

USER GUIDE ON NATIONAL AUTOMATED CLEARING HOUSE (NACH) MANDATES

National Automated Clearing House (NACH) is a platform created by the National Payments Corporation of India (NPCI) to facilitate fund clearing. **NACH Debit** enables automated debits of loan instalment payments directly from customers' bank accounts.

NACH Mandate Registration:

For all Retail Finance Loan Products, before loan disbursement, NACH mandate registration is attempted via physical NACH or E-NACH. Basis the type of the product, either only security NACH mandate or both security mandate and EMI mandate are registered.

1. Basic details of the customer such as Name as per bank account, Bank Account Number, Loan Account Number, Loan Application number, Loan Amount will be entered in the system/physical mandate form.
2. For the physical NACH mandate, customer will authorize it by signing on it.
3. For E-NACH, customer can authorise by Aadhaar based OTP, debit card or net banking.

Customers can raise request for Amendment/Cancellation/Suspension/Revoke of NACH Mandates. The process is detailed below.

NACH Amendment:

Customer can visit the nearest Branch of CreditAccess Grameen Limited ("CAGL", "the Company) and amend the details of NACH.

NACH Cancellation/suspension/revoke:

The NACH registration is cancelled by CAGL after closure of the loans.

For active loans (not fully repaid), if the customer raises request for cancellation or suspension, the same will be processed by CAGL only after alternate NACH mandate is registered. No NACH mandate will be presented by CAGL during the suspension period.

1. For cancellation, suspension or revocation, the customer can send a SMS/WhatsApp Message with the relevant key word as mentioned below only from the registered mobile number.
Key words for NACH mandate cancellation, suspension or revoke:
 - **"Cancel mandate"** - To cancel the e-NACH mandate.
 - **"Stop mandate"** - To temporarily stop the e-NACH mandate.
 - **"Continue mandate"** - In case of a "Stop mandate" request, the customer can revoke the same by sending this Keyword

The mobile number to which Whatsapp Message and SMS to be sent is +91 96069 43246

Example – For mandate cancellation - SMS "CANCEL MANDATE" to +91 96069 43246

2. Customers can also send an email to enachoperations@grameenkoota.in with the Loan Account number and the request.
3. After receiving the request CAGL Team will verify the same and the customer will receive an SMS as an acknowledgement of receipt of the request by CAGL.
4. CAGL initiates the request to NPCI through the e-NACH vendor, post which, customer will receive SMS on initiation of processing of the request.
5. On successful cancellation/suspension/revocation, customer will receive SMS with the confirmation of the same.

6. If the loan is partially paid, the request of the customer for cancellation/ suspension will be entertained only if an alternate NACH mandate is registered.

FAQs on NACH MANDATE

1. Which are the modes through which customers can place the NACH cancellation request?

Ans:

- (i) Through SMS
- (ii) Through WhatsApp message
- (iii) Through email

2. What is the keyword to be selected for NACH Cancellation?

Ans: For NACH Cancellation, customer should select the key word - **“Cancel Mandate”**

3. What is the keyword to be selected for temporarily stopping NACH?

Ans: For NACH Suspension (i.e. to stop NACH temporarily), customer should select the key word - **“Stop Mandate”**

4. How to 'Revoke' the NACH mandate?

Ans: In case of a suspended NACH mandate, the customer can revoke the same by sending a Whatsapp message or SMS or email with the keyword – **“Continue mandate”**.

5. When will CAGL cancel the NACH registration without customers request for cancellation?

Ans: CAGL will auto cancel the registration if loan is fully paid and closed. In such cases customer request for cancellation is not required.

6. What are the reasons for rejection of NACH Cancellation request by the CAGL?

Ans: Following are the reasons for rejection of NACH Cancellation request -

- (i) If loan is not fully paid and alternate NACH is not registered, request will be rejected.
- (ii) If cancellation request is not received from the registered mobile number of the customer.