

## Mobile Reimbursement Policy

### 1. Objective

Axis Bank's vision guides its policies to have empowered employees. The Bank provides the best of resources and benefits to its employees towards achieving their business purpose in an efficient and professional manner. The benefits have been designed to provide flexibility to the employee with ownership.

One such critical enabler is providing mobile reimbursement to employees for usage in their official activities by way of phone calls or data usage. The objective of this policy is to establish the guidelines towards the entitlement and all applicable general rules of availing the reimbursement of mobile expenses at Axis Bank

### 2. Scope

This policy is applicable to all employees of Axis Bank.

### 3. Eligibility Grid

Given below is the Grade wise eligibility for mobile bill reimbursement.

Grade	Reimbursement Limit (INR Incl. of Taxes)
SVP II & Above*	At Actuals
SVP I/VP/AVP	650
SM & Below	500

(\*Eligible for two mobile number claim under company paid account. One with Voice & Data and the other for data usage only)

### 4. Process Guidelines

#### 4.1 Reimbursement of Mobile Expenses

- Employees can claim reimbursement of monthly mobile bills as per their eligibility as mentioned in entitlement chart, irrespective of the monthly mobile plans. The Path to submit claim towards reimbursement of mobile expense is as follows:

One Axis App >> My Space >> Reimbursement >> Mobile Reimbursement

(Note: Employee needs to upload the bill in pdf format (Max. Size 2 MB) only. If the Upload file i.e Mobile Bill is password protected, the password needs to be informed in the remarks section)

- b. Based on the pre-defined approval matrix (Annexure 1), the reimbursement will be processed/settled by Caphub within 4-5 working days from the date of approval of Supervisor 1 or Supervisor 2, as the case may be.

## **5. General Guidelines**

- a. Reimbursement is permitted for only one connection per employee.
- b. Bill should be in the name of the Employee.
- c. Any excess amount over and above eligibility shall require specific approval from respective SVP I and above. This also covers international roaming charges (if any).
- d. The bills have to be claimed only through MyConnect or One Axis App within 60 days from the bill generation date. Any other mode of payment is strictly prohibited unless there is an exception due to technical issues with the system.
- e. No reimbursements will be permitted for the period during maternity leaves/prolonged leave due to sickness/or any unpaid leaves beyond 1 month.
- f. Bills generated after the relieving date for separated employees, may be forwarded to co.adminhelpdesk@axisbank.com, and will be processed offline. The bill period and bill date should be of prior to employee's last working day.
- g. Claims pending due to system issue or any other queries may be forwarded to co.adminhelpdesk@axisbank.com.
- h. Employees can check the status under mobile reimbursement history to track the status of claim.
- i. An official in the Grade of Senior Manager and below can claim monthly mobile bill reimbursement only during his tenure while discharging specific job role as approved by his concerned Department Head/Circle Head. Post his transfer to a different job role, the earlier approval shall be treated as null and void and a fresh approval shall be required to be obtained by such official from his new Department Head/Circle Head for discharging new job role. The same has also been implemented in Mobile reimbursement module.

## **6. Branch Dedicated Number:**

Below designations are eligible for Branch Dedicated numbers and will not be eligible for Mobile reimbursement.

- a. Branch Head
- b. Operations Head
- c. Branch Sales Manager
- d. Priority Banking – RM
- e. NRI – RM ( ISD Facility will only be applicable to NRI RM )
- f. TXB – RM
- g. Affluent – RM
- h. Relationship Manager - SBB

All the above roles are required to have Branch dedicated numbers for discharging their respective duties and the connection will remain into their custody. The connection needs to be strictly surrendered to the Branch Head / Operation Head in case of transfer or separation from the Bank. The monthly expenses limit for the above roles would be same as reimbursement limits basis their respective designations.

Above roles may apply for the Branch dedicated number at [Telecom.helpdesk@axisbank.com](mailto:Telecom.helpdesk@axisbank.com).

All other designations serving at the Branch are strictly prohibited to avail Branch dedicated number facility, however, they are eligible for monthly reimbursement of Mobile expenses subject to appropriate approvals as per the defined hierarchy.

## **7. Corporate Salary Acquisition - Dedicated Number:**

Below roles are eligible for dedicated numbers and will not be eligible for Mobile reimbursement.

- a. Area Head
- b. Key Accounts Manager
- c. Corporate Salary Manager
- d. Service Relationship Manager

All the above roles are required to have dedicated numbers for discharging their respective duties and the connection will remain into their custody. The connection needs to be

strictly surrendered to the reporting manager in case of transfer or separation from the Bank. The monthly expenses limit for the above roles would be same as reimbursement limits basis their respective designations.

Above roles may apply for the Branch dedicated number at [Telecom.helpdesk@axisbank.com](mailto:Telecom.helpdesk@axisbank.com).

All other roles serving in the Corporate Salary Acquisition function are strictly prohibited to avail dedicated number, however, they are eligible for monthly reimbursement of Mobile expenses subject to appropriate approvals as per the defined hierarchy.

## **8. Effective Date**

This policy is effective from 1<sup>st</sup> April, 2025 and supersedes all prior guidelines on the subject matter.

## **9. Exception:**

Any exception to these policy guidelines requires approval of Head – HR

## **10. Confidentiality Note**

This document is not for general distribution and is meant for use only by the person/persons they are specifically issued to. This document shall not be loaned or given to anyone outside Axis Bank and its subsidiary companies, including its customers. Copying or unauthorized distribution of this document, in any form or means including electronic, mechanical, photocopying or otherwise is illegal.

## 11. Revision History

This policy document will be reviewed by the Policy Owner on an annual basis from the last review date.

Version	Review Date	Policy Owner	Authored by	Reviewed / Proposed by	Approved by	Change description
18.1.0	26.03.2020	Deepak Deshmukh (DVP-HR Admin)	Sureshkumar Appari (SM-HR Admin) & Ravi Singh (AVP-HR)	Deepak Deshmukh (DVP-HR Admin)	Rajkamal Vempati (EVP-HR)	Data Card expense reimbursement removed
19.1.0	15.03.2021	Deepak Deshmukh (DVP-HR Admin)	Sureshkumar Appari (SM-HR Admin) Rahul Tawde (Mgr HR) Nishtha Mondal (Sr. Mgr.) Ravi Singh (AVP-HR)	Deepak Deshmukh (DVP-HR Admin)	Rajkamal Vempati (EVP-HR)	New Objective Statement; Policy renamed from Telecom to Mobile Reimbursement; Contact email for Queries updated
20.1.0	01.04.2022	Deepak Deshmukh (DVP-HR Admin)	Madhusudan Phadale (SM-HR) Sureshkumar Appari (SM-HR Admin)	Deepak Deshmukh (DVP-HR Admin)	Rajkamal Vempati (EVP-HR)	Addition of Relationship Manager to clause 6 (Designation List) – Designation eligible for Branch Dedicated Number
20.1.1	11.11.2022	Deepak Deshmukh (VP-HR Admin)	Madhusudan Phadale (SM-HR) Sureshkumar Appari (SM-HR Admin)	Deepak Deshmukh (VP-HR Admin)	Rajkamal Vempati (EVP-HR)	Change in organizations hierarchy included in the policy document. 1.DVP replaced by VP 2.VP replaced by SVP I 3. SVP replaced by SVP II
20.1.2	27.01.2023	Deepak Deshmukh (VP-HR Admin)	Madhusudan Phadale (SM-HR)	Deepak Deshmukh (VP-HR Admin)	Rajkamal Vempati (EVP-HR)	1.Addition of clause in Branch Dedicated Number for NRI RM ( ISD Facility will only be applicable to NRI RM)

							2. Addition of company paid account clause in Eligibility grid 3. Addition of connection surrender clause in Branch Dedicated Number -The connection needs to be strictly surrendered to the Branch Head / Operation Head in case of transfer or separation from the Bank.
21.1.0	10.04.2023	Adwait Divekar (SVP I)	Madhusudan Phadale (SM-HR) Kavita Krishnamurthy (AVP)	Adwait Divekar (SVP I)	Rajkamal Vempati (EVP-HR)	Clause number 7 added – Corporate Salary Acquisition Dedicated Number included	
22.1.0	01.04.2024	Adwait Divekar (SVP I)	Madhusudan Phadale (SM-HR) Kavita Krishnamurthy (AVP)	Adwait Divekar (SVP I)	Rajkamal Vempati (President - HR)	No Change	
22.1.1	30.12.2024	Adwait Divekar (SVP I)	Madhusudan Phadale (SM-HR) Kavita Krishnamurthy (AVP)	Adwait Divekar (SVP I)	Rajkamal Vempati (President - HR)	Edit in Clause 5 General Guidelines (C) - Any excess amount over and above eligibility shall require specific approval from respective SVP I and above	
23.1.0	01.04.2025	Adwait Divekar (SVP I)	Kavita Krishnamurthy (AVP)	Adwait Divekar (SVP I)	Rajkamal Vempati (President - HR)	No Change	

**Annexure 1**
**Approval Matrix/Work flow:**

Scenario	Employee Category	Supervisor 1	Supervisor 2
First claim/ Change in Number/Change in Service provider/Special approval	SVP I	Immediate supervisor	NA
First claim/Change in Number/Change in Role/Change in Service provider / Special approval	VP & Below	Immediate supervisor OR If Immediate supervisor is "SVP I" or above, then the flow will stop at S1 Level.	SVP I & above
For Single Claim amount of Rs. 10,000/- or more per Reimbursement ID OR Duplicate Bill but Cumulative amount per bill upto Rs.10000/- or more	VP & below	Immediate supervisor OR If Immediate supervisor is "SVP II" or above, then the approval flow will stop at S1 Level.	SVP II & above