



## **FAQ'S**

### **Q. What is a mandate or NACH or eNACH?**

**A.** A mandate is an authorization provided by a customer allowing automatic debits against an obligation/recurring payments from his/her bank account. NACH (National Automated Clearing House) is an electronic system for processing bulk payments and collections, including\recurring transactions.

### **Q. Why would I need to cancel a mandate or NACH or e-NACH?**

**A.** You may need to cancel a mandate or NACH or e-NACH for various reasons, such as a change in bank account details, termination of services/loan, a dispute, or if you no longer wish to authorize automatic payments or collections.

### **Q. How do I cancel a mandate or NACH or e-NACH?**

**A.** You can cancel it by visiting official website/online portal of Your Company's: Log in to Archbridge Capital portal([www.archbridgecapital.in](http://www.archbridgecapital.in)), locate the mandate/NACH section on Homepage, and submit a cancellation request.



**Q. What information do I need to cancel a mandate or NACH?**

**A. You will be required:**

- Permanent Account Number (PAN)an
- Bank Account Number
- Loan Account Number
- Name of the Bank
- Phone Number
- Reason for Stopping the EMI or Cancelling the Mandate.

**Q. How long does it take to process a cancellation?**

**A.** The processing time can vary. Generally, cancellations are processed within a few business days.

**Q. What should I do if I do not receive a confirmation?**

**A.** Follow up with the Company or relevant portal's customer support to verify that the cancellation was processed. Provide any necessary details to expedite the resolution.

**Q. Can I cancel a mandate or NACH online?**

**A.** Yes, you can cancel mandates or NACH instructions online through your Company's portal, or the NACH portal, depending on where the mandate was registered.



**Q. What if transactions are still occurring after cancellation?**

**A.** Contact customer service team immediately to address any unauthorized transactions. Provide them with your cancellation confirmation and details for further investigation.

**Q. Are there any fees associated with mandate or NACH cancellation?**

**A.** Generally, there are no fees for cancelling mandates or NACH instructions, but it is best to check with the company to confirm any potential charges.

**Q. If we don't know how to cancel the mandate online, is there an alternative customer support system available?**

**A.** Yes, we have a customer support system available to assist you with cancelling the mandate. You can contact our customer service team for help with the cancellation process.