

Please follow the guide for your specific autopay setup.

## UPI AutoPay Mandate

For payments set up via Google Pay, PhonePe, Paytm, etc.

- 1 Open the UPI app you used to set up the payment.
- 2 Navigate to the "AutoPay", "Subscriptions", or "Mandates" section.
- 3 Find the mandate for our organization and select "Cancel" or "Revoke".
- 4 Authenticate the cancellation with your UPI PIN.

## Netbanking AutoPay (e-NACH)

For payments authorized through your bank's website.

- 1 Log in to your bank's official Netbanking portal.
- 2 Go to the "Bill Payments", "e-Mandates", or "NACH" section.
- 3 Locate the active mandate for our organization and select "Cancel".
- 4 Confirm the cancellation, likely with an OTP sent to your phone.

## Credit Card AutoPay

For recurring payments charged directly to your credit card.

### Option 1: Contact Merchant (Recommended)

- 1 Log in to your account on the merchant's website or app.
- 2 Navigate to "My Account", "Subscriptions", "Billing", or "Recurring Payments".
- 3 Look for an option to "Manage", "Cancel", or "Update Payment Method".
- 4 Follow prompts to complete cancellation. Request a confirmation email or number.
- 5 If no self-service option, contact their customer support (phone, email, chat) with your account details.

### Option 2: Contact Your Credit Card Issuer (Bank)

- 1 Call the customer service number on the back of your credit card or your bank's website.
- 2 Explain you want to stop a recurring payment from a specific merchant.
- 3 They may place a "stop payment" or suggest issuing a new card number.
- 4 Document the call: date, time, representative's name, and any reference numbers.

# Debit Card AutoPay

For recurring payments charged directly to your debit card.

## Option 1: Contact Merchant (Recommended)

- 1 Log in to your account on the merchant's website or app.
- 2 Navigate to "My Account", "Subscriptions", "Billing", or "Recurring Payments".
- 3 Look for an option to "Manage", "Cancel", or "Update Payment Method".
- 4 Follow prompts to complete cancellation. Request a confirmation email or number.
- 5 If no self-service option, contact their customer support (phone, email, chat) with your account details.

## Option 2: Contact Your Debit Card Issuer (Bank)

- 1 Call the customer service number on the back of your debit card or your bank's website.
- 2 Explain you want to stop a recurring payment from a specific merchant.
- 3 They may place a "stop payment" or suggest issuing a new card number.
- 4 Document the call: date, time, representative's name, and any reference numbers.