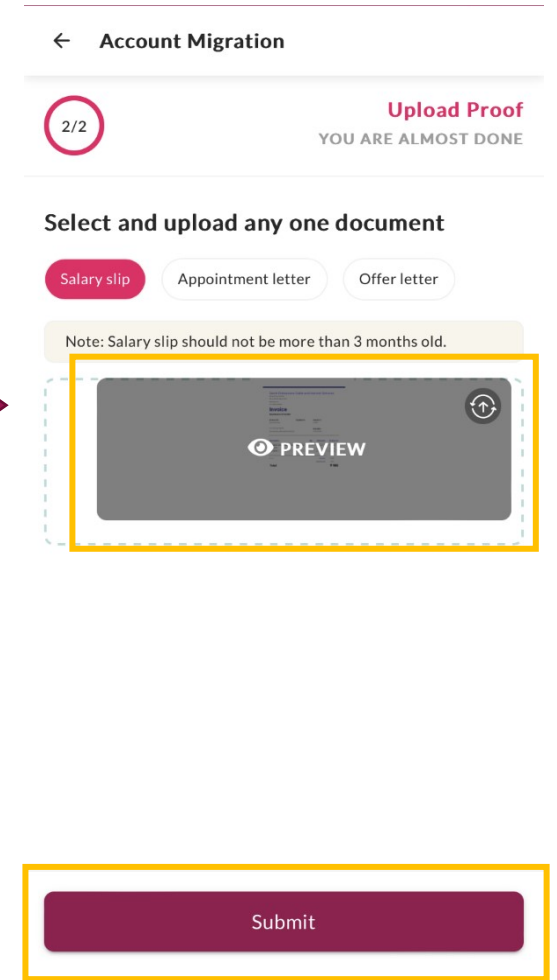
Select employer name and enter net salary



Select type of document proof – Salary Slip. Customer can select any 1 of the 5 document proofs for updating employer name [Salary to Salary Account Migration]

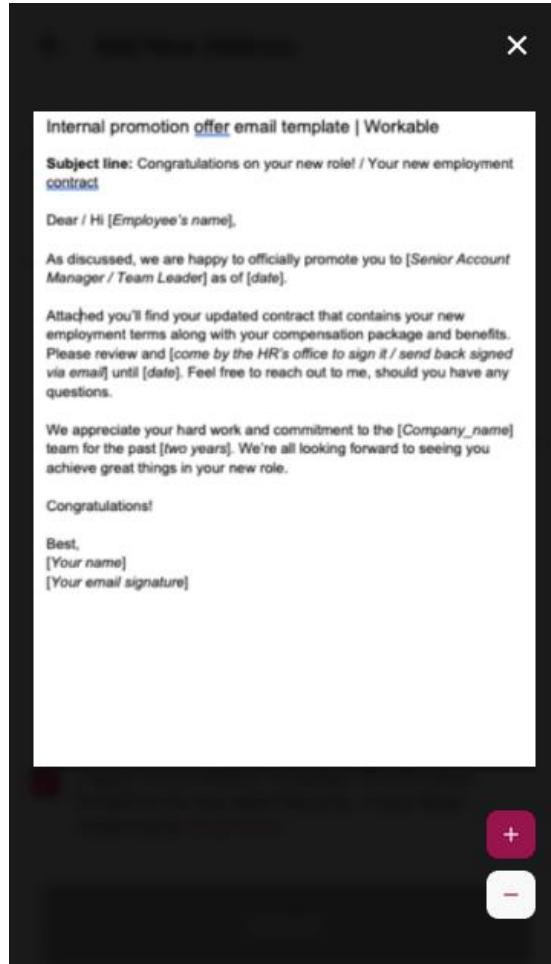


Select type of document proof – Salary Slip. Customer can select any 1 of the 3 document proofs for savings to Salary Account Migration

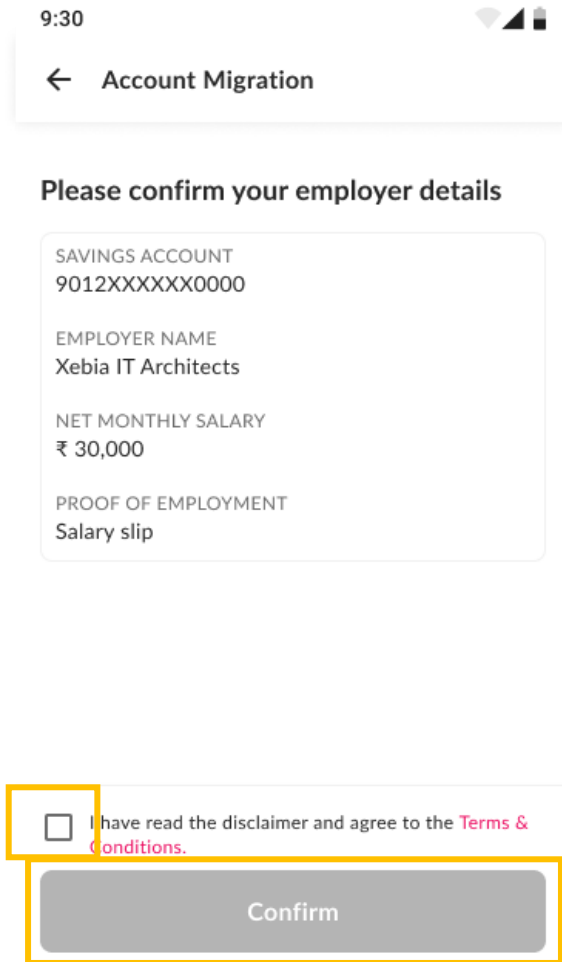


Upload document

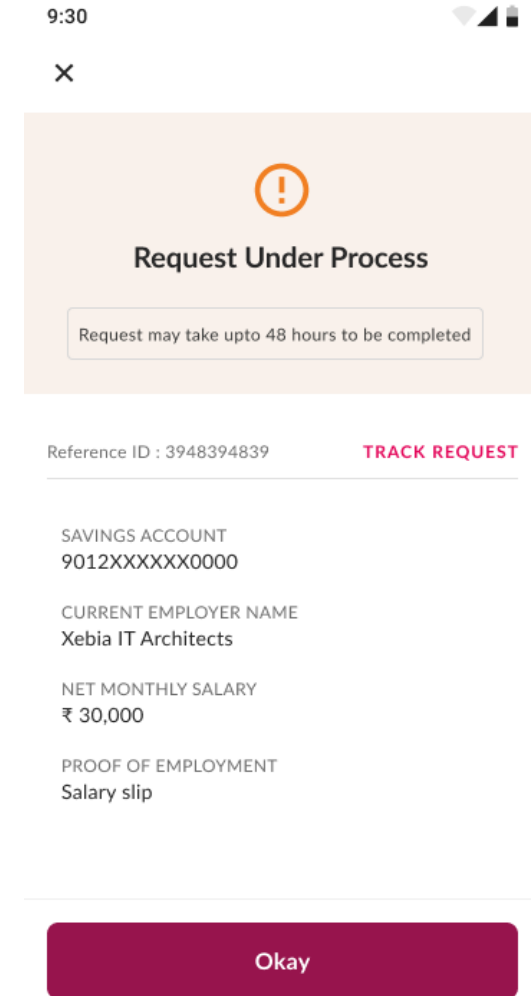
Account Migration Request (4/5)



Preview document for correctness and legibility



Confirm the details entered, accept T&C and click on confirm



Under process screen

Account Migration Request – Validations (5/5)



Unable to process your request

We see a transaction is effected (credited/ debited) in/to your account or you have submitted a request for changing account details. Please raise an account migration request after 24 hours.

Okay

This validation is shown when a customer has done a transaction in last 24 hours.

Solution : Customer can retry placing request after 24 hours



Can't be processed digitally

We are unable to process your request digitally. Please visit your nearest Axis Bank branch.

Okay

This validation is shown when a customer's account is on freeze.

Solution : Customer can visit branch, get account reactivated and then retry placing the request



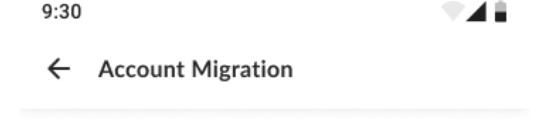
Account Inactive

Please visit your nearest Axis Bank branch to activate your account.

Okay

This validation is shown when a customer's account is inactive / dormant.

Solution : Customer can visit branch, get account reactivated and then retry placing the request



Your KYC is pending

Please update your KYC before continuing your account migration request.

Update KYC

This validation is shown when a customer's KYC is due

Solution : Customer can update KYC and retry placing the request