



## **DHFL system and process for E-NACH /E- Mandate**

National Payments Corporation of India (NPCI) introduced centralised National Automated Clearing House (NACH) debit payment system, which is regulated by the Reserve Bank of India under the Payments and Settlement Act 2007.

\*DHFL offers its customers digital payment mandate registration option, through Electronic NACH or eNACH as well as through physical NACH.

### **New Registration Process**

- To register their NACH/eNACH mandate, customers are requested to contact DHFL Customer Service or visit any DHFL Branch.

### **Amendment Process**

- In case of any changes required to the registered NACH/eNACH, the customer can visit any DHFL Branch.

### **Cancellation of Mandate**

- For cancellation of registered NACH/eNACH, the customer can visit any DHFL branch for the same *or* email [response@dhfl.com](mailto:response@dhfl.com) their request with the following details:
  - Your Unique 11 Digit Loan Code
  - Registered Mobile Number
  - Reason for Cancellation Request

### **Customer Grievance Mechanism:**

For any query on NACH/eNACH, please write to [response@dhfl.com](mailto:response@dhfl.com) or call the DHFL toll free number 1800 3000 1919 (Monday to Friday-10 am to 6pm) or visit your nearest DHFL Branch.

For escalations, write to [NodalOfficer@dhfl.com](mailto:NodalOfficer@dhfl.com).

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\*T&C Apply