

User guide for mandate cancellation

A mandate is an authorization provided by the customer to allow automatic deduction of funds (e.g. EMI payments) from their bank account. The mandate cancellation process is initiated when a customer wishes to stop this automatic deduction. This may be required due to loan closure, changes in payment bank/ repayment account, or other. Once the mandate is cancelled, future automatic deductions from the customer's bank account will cease.

Reasons to Cancel a Mandate:

- 1. Loan Closure:** When a customer has fully repaid their loan, they may need to cancel their mandate to prevent further automatic deductions.
- 2. Bank Account Changes:** If a customer closes their bank account or changes their repayment account, they will need to cancel their mandate to avoid any issues with automatic deductions.

Step-by-Step Guide to Cancel a Mandate

1. Log in to Customer Portal <https://ecs.jksbl.com:8469>
2. Enter 15-digit loan account No.
3. Enter Mobile No. (Mobile No. should be registered with BANK)
4. OTP will be received on registered Mobile No.
5. Customer Portal dashboard will be visible with all tickets raised with their status.
6. Loan details will be auto populated.
7. Verify the details and click on terms and condition.
8. Once all the details are selected properly, customer can click on "Submit" option.

By following these steps, customers can cancel their mandate and stop automatic deductions from their bank account.

Mandate Cancellation FAQs

What is NACH mandate?

NACH mandate is an authorization given by a customer to enable automatic debit the transactions from customer current account/ saving account (CASA) account for Loan recovery through EMI/Pre EMI.

Can I cancel NACH mandate online?

Yes, you can do online cancellation through Customer Portal from (<https://www.jsblbank.com>).

How do I visit Janakalyan Bank Site for Mandate Cancellation Option?

Kindly click on the mentioned site <https://www.jsblbank.com>.

How long does it take to cancel NACH mandate?

Cancellation typically takes 4 working days.

Is there any charge for cancelling NACH mandate?

No, there are no Charges required for Mandate Cancellation.

What is the TAT of Physical NACH, E-NACH and Aadhaar bases E-sign?

For Physical 9 working days, E-NACH 1 working day and E-sign 2 working days.