

Notice of Closure of Inoperative Min KYC Wallets

Airtel Payments Bank ("Bank") experiences situations where wallet customers do not operate their wallets and continue to be inoperative for 12 months. To ensure that these inoperative wallets with less than Rs.100 are not misused, the Bank shall close them periodically.

In view of the above, the wallet customers are hereby advised to operate their wallets and use Bank's services regularly

To continue using Bank services, the inoperative/dormant wallet customers are advised to follow the below steps:

1. Upgrade your dormant wallet to savings bank account by visiting the nearest Airtel Payments Bank banking point or through Thanksapp.
2. Activate your dormant wallet (min-KYC wallet only) by sharing the proof of identity document used at the time of wallet onboarding along with a consent letter for wallet reactivation, at update@airtelbank.com or
3. Login on Thanksapp, activate the wallet using i.airtel.in/apbDWR by providing MPIN and KYC details on the app.

For any further query please call us at 1800-23400.