A) Steps guide for Mandate Cancellation

- Visit the Poonawalla Fincorp website - https://poonawallafincorp.com/
- To cancel a mandate, click on the 'Quick Pay' option and pick 'Mandate cancelation' from the dropdown
- Enter your registered mobile number or proposal number or Loan account number for authentication purpose
- If you log in using Loan Account Number, your loan details will be displayed on the screen
- If you log in using your registered mobile number, enter your mobile number.
- Submit the OTP which is received on the registered mobile number to sign-in
- Select the Loan Account Number for which you want to initiate mandate cancellation
- Select 'mandate cancel' then click on 'submit' to proceed with cancellation request
- The service request number will be provided to the customer for further tracking

B) Steps guide for Mandate Registration

- Once the customer receives the Mandate registration link on registered email ID and mobile number
- Click on the link to open Mandate registration page
- Select a verification method - Debit Card, Net Banking, etc. and click on 'Submit'
- Once verification is completed, you will land on NPCI page and a transaction ID will be displayed
- Select 'Accept' to proceed
- Your Mandate Registration is completed

C) Steps guide for Mandate Swapping

- Customer to reach out to PFL customer service team on ☎: 1800 266 3201 | ✉: customercare@poonawallafincorp.com
- Customer to share below list of documents:
  1) Request Letter duly signed
  2) Last 3 months Bank Statement of the new bank account
- Service request will be raised and the details will be shared to customer
- PFL team will connect with customer. If the request is valid, your service request will be closed and you will receive a notification on your registered mobile number and email ID

D) <u>Steps guide for Mandate Suspension</u>

- Customer to reach out to PFL customer service team on ☎: 1800 266 3201 | ✉: customercare@poonawallafincorp.com
- A service request will be raised, and the details will be shared with you on your registered mobile number and email ID
- Once your service request is closed, you will receive a notification on your registered mobile number and email ID

E) <u>Steps guide for Mandate Revocation</u>

- Customer to reach out to PFL customer service team on ☎: 1800 266 3201 | ✉: customercare@poonawallafincorp.com
- A service request will be raised, and the details will be shared with you on your registered mobile number and email ID
- Once your service request is closed, you will receive a notification on your registered mobile number and email ID