



This User guide will help customers understand the steps and process for cancelling or updating their NACH auto-debit mandate through our website and support system.

Mandate Cancellation Request

Eligibility for Cancellation - You can raise a mandate cancellation request only if your loan is in one of the following statuses.

- Matured & Closed
- Written Off & Closed
- Written Off & Settled
- Cancelled

Cancellation is NOT allowed for:

- Current
- Delinquent
- Written Off
- Credit Approved
- Disbursement Approved

Steps to Cancel Your Mandate

Initiate Request - Visit our website, select- <https://www.dmifinance.in/>, go to Customer Zone Tab, and click "Mandate Cancellation" or click on the link - <https://portal.dmifinance.in/> and raise your request through our customer support.

Request Tagging & Timeline- Once your request is accepted, you will receive a confirmation with a Turnaround Time (TAT) of 10 working days. In the event of a request rejection, you will receive a communication message stating the rejection reason.

Final Update & Confirmation - You will receive an official message confirming the cancellation of the mandate.

Cancellation Request rejection reasons may include

- Incorrect Loan ID or Account Details
- Loan not closed (Active/Invalid Request)
- Missing or invalid customer data

Mandate Update Request Process (Change/Modification of existing Mandate)

Eligibility for Mandate Change - You can request a mandate change only if your loan is

- Current
- Delinquent

**Mandate change is NOT allowed for**

- Matured & Closed
- Written Off & Closed
- Written Off & Settled
- Written Off & Sold
- Cancelled
- Rejected

Steps to Update Your Mandate

Initiate Request - Please connect on our helpline number [02268539500](tel:02268539500) | [08064807777](tel:08064807777) to place a request for mandate change or cancellation. You can place your request for a mandate change through the DMI Mobile App as well.

Mandate Change Link- If your request is validated and accepted, you will receive a secure e-Mandate link. You will receive a communication message within the 10 working days TAT. Please complete the link with your updated bank details, including account holder name, IFSC code, and Account number.

Timeline: If you make a request between the 6th and 25th of any month, it will be processed before the next EMI due date (5th of the following month).

Requests made between the 26th and the 5th will be processed in the following month.

Confirmation - Once successful, you will receive a confirmation message stating that your mandate has been updated.

If your request is rejected, you will receive a message with the rejection reason, which may include the following.

Request Rejection Reasons

- Missing mandate change charges
- Incomplete or incorrect bank documents
- Loan ID errors or mismatch
- Beneficiary name mismatch with the bank