

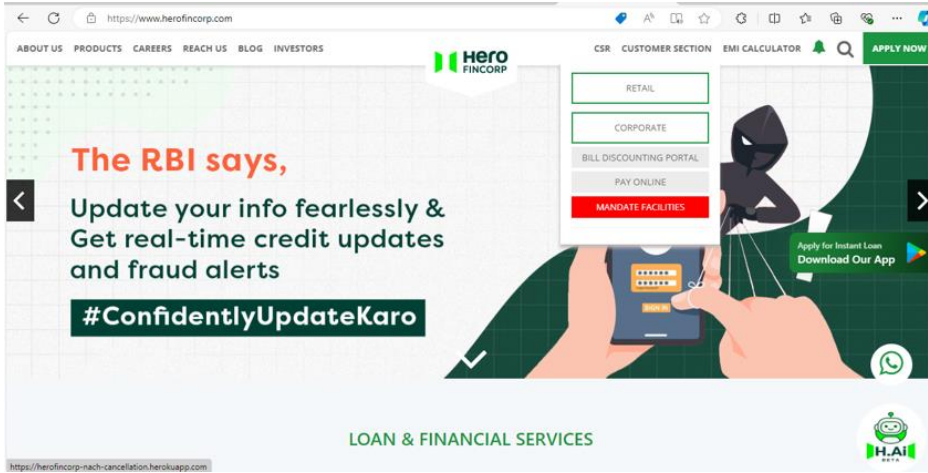
## User Guide For Mandate Facilities As Per NPCI Guidelines

- Amend - Amend a few details of registered mandate.
- Cancel - Permanently cancel the mandate.
- Suspend / revoke - Suspend a mandate on temporary basis and allow the customer to revoke the suspension. No transaction shall be presented during the suspension period.

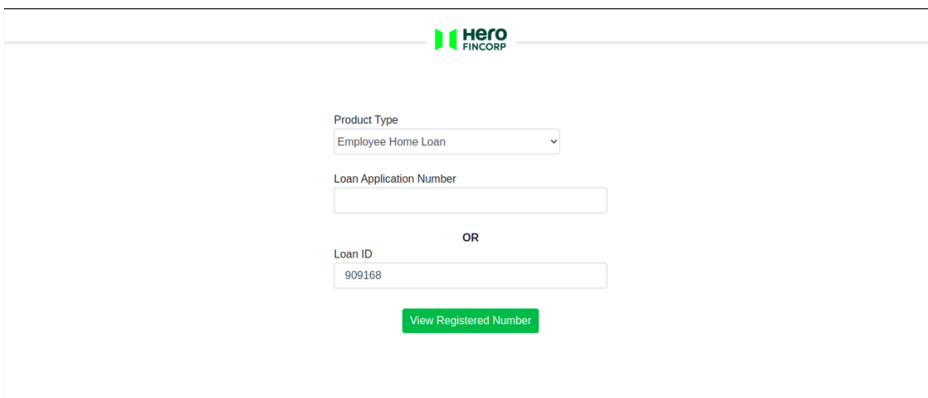
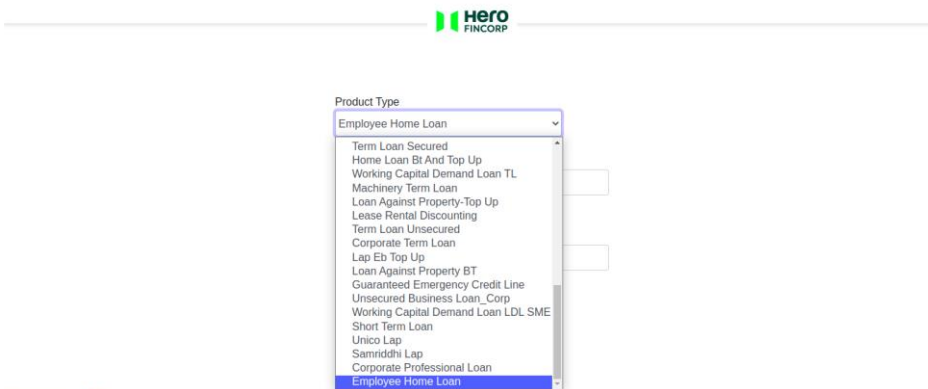
### 1. Click on Below Link

<https://www.herofincorp.com>


Go to customer section >>> Corporate >>> Mandate Facilities



### 2. Select "Product type" & fill "Loan Application Number" OR "Loan ID" and click on View Registered Number



### 3. Submit OTP (received on Reg Mobile no.)



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In line with the NPCI/2024-25/NACH/001 dated JULY 01 2024 on facility for cancellation of mandate to be provided to customer. In order to submit the request for mandate cancellation, please enter the following details:

Phone Number

OTP

[Submit OTP](#)

### 4. Raise request for Amend Mandate >>> Select Amend and submit OTP (received on reg mobile no)



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In line with the NPCI/2024-25/NACH/001 dated JULY 01 2024 on facility for cancellation of mandate to be provided to customer. In order to submit the request for mandate cancellation, please enter the following details:


Facility Type

Allows the issuer of the mandate to amend a few fields as detailed in the technical specification document.

Phone Number

[Get OTP](#)

After submitting OTP successfully, reference ID generated against your raised request:



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Your request for Amend has been received.  
Your reference number is -  
REFN1727439819644971.

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**5.Suspend / revoke - Suspend a mandate on temporary basis and allow the customer to revoke the suspension. No transaction shall be presented during the suspension period**



In line with the NPCI/2024-25/NACH/001 dated JULY 01 2024 on facility for cancellation of mandate to be provided to customer. In order to submit the request for mandate cancellation, please enter the following details:

Facility Type

If the customer wishes to suspend a mandate (the time period for suspension and revocation will be prescribed by NPCI from time to time) he/she can do so using this service. If there is a need, such suspension can be revoked by the customer subject to the timelines prescribed by NPCI.

Phone Number

[Get OTP](#)

**6.After submitting OTP successfully, reference ID generated against your raised request:**



Your request for Suspend & Revoke has been received.

Your reference number is -  
REFN17274400774877412.

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**7.Cancel Permanently cancel the mandate**



In line with the NPCI/2024-25/NACH/001 dated JULY 01 2024 on facility for cancellation of mandate to be provided to customer. In order to submit the request for mandate cancellation, please enter the following details:

Facility Type

Using this service the customer can cancel the mandate. Once a mandate is cancelled the transactions presented on such mandate will get rejected. Cancellation is once for all, cancellation cannot be revoked.

Phone Number

[Get OTP](#)

**8.After submitting OTP successfully, reference ID generated against your raised request:**



Your request for Mandate Cancellation has been received.

Your reference number is -  
REFN17246576728675468.

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