

FAQs

1. Why is the service of Digital Gold purchase being discontinued from Axis Bank?

As a part of our ongoing efforts to streamline product offerings on our digital platforms, Axis Bank's payment services for the purchase of Digital Gold, offered by SafeGold will be discontinued. You may continue to purchase or transact via SafeGold's mobile app.

2. What are the services being discontinued?

All the services related to Digital Gold including purchase, sale, redemption & delivery through our digital platforms (Internet Banking & Mobile Banking App, **open**) will be discontinued in a staggered manner, with full cessation by 31st December 2025.

• Effective 10th November 2025

- Purchase of Digital Gold via Axis Bank's Internet Banking & Mobile Banking App, **open** will be discontinued.
- Any active SIPs for Digital Gold purchase will be stopped.
- If you wish to continue purchasing Digital Gold, you can continue to do so directly via the SafeGold mobile app or website.

To continue using your existing holdings, you will need to migrate your Axis Bank Digital Gold account to the SafeGold wallet.

3. Can I still redeem them for physical gold?

Digital Gold can be sold or redeemed via Axis Bank digital platforms until 31st December 2025. After this date, all Digital Gold related transactions must be carried out directly through SafeGold platforms.

4. Where can I contact someone if I have questions regarding my Digital Gold balance?

For any questions or queries you might have, please call the dedicated support line at +91 91522 31461 or email care@safegold.in.

5. Do I have any actionable? What happens if I don't act before the deadline?

There are no immediate actions required from your end, and your current services will continue uninterrupted at your discretion. However, we recommend that you tally your gold balance, which is visible on both Axis Bank's digital platforms and the SafeGold platform, for your reference.

Please note: Once the service is discontinued on Axis Bank's platform, there may be a minor variation in the displayed balance. For more details, please refer to Q9. After the discontinuation, all Digital Gold-related services will only be available via the SafeGold platform. Axis Bank's platform will no longer support these services.

6. How will I receive the proceeds if I sell my Digital Gold before discontinuation of services from Axis Bank platform? Will the amount be credited to my Axis Bank account?

If the transaction is executed from Axis Bank platform, the sale proceeds will continue to be credited to your linked Axis Bank account.

Post discontinuation of services from Axis Bank's Digital platforms, SafeGold will show the fetched bank account details using independent services. Customer has the option to choose from the fetched details or they can add a different account, in which case there is a hold period before they can sell their gold balance and receive funds in that bank account.

7. What will happen to my current Digital Gold balance?

Your Digital Gold balance has always been securely held with SafeGold. It will remain intact and accessible via their platform. Axis Bank's digital platforms served only as a convenient channel for accessing these services.

With the discontinuation of Digital Gold services on Axis Bank's platform, you will no longer be able to view or transact in Digital Gold through Axis Bank. However, you can continue to access, manage, and transact your gold holdings directly on the SafeGold platform at <https://www.safegold.com>.

8. How do I access my Digital Gold balance? Is it accessible before discontinuation of the services from Axis Bank's digital platform?

Your Digital Gold balance has always been securely held with SafeGold. It will remain intact and accessible via their platform. Axis Bank's digital platforms served only as a convenient channel for accessing these services.

Transactions initiated through Axis Bank are reflected under the 'Axis Bank Wallet' within the SafeGold platform, distinguishing them from those made directly via SafeGold, which appear under the 'SafeGold Wallet'. Please note that the physical

gold against the Digital Gold was always securely held by SafeGold and its appointed custodian.

To access your Digital Gold balance, please follow these steps:

1. Visit SafeGold website at <https://www.safegold.com>
2. Login using your registered mobile number (the same mobile number used for your Axis Bank account). In the case of joint accounts, the primary account holder's mobile number should be used.
3. You will be prompted to enter an OTP, which would be sent to you through SMS.
4. Once logged in, you will see your balance on the home screen, as well as through the 'Transaction History' section.

Until December 31, 2025, your Digital Gold balance will be visible under the 'Axis Bank Wallet' within the SafeGold platform. If you wish, you can transfer this balance to your 'SafeGold Wallet' by following the transfer process outlined below.

- Login or register their account using the same mobile number as the partner wallet
- Complete the verification of the account as per the process requested (OTP, etc)
- Navigate to the 'Transaction History' section
- Click on the partner wallet to view balance and choose to transfer it (can only be transferred to the SafeGold wallet)
- Enter the OTP to authenticate the transaction

After 31st December 2025, your balance will automatically reflect under the 'SafeGold Wallet'. If you have previously made purchases directly through SafeGold, your holdings will be consolidated and displayed as a single balance.

9. What happens upon stoppage of payment services from Axis Bank's digital platform? Will I be charged any fees due to this change?

Starting November 15, 2025, you will no longer be able to purchase new Digital Gold through Axis Bank, whether in lump sum or SIP. If you wish to continue investing in Digital Gold, you may do so directly through the SafeGold platform or via any other service provider of your choice.

From 31st December 2025, your Digital Gold balance will no longer be viewable on Axis Bank's platform. However, all existing holdings will remain accessible and fully transactable through the SafeGold platform at www.safegold.com.

Customers will not be charged any fee or any other charges due to this change.

10. Will my gold balance on SafeGold's platform remain the same?

Previously, SafeGold offered 99.5% purity (24K) gold through Axis Bank's digital platform. On their own platform, however, SafeGold offers 99.99% purity (24K) gold. As a result, your gold balance will be recalculated to reflect this higher purity, using a standard conversion formula.

Conversion Example:

If you held 1 gram of 99.5% pure gold purchased via Axis Bank, it will now reflect as 0.9950 grams of 99.99% pure gold on the SafeGold platform.

Formula:

$$\begin{aligned}\text{New Weight} &= \text{Old Weight} \times (\text{Old Purity} \div \text{New Purity}) \\ &= 1\text{g} \times (99.5 \div 99.99) \approx 0.9950\text{g}\end{aligned}$$

What does this mean for you?

You now hold higher purity gold, which benefits you during:

- **Selling:** You may receive a better price due to the higher purity.
- **Jewellery exchange:** For example, at Tanishq, you'll get better value when converting your gold.

11. Are there any extra charges for accessing or buying Digital Gold via SafeGold directly?

There are no extra charges for accessing or buying Digital Gold via SafeGold directly.

12. Will the buy and sale price differ in SafeGold platform?

Yes, the buy and sale price will be different in SafeGold platform as the gold purchased and sold is of 99.9% purity whereas for Digital Gold bought from Axis Bank platforms, the purity was of 99.5% (both are variant of 24K purity). Difference in purity affects the pricing.

13. Can I convert my Digital Gold into physical Digital Gold before the service ends? Is home delivery still available?

You may continue to convert your Digital Gold into physical gold with home delivery through Axis Bank until 31st December 2025. After this date, the same services will be available directly via the SafeGold platform.

Post 31st December 2025, delivery will be to the address specified by the customer at the time of requesting the delivery.

14. Who is responsible for the security and safety of my Digital Gold?

Digital Gold as a product is offered by SafeGold and it continues to remain the same. SafeGold's security and safety structure currently governing Digital Gold remains the same.

As per the structure, Brinks shall remain responsible for the custody and security of your physical gold, and Vistra remains the trustee for the gold. This is as per the existing Digital Gold structure of SafeGold.

For more details reach out to SafeGold at <91522 31461>.

15. Is Axis Bank offering any alternative investment options?

You can continue building your gold portfolio through Gold Fund of Funds (FoF), Gold ETFs, and Sovereign Gold Bonds, all of which are available for purchase under the Investments section.

[Login](#)>>[Quick Links](#)>>[View All](#)>>[Investments](#)

16. Will my data and privacy be protected during the transition?

Please note that your personal data with Axis Bank will not be shared with SafeGold. To continue transacting on the SafeGold platform, you will be required to complete your KYC directly with SafeGold.

17. Will I continue to receive support in terms of queries related to Digital Gold from Axis Bank?

While SafeGold will be your primary point of contact for any queries or escalations related to Digital Gold, Axis Bank will continue to support you during the transition period until December 31, 2025.

Post this date, all queries and service requests related to Digital Gold will be directed to SafeGold as Axis Bank will no longer be the payment service provider.

18. What happens to the digital gold holdings during the transition or post transition if the holder of the SafeGold account is deceased?

As per the existing process followed by SafeGold, it uses the nominee details recorded in bank account and relies on the document collected for settlement of account by Axis Bank for transfer the Digital Gold to nominee.

If there is already a request raised for settlement of Gold before 31st December 2025, the existing process will be followed. Post stoppage of services from Axis Bank, nominee/legal heir will have to reach out to SafeGold directly for settlement.

Below is the process followed by SafeGold in case there is no nomination available in bank records which will be applicable post discontinuation of services from Axis Bank platform.

Once the nominee approaches SafeGold for claim settlement the following documents are sought:

- Death certificate of the account holder issued by the local body in a self-attested soft copy
- ID proof and address proof of the deceased person in a self-attested soft copy
- PAN and Aadhaar copy of the nominee/legal heir in a self-attested soft copy
- Legal heir certificate or surviving member certificate issued by the appropriate statutory authority in a self-attested soft copy
- NOC from the other legal heirs in a self-attested soft copy
- Letter of indemnity on INR 500 stamp paper and with the claimant's signature

After verification of documents, the account balance is shifted to the nominee's Digital Gold account, and they are free to access it.

19. Can I still access my Digital Gold transaction history and invoices? Will my past transactions be available for download?

Yes, your transaction history and invoices will be accessible and downloadable from SafeGold platform as Digital Gold was always offered by SafeGold

20. Will this impact my other banking services or investments with Axis Bank?

No, there is no impact on any other services being provided by Axis Bank.