CHAPLOT CAPITAL
Realising Potential

📘 User Guide: Managing Your NACH Mandate

This guide outlines the available actions for managing your NACH (National Automated Clearing House) mandate. Whether you need to **create**, **amend**, **cancel**, or **temporarily stop** your mandate, this guide explains the process clearly.

◆ **What is a NACH Mandate?**

A NACH mandate is a standing instruction that authorizes your bank to automatically debit a fixed amount at regular intervals for loan EMIs, subscriptions, insurance premiums, or other recurring payments.

✅ **Actions You Can Take**

📌 **Summary:**

Action	Can it be requested by the customer?	How to proceed
Create	✅ Yes	Contact Back Office
Amend	No	Amendment is not possible
Suspend/Revoke	✅ Yes	Fill Online Request Form
Cancel	✅ Yes	Fill Online Request Form

◆ **1. Create a New Mandate**

To initiate a fresh NACH mandate (e.g., for new loans or services):
- Please contact our **Back Office** to start the process.
- A new mandate registration link will be generated and shared with you for authorisation

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◆ **2. Amend an Existing Mandate**

If there are changes in:

- Bank account details
- Debit frequency
- EMI Amount
- Validity period

📌 We do not process **amendment request for an existing registered mandate. You will need to request creation of a new mandate and cancellation of the existing one.**

◆ **3. Suspend a Mandate**

"Suspension" refers to pausing a mandate for a specific period of time.

This is the **only action customers can request online**.

✅ **How to Cancel:**

Click here to fill the Mandate Suspension Request Form on the website.

✉ You will receive confirmation via **email/SMS** once processed.

⏱ **Processing time:** 7–10 working days

◆ **4. Cancel a Mandate** ✅

This is the **only action customers can request online**.

Differences:

- **Cancel** → Permanent deactivation of the mandate.
- **Suspend** → Temporary halt, only allowed if EMIs for the requested period are already prepaid.

✅ **How to Cancel:**

Click here to fill the Mandate Cancellation Request Form on the website.

✉ You will receive confirmation via **email/SMS** once processed.

⏱ **Processing time:** 7–10 working days

✉ **Need Help?**

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