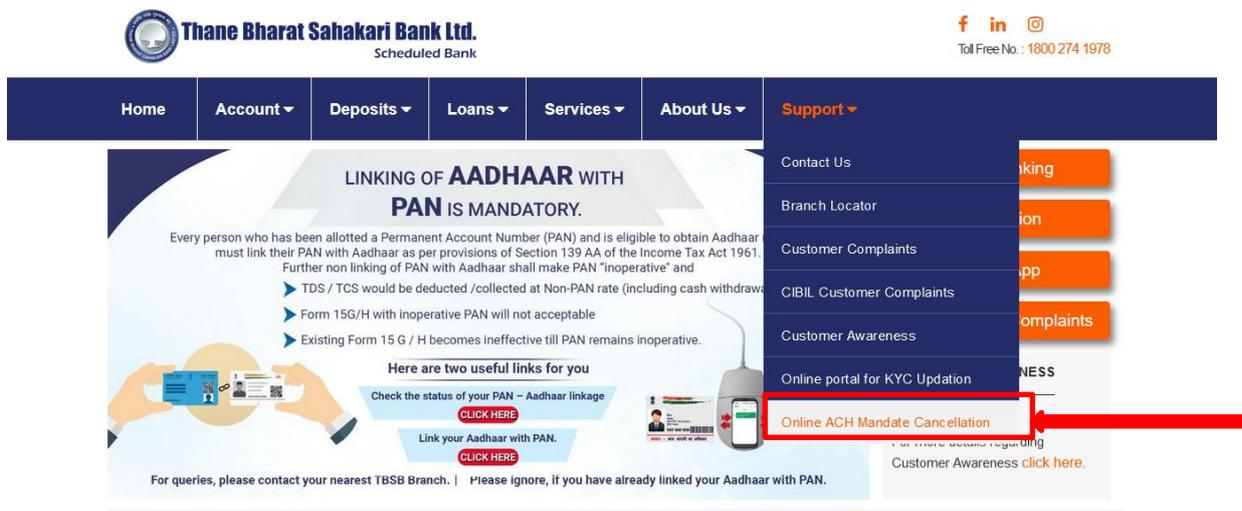


Online Mandate cancellation procedure for Bank's Customer.

As per NPCI circular dated 16th November 2022, Bank has to allow customer to cancel the active mandate online mode. Considering this our Bank had started following procedure for customer to cancel the active mandate.

Customer gets list of active mandates from his account by opening the Bank Web-site <https://tbsbl.com>. Click on support tab and select option online ACH mandate cancellation as follows.



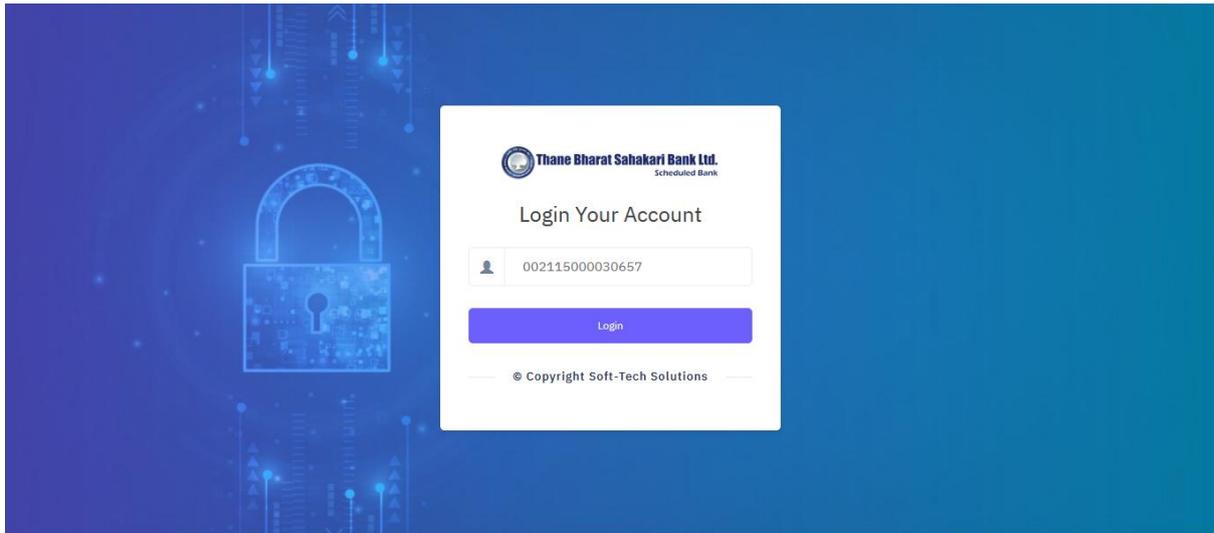
The screenshot shows the website of Thane Bharat Sahakari Bank Ltd. The header includes the bank's logo, name, and contact information. The main navigation menu has tabs for Home, Account, Deposits, Loans, Services, About Us, and Support. The Support menu is open, showing options like Contact Us, Branch Locator, Customer Complaints, CIBIL Customer Complaints, Customer Awareness, Online portal for KYC Updation, and Online ACH Mandate Cancellation. The Online ACH Mandate Cancellation option is highlighted with a red box and a red arrow. Below the navigation menu, there is a banner for linking Aadhaar with PAN, which is mandatory. The banner includes text about the importance of linking PAN with Aadhaar and provides links to check the status of PAN-Aadhaar linkage and to link Aadhaar with PAN.

Or customer can also type “achmandate.tbsbl.com” on websearch bar as follows.

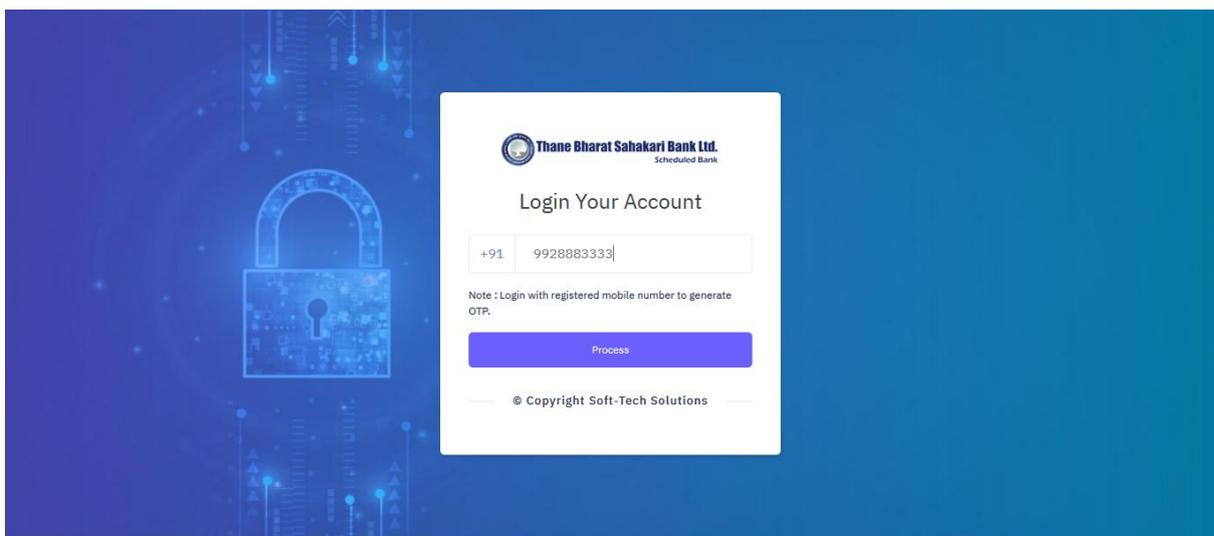


The screenshot shows a web browser with the address bar containing the URL achmandate.tbsbl.com. The browser's address bar also shows the bank's name: MMS : THANE BHARAT SAHAKARI BANK LTD — <http://achmandate.tbsbl.com>.

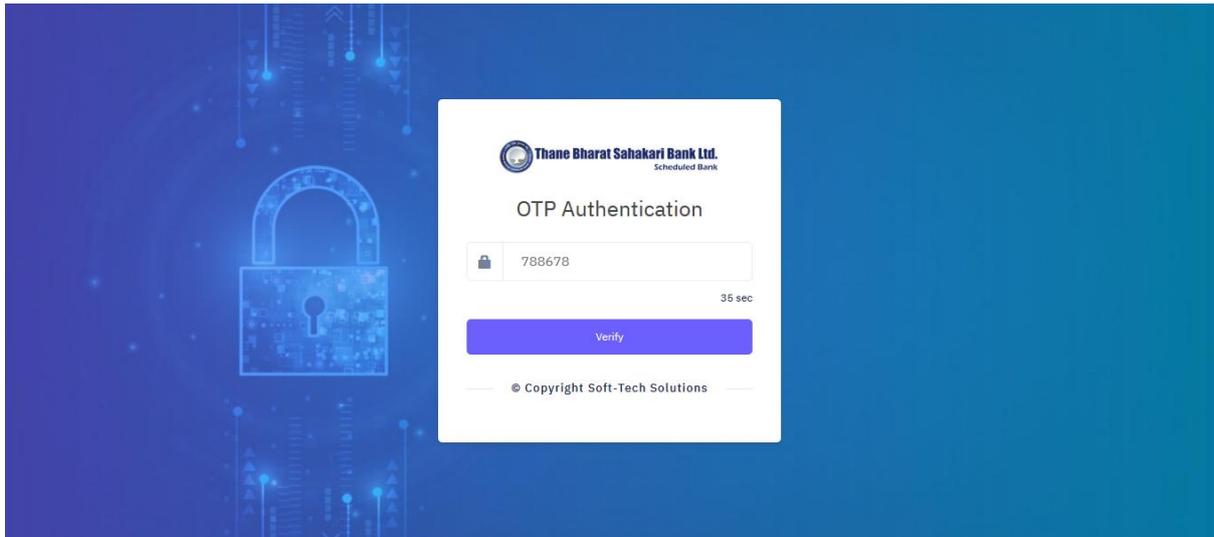
By above two ways customer will get following window, where he has to give proper 15 digit account number, in which mandate is to be cancelled.



After giving account number, customer will see following window, where he has to give his mobile number which is linked to his account.



After this following window will be shown, where he has to provide OTP send to his registered mobile number.



After this customer will get following window, where customer has to select mandate by clicking on UMRN no and proper reason, then click on submit.

