



Process Note for Cancellation of NACH Mandates wherein Deutsche Bank is the Destination Bank

Introduction

This document outlines the process to be followed by customers for submission of cancellation/stop request for a pre-registered NACH Mandate wherein debtor account is maintained with Deutsche Bank.

What is E-Mandate?

The NACH e-mandate facilitates authentication and issuance of mandate by Deutsche Bank customers through modes such as Net Banking or Debit Card, instead of filling up and signing the physical mandate.

What are uses of E-Mandate?

The objectives of e-mandate are:

- Creating an authenticated mandate through electronic modes
- Shorter mandate acceptance cycle or auto acceptance of mandates
- Secured and assured mandate acceptance

Online Cancellation/Amend/Suspend/Revoke of E-Mandates

NPCI has issued circulars NPCI/2020-21/NACH/Circular no. 13 dated September 11, 2020 and NPCI/2020-21/NACH/Circular no. 25 dated February 08, 2021 and NPCI/2020-21/NACH/Circular no. 28 dated March 08, 2021 wherein all the participating entities have been mandated to provide facility for online cancellation of mandates. All the participating entities are expected to provide option to the customers



to submit their stop/cancel request through their website or any other electronic channels.

Workflow for Online Cancellation/Amend/Suspend/Revoke of E-Mandates

- Customer has to access the web page of the sponsor bank/merchants/corporates
- Input mandate request details
- Select the option for creation/amend/cancellation/suspension or revocation and authentication mode
- Enter the details on the web page and submit the request
- The details will be validated and if the request is not found to be valid, it will be rejected with suitable message
- If the request is valid then the same will be routed to the destination bank (Deutsche Bank)
- Customer enters the OTP received on registered mobile number and authenticates the mandate
- On successful authentication the mandate will get created/cancelled/suspended or suspension revoked
- Details will be sent to sponsor bank by destination bank for necessary update in their internal systems
- Confirmation provided to the customer online by the sponsor bank

TAT (Turn Around Time)

Mandate cancellation requests (duly approved by authorised signatories) received before 15:00 IST on business days will be actioned on the same day. Requests received after 15:00 IST or on non-business days will be actioned on the following working day.



FAQ (Frequently Asked Questions)

Can all NACH mandates be cancelled?

No, NACH mandates which was previously registered under Loan/ Loan Security categories will not be permitted for cancellation in-line with guidelines from NPCI. Customers may approach the entity to which they had previously issued such mandates for initiating the cancellation.

We do not have the UMRN of the mandate which is to be cancelled.

Can we raise a request for cancellation without providing the UMRN?

No, please reach out to your service manager with the account number against which the mandate was registered.

Will I receive an intimation once the cancel/suspend/revoke instruction has been actioned?

Yes, an intimation will be sent to registered email addresses post the request is actioned by Deutsche Bank.

Can a cancelled mandate be re-instated?

Mandates once cancelled cannot be re-instated. Please approach the counterparty to register a fresh NACH mandate.

E-MANDATE Terms and Conditions

- I agree for the debit of mandate processing charges by bank whom I am authorising to debit my account as per the latest schedule of charges of bank.
- This is to confirm that the declaration has been carefully read, understood and made by me/us.
- I am authorising the user entity/corporate to debit my account, based on the instruction as agreed and authorised by me.
- I have understood that I am authorised to cancel/amend this mandate by appropriately communicating the cancellation/ amendment request to user entity/corporate or the bank where I have authorised the debit.