

## User Guide for E-NACH Cancellation

### What is E-NACH ?

E-NACH is an automated payment system that facilitates recurring payments directly from your bank account. It simplifies loan repayments, subscriptions, and other regular payments.

### When Should You Cancel E-NACH?

You may want to cancel your E-NACH if:

- Your loan or service period has ended.
- You wish to change your payment method.
- You are closing the associated bank account.
- There are some discrepancies in payment deductions.

### Step-by-Step E-NACH Cancellation Process

#### Option 1: Online Cancellation via Bank Portal

- Log in to your bank's net banking portal or mobile app.
- Use your credentials to access your account.
- Locate the 'E-NACH/Standing Instructions' section.
- This is usually found under the 'Payments' or 'Services' tab.
- Select the E-NACH mandate you wish to cancel.
- Review the details to ensure you select the correct mandate.
- Click on 'Cancel' or 'Revoke.'
- Follow the on-screen instructions to confirm cancellation.
- Receive Confirmation.
- You will get a confirmation message/email from the bank.

#### Option 2: Cancellation via Manappuram Branch

- Visit your nearest Manappuram Asset Finance Ltd. branch.
- Bring your ID proof, bank account details, and loan account information.
- Fill out the E-NACH Cancellation Request Form.
- The form will require details such as your mandate reference number, loan account number, and reason for cancellation.
- Submit the Form with Necessary Documents.
- Provide a copy of your ID proof and any other required documents.
- Confirmation and Processing.
- The branch will process your request and notify you once the cancellation is complete.

### Option 3: Contact Customer Support

- Call or Email Customer Support.
- Phone: Details given at the end of the page
- Email: Details given at the end of the page
- Provide Necessary Details.
- Share your loan account number, registered mobile number, and mandate reference number.

### Follow Up

Customer support will guide you through the process and confirm once the cancellation is complete.

### Key Points to Remember

Processing Time: E-NACH cancellation requests may take up to 3-5 business days to reflect.

Pending Payments: Ensure all pending dues are cleared before cancellation.

Confirmation: Always retain the cancellation confirmation for your records.

### Contact Details:

Si no	Department	Email	Contact
1	SME	operationhead@maafin.in	+91 98478 70511
2	Two Wheeler Loan	twlophhead@maafin.in	+91 80860 00693
3	Vehicle Loan	vlohho@maafin.in	+91 79944 47667