

Mandate Cancellation Journey via Planet



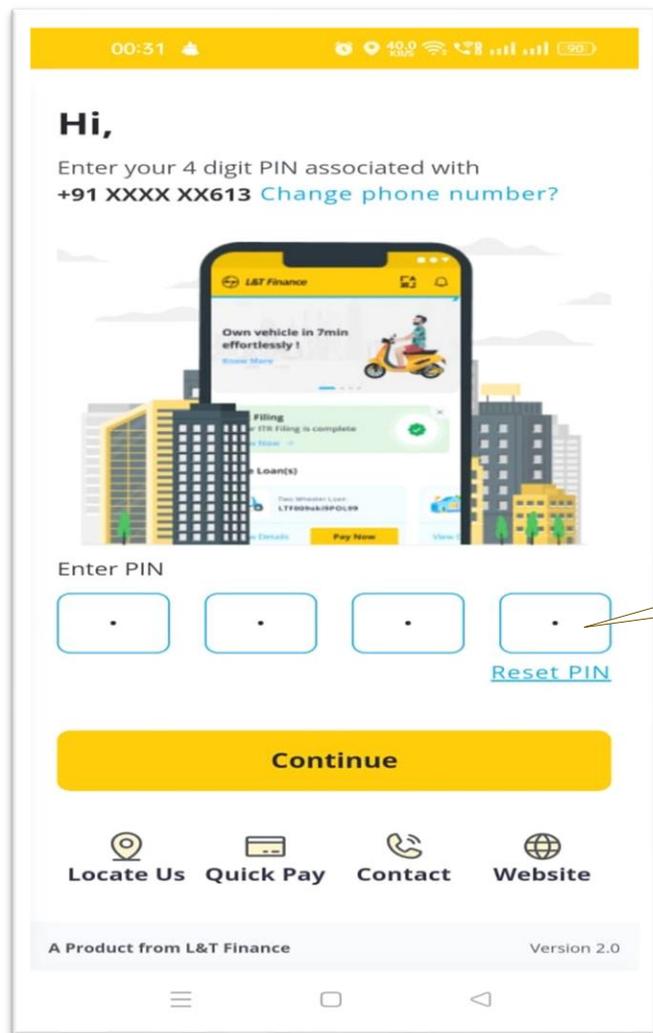
Hey do you know you can cancel your Mandate via Planet app ?



Really !!!!

Step 1 :

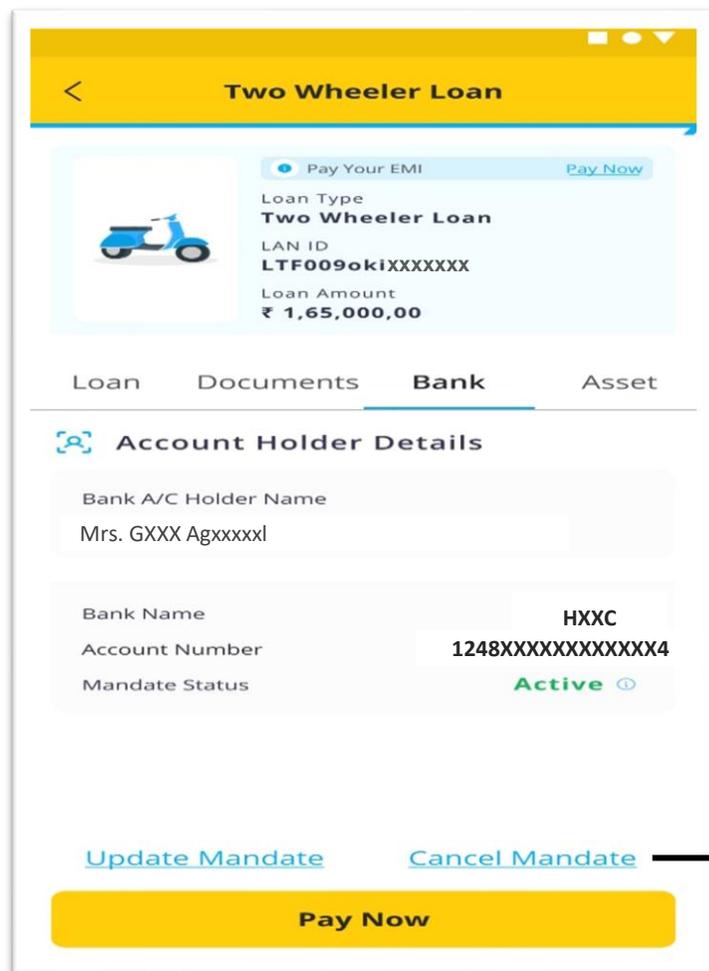
Login to Planet App



Input the MPIN to login

Step 2 :

Go to Bank details screen as shown below



Click here to cancel Mandate

Step 3 :

Give consent to proceed with the journey

The screenshot shows a mobile application interface for 'Cancel Mandate'. At the top, there is a yellow header with a back arrow and the text 'Cancel Mandate'. Below this is a section titled 'Account Holder Details' with a QR code icon. The details are as follows:

Bank A/C Holder Name	Mrs. GXXX Agxxxxxl
Bank Name	HXXC
Account Number	1248XXXXXXXXXXXX4
Mandate Status	Active ⓘ

Below the details is a light blue note box with an information icon: 'Note : This is your existing mandate details registered on your LAN'. At the bottom, there is a checkbox labeled 'Yes, I wish to cancel mandate permanently' which is currently unchecked. Below the checkbox is a grey button labeled 'Proceed to Cancel'.

Tick Yes to proceed with the journey

Step 4 :

Select reason for Cancel Mandate

Cancel Mandate

Reason for cancellation

- Issue at existing bank account
- Financial issue
- New bank account opened with another bank
- Loan closed with LTF
- Others

Proceed to Cancel

Cancel Mandate

Reason for cancellation

- Issue at existing bank account
- Financial issue
- New bank account opened with another bank
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- Others

Share reason...

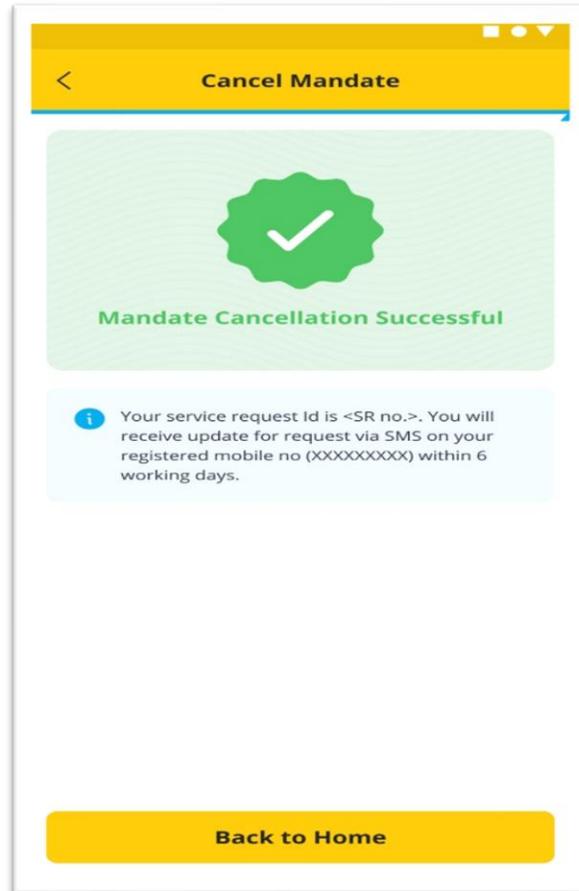
Proceed to Cancel

Reasons is mandatory to proceed ahead with the cancellation process

Step 5 :**Provide your confirmation for the journey**

The screenshot shows a mobile application screen titled "Cancel Mandate". At the top, there is a back arrow and the title. Below the title, there is a section "Reason for cancellation" with a question mark icon. This section contains five radio button options: "Issue at existing bank account", "Financial issue", "New bank account opened with another bank", "Loan closed with LTF", and "Others". The "Others" option is selected. Below the radio buttons is a text input field with the placeholder text "Share reason...". At the bottom of the screen, there is a warning message: "You are about to cancel an active mandate. Kindly press Ok to confirm. Press cancel in case you want to go back to the previous page". Below the message are two buttons: "Cancel" (light yellow) and "Ok" (yellow). A speech bubble points to the "Ok" button.

Click "Yes" to confirm the cancellation request

Step 6 :**Successful Journey confirmation to the customer**

On successful submission on the request customer will receive the SR and TAT for the closure of the request.

Note: Customer will receive the SMS for the Mandate cancel request with service request number and TAT for the closure.

See, its so easy for us to do it from Planet App and we don't need to go anywhere.

Yes, Indeed it is !!!!

