1. **What is a mandate?**

   A mandate is an authorization given by a customer to automatically debit a specified amount from their Bank Account on a recurring basis for purposes like loan repayments, utility bill payments, or investments in mutual funds.

   There are 2 different ways with which one can set up a **mandate**:

   - **Offline Mandate:** In this case, a physical mandate request form needs to be submitted. This process usually takes around 21 days (including the transit time).
   - **E-mandate (Online Mandate)**: In this case, the entire mandate registration process happens digitally with customer's net-banking authentication and so it is completely paperless. Registration of E-Mandate happens instantly.

2. **What information is required to register a mandate?**

   - To register a mandate, you typically need the following information:
   - Bank account details (Account Holder name, Bank name, Account number, IFSC code, etc.)
   - Type and purpose of the mandate
   - Frequency of the payment (e.g., monthly, quarterly)
   - Amount for Mandate registration
   - Date of the first debit
   - End Date of the Mandate

3. **What is the minimum & maximum limit amount set for Mandate?**

   Minimum amount for Mandate is **Rs 5000 and Maximum is Rs 1 Cr**. Ideally customers are suggested to keep a higher Mandate amount so that with it any amount of transactions can be placed easily, without the need for registering a new mandate/increasing mandate limit.

4. **How long does it take for a mandate to be approved?**

   - Once you submit Offline mandate (Physical) for registration, it usually takes **up to 21 Business days** for registration, you will receive a confirmation via email or SMS once the mandate is active.
   - Once you submit E-mandate (online) for registration, it gets registered on real time basis once authenticated by you. You will receive a confirmation via email or SMS once the mandate is active.

5. **What should I do if I encounter an error while registering E-mandate?**

   - If you experience any issues while registering a mandate, please check the following:
   - Ensure all mandatory fields are filled correctly
   - Confirm that your bank account details are accurate
   - Verify your internet connection
   - If the problem persists, please contact HFCL Relationship Manager

**6. Is there any charge for registering a mandate?**

The registration of mandates is usually free of charge. However, certain types of mandates may involve a nominal fee depending on your Bank's terms & conditions.

**7. How can I cancel / stop / amend / revoke an existing mandate?**

You can cancel / stop / amend / revoke an existing mandate through the following methods:

▪ **Through Website**: You can visit HFCL website (www.herofincorp.com) and place request for cancellation of mandate with valid reason.

▪ **Walk-in**: You can visit your nearest Hero Fincorp Service Delivery Unit (SDU) and submit a mandate cancellation request.

▪ **Customer Service**: E-mail HFCL customer Service team at corporate.care@herofincorp.com or call at **1800-103-5271** to request mandate cancellation. You may need to provide specific details to verify your identity.

**8. How long does it take to cancel a mandate?**

The cancellation process typically takes 2-5 business days. Once processed, you will receive a confirmation via SMS or email.

**9. Is there any charge for cancelling a mandate?**

There is no charge for cancelling a mandate.

**10. Can I cancel a mandate if there is an ongoing transaction?**

If a transaction is in process, the mandate may not be cancelled immediately. It is recommended to wait until the transaction is complete before initiating the cancellation.

**11. What happens if I cancel a mandate tied to loan repayments?**

If you cancel a mandate linked to loan repayments, you must ensure alternative arrangements are made for future payments to avoid default and reporting to Bureau.

**12. What is a mandate Amendment?**

Mandate modification refers to the process of changing the details of an existing mandate, such as the amount, frequency, or payment date, by giving a new mandate.

**13. What details can be amended in a mandate?**

▪ You can modify the following details in a mandate:

▪ Amount: The debit amount can be increased or decreased

▪ Frequency: Change the frequency of the debits (e.g., from monthly to quarterly)

▪ Payment Date: Adjust the date on which the payment is to be debited

▪ Account Details: Update the bank account from which the amount is to be debited

**14. How long does it take for the amendment to be effective?**

Once submitted, a mandate modification typically takes 5-10 business days to be processed. You will receive a confirmation via SMS or email once the modification is complete.

**15. Will I receive a confirmation after amending a mandate?**
Yes, Hero Fincorp will send a confirmation via SMS or email once your mandate modification has been successfully processed.

**16. Can I revoke a stopped / suspended Mandate?**
Yes, the stopped / suspended Mandate will be continued for upcoming Repayments from the date.

**17. Who do I contact for further assistance?**
For any additional help, please reach out to our customer support team via email at corporate.care@herofincorp.com or call at **1800-103-5271.**