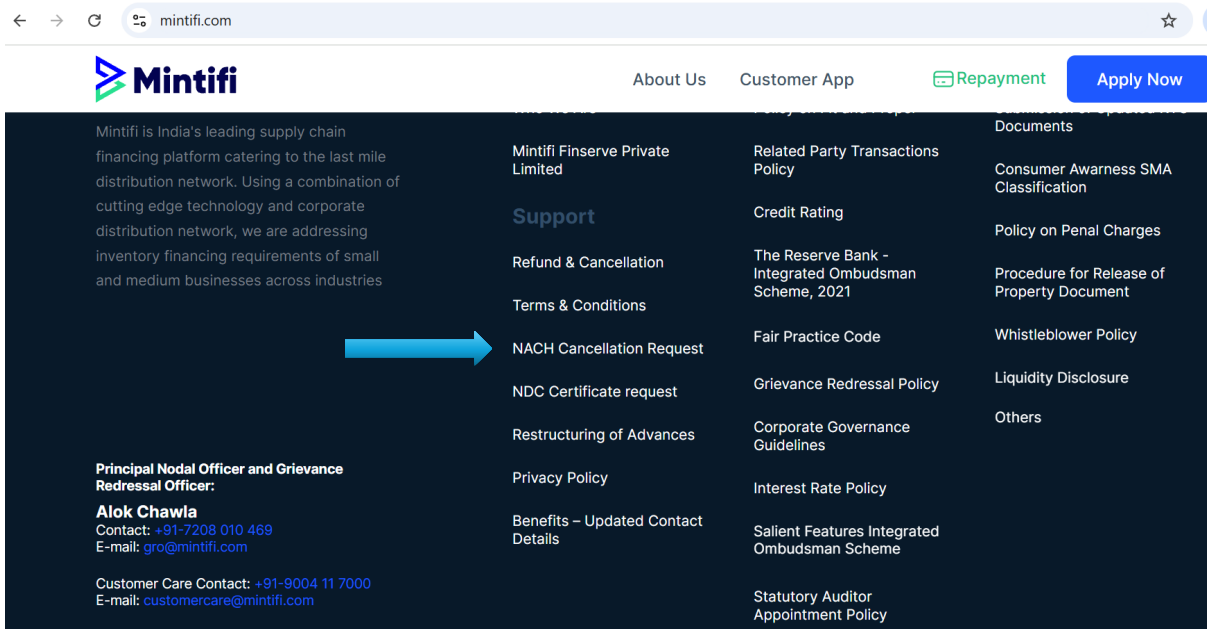


MINTIFI FINSERVE PRIVATE LIMITED

NACH Cancellation Request User Guide & FAQs

How to Request NACH Cancellation

1. Visit [Mintifi.com](https://mintifi.com) → Click on **NACH Cancellation Request**.



The screenshot shows the Mintifi website interface. The header includes the Mintifi logo, navigation links for 'About Us', 'Customer App', 'Repayment', and an 'Apply Now' button. The main content area is divided into four columns. The second column, titled 'Support', contains a list of links: 'Refund & Cancellation', 'Terms & Conditions', 'NACH Cancellation Request' (highlighted with a blue arrow), 'NDC Certificate request', 'Restructuring of Advances', 'Privacy Policy', and 'Benefits – Updated Contact Details'. The third column lists various policies and documents, including 'Related Party Transactions Policy', 'Credit Rating', 'The Reserve Bank - Integrated Ombudsman Scheme, 2021', 'Fair Practice Code', 'Grievance Redressal Policy', 'Corporate Governance Guidelines', 'Interest Rate Policy', 'Salient Features Integrated Ombudsman Scheme', and 'Statutory Auditor Appointment Policy'. The fourth column, titled 'Documents', includes 'Consumer Awareness SMA Classification', 'Policy on Penal Charges', 'Procedure for Release of Property Document', 'Whistleblower Policy', 'Liquidity Disclosure', and 'Others'. The left sidebar contains a description of Mintifi as India's leading supply chain financing platform and contact information for the Principal Nodal Officer and Grievance Redressal Officer, Alok Chawla.






2. Fill in the following details:

- o Loan ID
- o Mobile Number
- o Bank Account Number
- o Bank IFSC Code
- o Bank Name



NACH Cancellation Request

Just fill out some basic information and we will contact you at the earliest!


	<input type="text" value="Loan ID"/>	<input type="text" value="Mobile no. *"/> 
	<input type="text" value="Bank Account Number"/>	<input type="text" value="Bank IFSC code"/> 
	<input type="text" value="Bank Name"/>	
<input type="button" value="Submit"/>		

3. Submit the Request→ Click on **Submit**

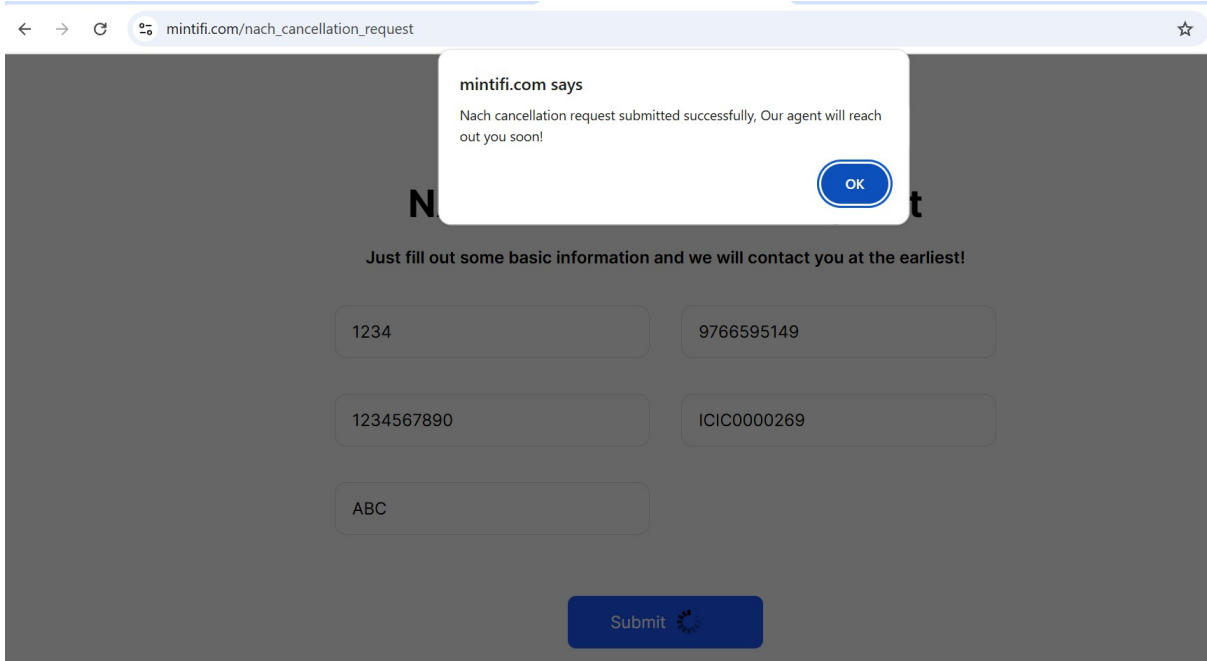


NACH Cancellation Request

Just fill out some basic information and we will contact you at the earliest!

<input type="text" value="1234"/>	<input type="text" value="9766595149"/>
<input type="text" value="1234567890"/>	<input type="text" value="ICIC0000269"/>
<input type="text" value="ABC"/>	
<input type="button" value="Submit"/>	

You will see the message: "***Nach cancellation request submitted successfully, Our agent will reach out you soon!***"



The screenshot shows a web browser at the URL `mintifi.com/nach_cancellation_request`. A white modal box in the center displays the message: "mintifi.com says Nach cancellation request submitted successfully, Our agent will reach out you soon!" with an "OK" button. Below the modal, the page has a dark grey background with the text "Just fill out some basic information and we will contact you at the earliest!". There are five input fields: a text field with "1234", a text field with "9766595149", a text field with "1234567890", a text field with "ICIC0000269", and a text field with "ABC". At the bottom right is a blue "Submit" button with a gear icon.

4. Confirmation Email

You will receive a confirmation email with Tracking ID & Expected completion time from customercare@mintifi.com email.

5. Processing

Our team may contact you for more details or documents depending on your case.

6. Completion

Once processed, you will receive a final confirmation email.

NOTE:

- If your account is active with an outstanding loan, NACH cancellation will only be processed if your account is frozen, closed, or you provide new bank details for setting up a replacement NACH.

- Requests without valid reasons may be declined.
- If your loan account is closed and no amount is outstanding, cancellation will proceed without replacement.

FAQs:

Q1. What is NACH cancellation?

It is the process of stopping the auto-debit facility linked to your loan repayment from your bank account.

Q2: How do I request NACH cancellation?

Go to Mintifi.com → **NACH Cancellation Request**, fill in the required details, and submit.

Q3: What details do I need to provide?

Loan ID, Mobile Number, Bank Account Number, IFSC Code, and Bank Name.

Q4. How long does it take?

Up to **20 working days** from the date your request is accepted.

Q5. What documents are required?

- Proof of account closure/freeze (if applicable)
- New bank account proof (if registering a new NACH)

Q6. How will I know the status?

You will be contacted by MINTIFI team and updated via your registered email.

Q7: Can I cancel NACH if my loan is active?

Yes, but only in cases such as account closure, freeze, or change to a new account (with replacement NACH setup).

Q8. Will cancelling NACH stop my EMI deduction?

Yes, if NACH is cancelled without a new mandate, EMI payment will need to be made via alternate modes.

Q9: What if my account is active and I just don't want NACH anymore?

If your account is active with outstanding dues and there is no valid reason (like account closure or freeze), your request may be declined.

Q10: How will I know when it's done?

You'll receive an email from Mintifi once your NACH cancellation request is processed.

Q11: Is there a fee for NACH Cancellation?

No charges apply for standard NACH cancellation processing. Fees as per sanction letter will be applicable for new NACH mandates with different bank details.

Q12: Who can I contact for issues?

Reply to your acknowledgment email or reach out to customercare@mintifi.com Or [+91-9004 11 7000](tel:+91-9004117000).
