



We understand your world

Dear Customer,

Transactions under **Electronic Clearing Service (ECS) - Debit clearing** have been growing rapidly. Many utility companies, banks, insurance/corporations, Govt Departments or any other institution receiving/collecting repetitive payments have been utilising the ECS system for collection of bills relating to electricity payments, telephone bill payments, mobile phone bill payments, monthly payment for loans, credit card payments, etc. ECS payments work on the basis of mandates given by customers to the vendors and utility companies permitting them to recover payments from customer accounts. You may have provided mandates to utility companies and vendors to recover payments from your account with HDFC Bank through ECS. Reserve Bank of India has recently **written to** all banks asking them to ensure that customer mandates to recover payments from their accounts through ECS are on record with the Bank and that these mandates are current and valid. The Bank has accordingly enhanced its systems to record this information for all customer mandates.

In view of the above requirement, you are requested to urgently provide to your branch a detailed revised list of all ECS debit mandates given by you, so as to enable the Bank to update its records. Please note that this list will override all the earlier payment mandates that you may have submitted to the Bank. Please ensure that the mandate requests are signed by the authorised signatory/signatories to the account and submitted to the nearest HDFC bank branch within 7 days from the date of receipt of this letter with relevant details in the format provided on the reverse side of this letter. This letter itself can be used for submitting the mandate details to the bank.

ECS payments will be made strictly in accordance with the revised mandates given by the customers to the Bank and any payments not covered under such revised mandates will not be processed, in accordance with the clearing house regulations and RBI guidelines. Non-receipt of the revised mandate list alongwith the relevant details would be treated as if there are no mandates on the account and no ECS payments would be permitted from the account.

Going forward, we request that in case you are signing up for an ECS payment facility with an utility company, vendor, etc, a copy of the mandate is submitted to the Bank so that the payment is processed through the ECS (Debit) clearing service. In case you do not submit a copy of the ECS mandate to the Bank, the Bank will be unable to process the payment through ECS.

Should you require any further clarifications, please feel free to contact your Branch Manager/Relationship Manager.

Looking forward to your kind co-operation in helping us serve you better.

Sincerely,
HDFC Bank Ltd.

“ This is a computer generated letter which requires no signature.”

Date:

To
The Manager
HDFC Bank Ltd.
_____ Branch

Sub: ECS debit mandate from my/our Account No: _____.

I undersigned, _____, having Savings / Current / Overdraft / CC account with your branch hereby authorize HDFC Bank to debit my account towards the ECS payment instruction as and when the payment requests are raised by the beneficiary companies.

Details of mandate are furnished below

Sr. No.	Name of the company (beneficiary)	Consumer no/ Ref no / Phone no / Policy no / Folio no. /Account no.	Upper limit for every ECS debit transaction (Rs.)	Expiry date

Signature of account holder/s

Note: This form must be signed as per the mode of operation of the account mentioned.

For Bank use:

Branch code: _____ Branch Name: _____ Address stamp of Branch _____

Signature of the Bank official: _____

(Affix the name, designation, employee code stamp clearly)

Date: _____

Signature of the officer at CPU: _____ Date: _____

(Affix the name, designation, employee code stamp clearly)