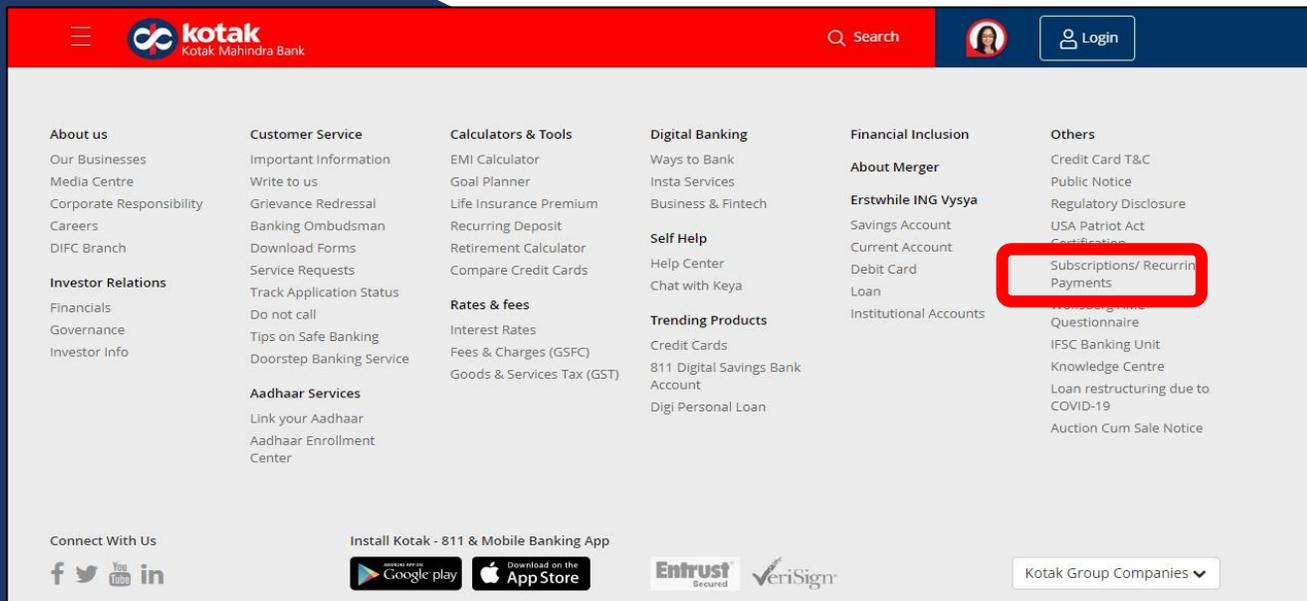


**E-mandate User Guide  
for Subscriptions/ Recurring Payments  
on  
Kotak Credit/ Debit Card**

Login

Customer can login using the following options to manage Subscriptions/ Recurring Payments:



The screenshot shows the Kotak Mahindra Bank website navigation menu. The menu is organized into several columns. The 'Others' column contains a link for 'Subscriptions/ Recurring Payments', which is highlighted with a red box. Other categories include About us, Customer Service, Calculators & Tools, Digital Banking, Financial Inclusion, and About Merger.

| Category            | Items   |
|---------------------|---|
| About us            | Our Businesses, Media Centre, Corporate Responsibility, Careers, DIFC Branch  |
| Investor Relations  | Financials, Governance, Investor Info   |
| Customer Service    | Important Information, Write to us, Grievance Redressal, Banking Ombudsman, Download Forms, Service Requests, Track Application Status, Do not call, Tips on Safe Banking, Doorstep Banking Service |
| Aadhaar Services    | Link your Aadhaar, Aadhaar Enrollment Center  |
| Calculators & Tools | EMI Calculator, Goal Planner, Life Insurance Premium, Recurring Deposit, Retirement Calculator, Compare Credit Cards  |
| Rates & fees        | Interest Rates, Fees & Charges (GSFC), Goods & Services Tax (GST)   |
| Digital Banking     | Ways to Bank, Insta Services, Business & Fintech  |
| Self Help           | Help Center, Chat with Keya   |
| Trending Products   | Credit Cards, 811 Digital Savings Bank Account, Digi Personal Loan  |
| Financial Inclusion | About Merger, Erstwhile ING Vysya, Savings Account, Current Account, Debit Card, Loan, Institutional Accounts   |
| Others              | Credit Card T&C, Public Notice, Regulatory Disclosure, USA Patriot Act, Questionnaire, IFSC Banking Unit, Knowledge Centre, Loan restructuring due to COVID-19, Auction Cum Sale Notice             |

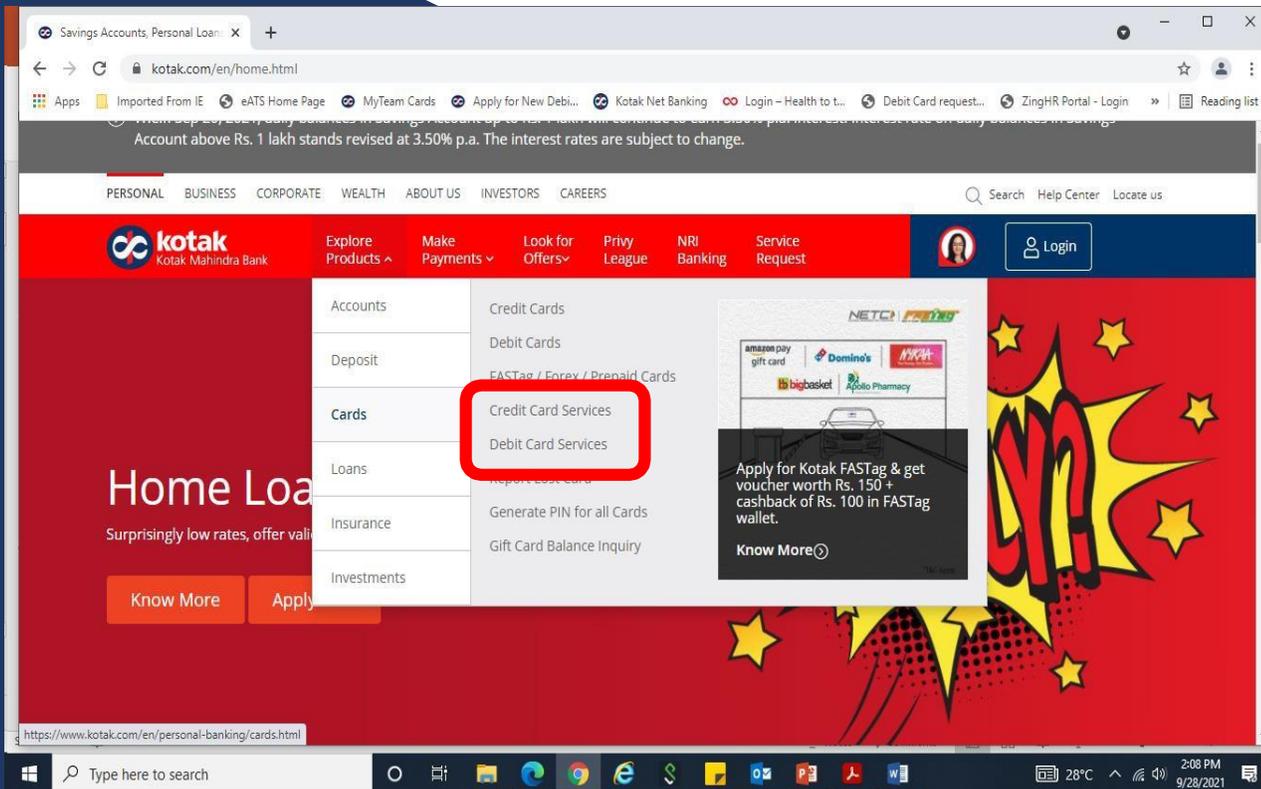
Customer to visit [www.Kotak.com](http://www.Kotak.com)

Click on Subscriptions/ Recurring Payments from Web page foot note under 'Others'

# Login

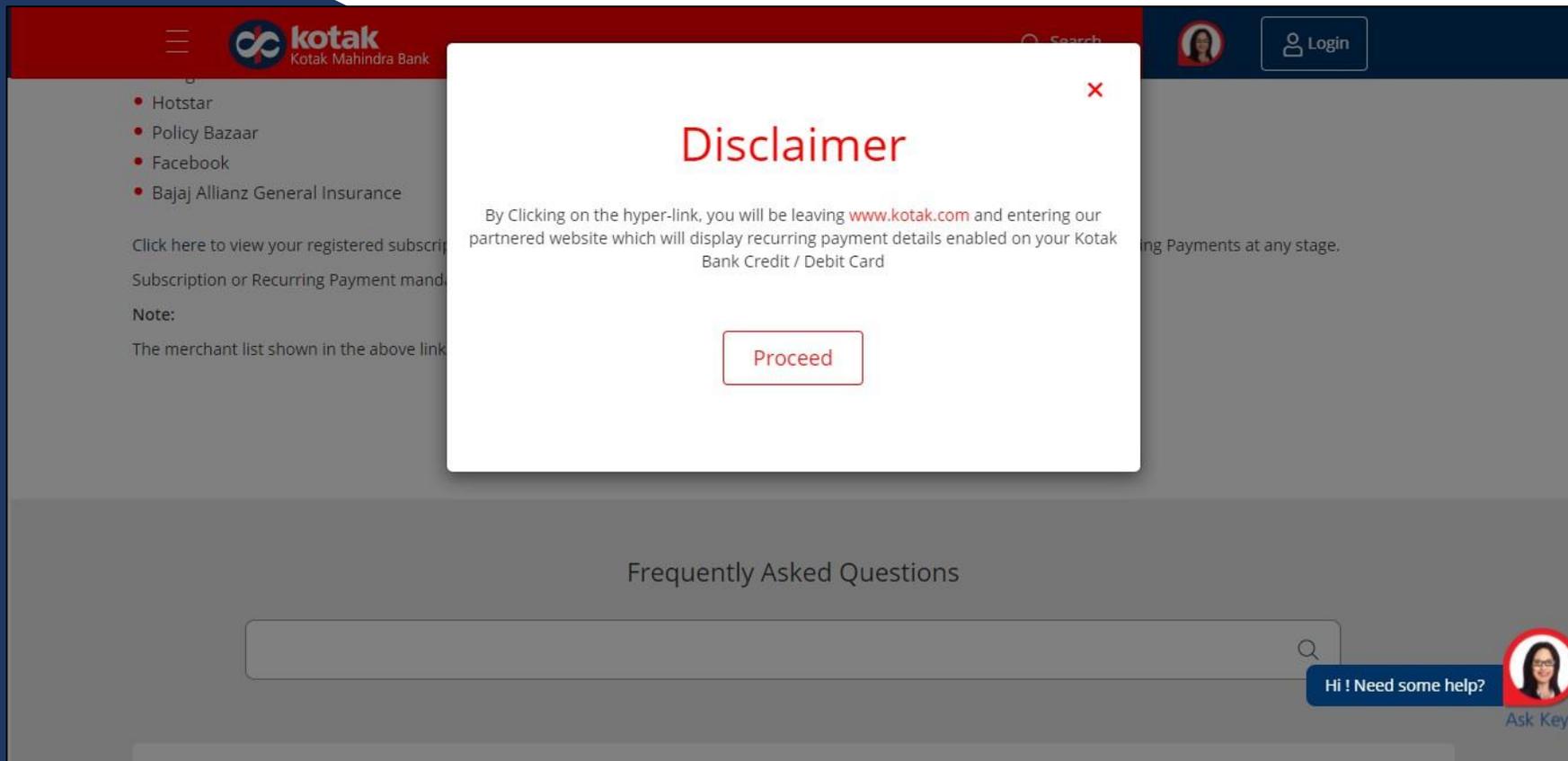
Customer can also login using the below option to manage Subscriptions/ Recurring Payments:

1. Select Explore Products → Cards → Credit Card Services/ Debit card Services → Subscriptions/ Recurring Payments
2. Click on 'Know more'
3. Click on 'Check now' or 'Click here'



# Login

A new page will open up and Customer needs to click on 'Proceed' to enter the e-mandate page



The screenshot shows the Kotak Mahindra Bank website interface. A central modal window titled "Disclaimer" is displayed, containing the following text:

**Disclaimer**

By Clicking on the hyper-link, you will be leaving [www.kotak.com](http://www.kotak.com) and entering our partnered website which will display recurring payment details enabled on your Kotak Bank Credit / Debit Card

[Proceed](#)

The background of the website is dimmed, showing the Kotak Mahindra Bank logo, a search bar, a "Login" button, and a list of links including Hotstar, Policy Bazaar, Facebook, and Bajaj Allianz General Insurance. At the bottom, there is a "Frequently Asked Questions" section and a chatbot icon labeled "Hi ! Need some help? Ask Keya".

## e-Mandates Login

Customer will be directed to the e-Mandate page where she/he needs to enter card (Credit/ Debit) details

### Login to continue

[Forgot UserID](#)[Forgot Password](#) I'm not a robot

Don't have an account? [Sign up](#)

Enter User name and Password

## e-Mandates Sign Up

### Sign Up



Email ID will be your User ID. Please enter your personal Email ID.  
Note - UserID cannot be changed.



**Sign Up**

Have an account already? [Log In](#)

Sign up for first time login in Emandate

## e-Mandates Login

Customer will be directed to the e-Mandate page where she/he needs to enter card (Credit/ Debit) details

### Sign Up

Enter Verification Code sent on your Email ID

[Resend Code](#)

Submit

Verification Code to be added

## e-Mandates Login

Customer will be directed to the e-Mandate page where she/he needs to enter card (Credit/ Debit) details

Registration Successful !

### Login to continue

Enter Email ID [Forgot UserID](#)

Enter Password [Forgot Password](#)

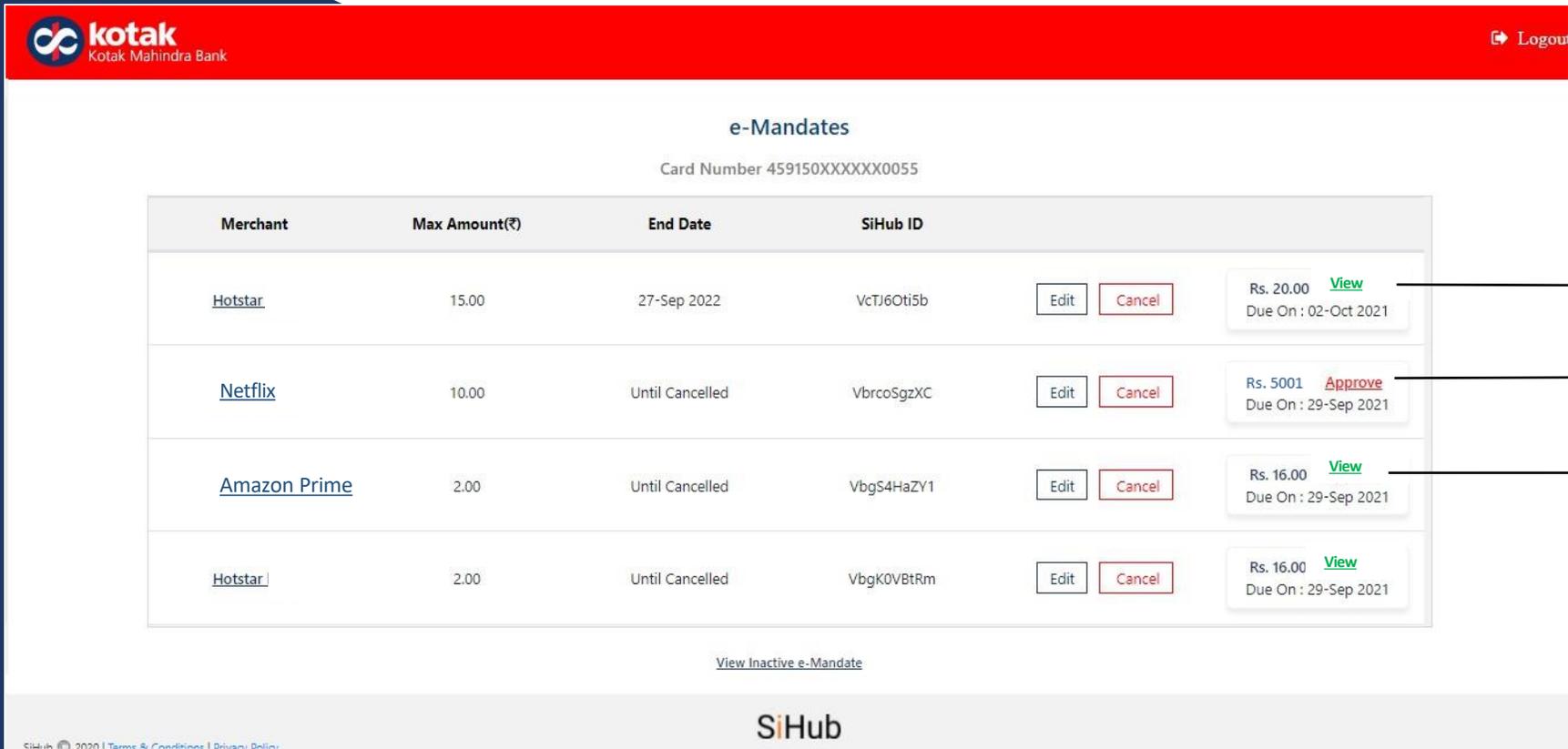
I'm not a robot  reCAPTCHA  
Privacy · Terms

Don't have an account? [Sign up](#) ←

Enter User name and Password

# Merchant e-Mandates Summary

Customer will see the List of all e-mandates registered on Kotak Card



**kotak**  
Kotak Mahindra Bank

Logout

### e-Mandates

Card Number 459150XXXXXX0055

| Merchant                     | Max Amount(₹) | End Date        | SiHub ID   |                                     |   |
|------------------------------|---------------|-----------------|------------|-------------------------------------|---|
| <a href="#">Hotstar</a>      | 15.00         | 27-Sep 2022     | VcTJ6Oti5b | <input type="button" value="Edit"/> | <input type="button" value="Cancel"/> <span>Rs. 20.00 <a href="#">View</a></span><br>Due On : 02-Oct 2021   |
| <a href="#">Netflix</a>      | 10.00         | Until Cancelled | VbrcoSgzXC | <input type="button" value="Edit"/> | <input type="button" value="Cancel"/> <span>Rs. 5001 <a href="#">Approve</a></span><br>Due On : 29-Sep 2021 |
| <a href="#">Amazon Prime</a> | 2.00          | Until Cancelled | VbgS4HaZY1 | <input type="button" value="Edit"/> | <input type="button" value="Cancel"/> <span>Rs. 16.00 <a href="#">View</a></span><br>Due On : 29-Sep 2021   |
| <a href="#">Hotstar</a>      | 2.00          | Until Cancelled | VbgK0VBtRm | <input type="button" value="Edit"/> | <input type="button" value="Cancel"/> <span>Rs. 16.00 <a href="#">View</a></span><br>Due On : 29-Sep 2021   |

[View Inactive e-Mandate](#)

SiHub

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- Due amount & Due date
- Option to Approve (if approval required)
- View

# Merchant e-Mandates Summary

Customer can view all the Subscriptions/ Recurring Payments associated with the card number

The screenshot displays the 'e-Mandates' section of the Kotak Mahindra Bank interface. At the top, the bank's logo and name are visible on the left, and a 'Logout' button is on the right. Below the header, the card number '459150XXXXXX0055' is shown. The main content is a table with four columns: 'Merchant', 'Max Amount(₹)', 'End Date', and 'SiHub ID'. Each row represents a subscription and includes 'Edit' and 'Cancel' buttons. To the right of the table, there are details for each subscription, including the amount and due date. An arrow points from the text 'Option to Edit or Cancel Subscriptions/ Recurring Payments' to the 'Edit' and 'Cancel' buttons in the first row.

| Merchant                     | Max Amount(₹) | End Date        | SiHub ID   |                      |                        |
|------------------------------|---------------|-----------------|------------|----------------------|------------------------|
| <a href="#">Hotstar</a>      | 15.00         | 27-Sep 2022     | VcTJ6Ot5b  | <a href="#">Edit</a> | <a href="#">Cancel</a> |
| <a href="#">Netflix</a>      | 10.00         | Until Cancelled | VbrcoSgzXC | <a href="#">Edit</a> | <a href="#">Cancel</a> |
| <a href="#">Amazon Prime</a> | 2.00          | Until Cancelled | VbgS4HaZY1 | <a href="#">Edit</a> | <a href="#">Cancel</a> |
| <a href="#">Hotstar</a>      | 2.00          | Until Cancelled | VbgK0VBtRm | <a href="#">Edit</a> | <a href="#">Cancel</a> |

Rs. 20.00 [View](#)  
Due On : 02-Oct 2021

Rs. 5001 [Approve](#)  
Due On : 29-Sep 2021

Rs. 16.00 [View](#)  
Due On : 29-Sep 2021

Rs. 16.00 [View](#)  
Due On : 29-Sep 2021

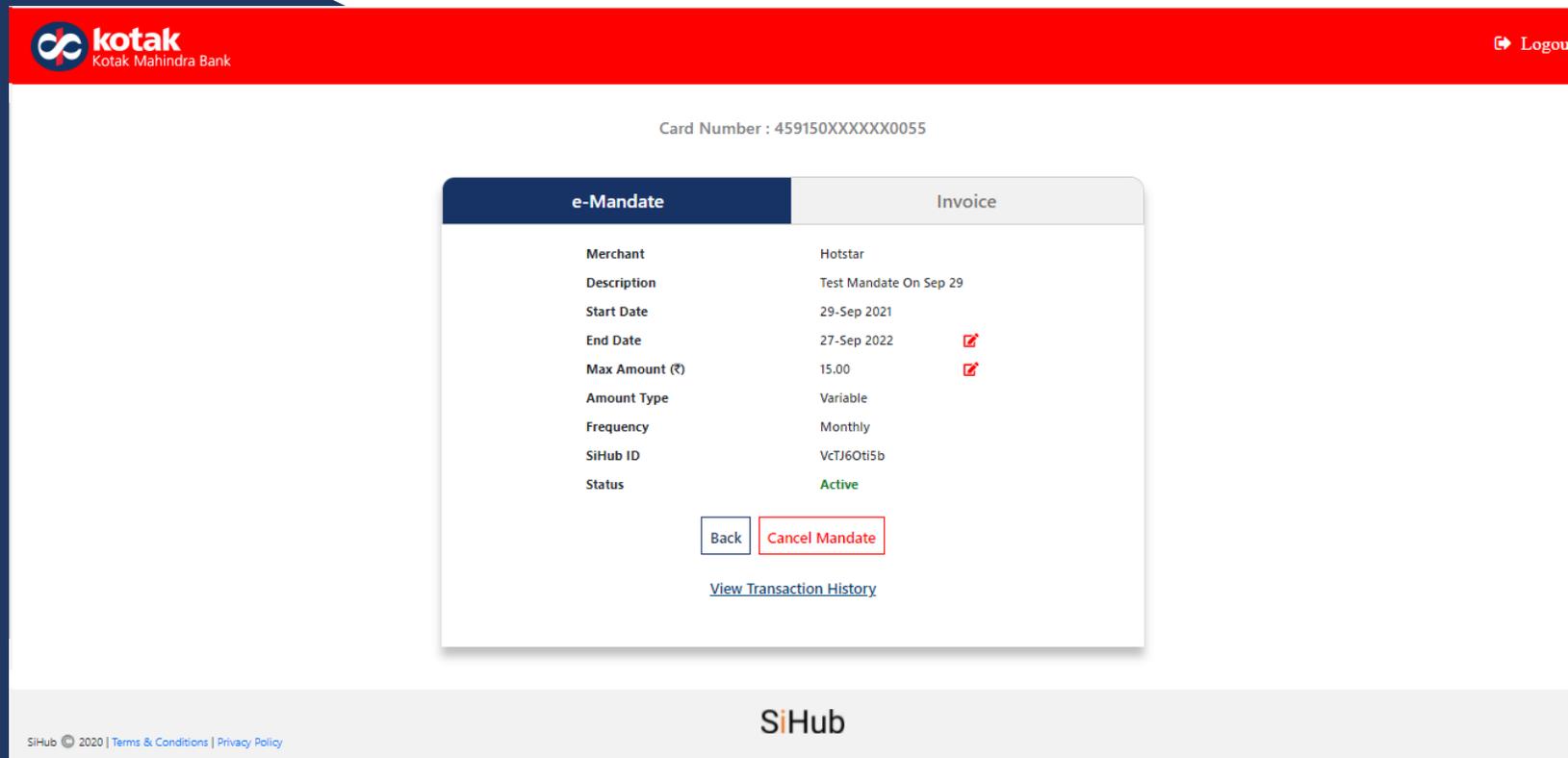
[View Inactive e-Mandate](#)

SiHub

Option to Edit or Cancel Subscriptions/ Recurring Payments

## E -Mandate

On clicking on edit option customer will be able to view:



The screenshot displays the Kotak Mahindra Bank SiHub interface. At the top, there is a red header with the bank's logo and name on the left, and a 'Logout' button on the right. Below the header, the card number '459150XXXXX0055' is shown. The main content area features a modal window with two tabs: 'e-Mandate' (selected) and 'Invoice'. The 'e-Mandate' tab displays the following details:

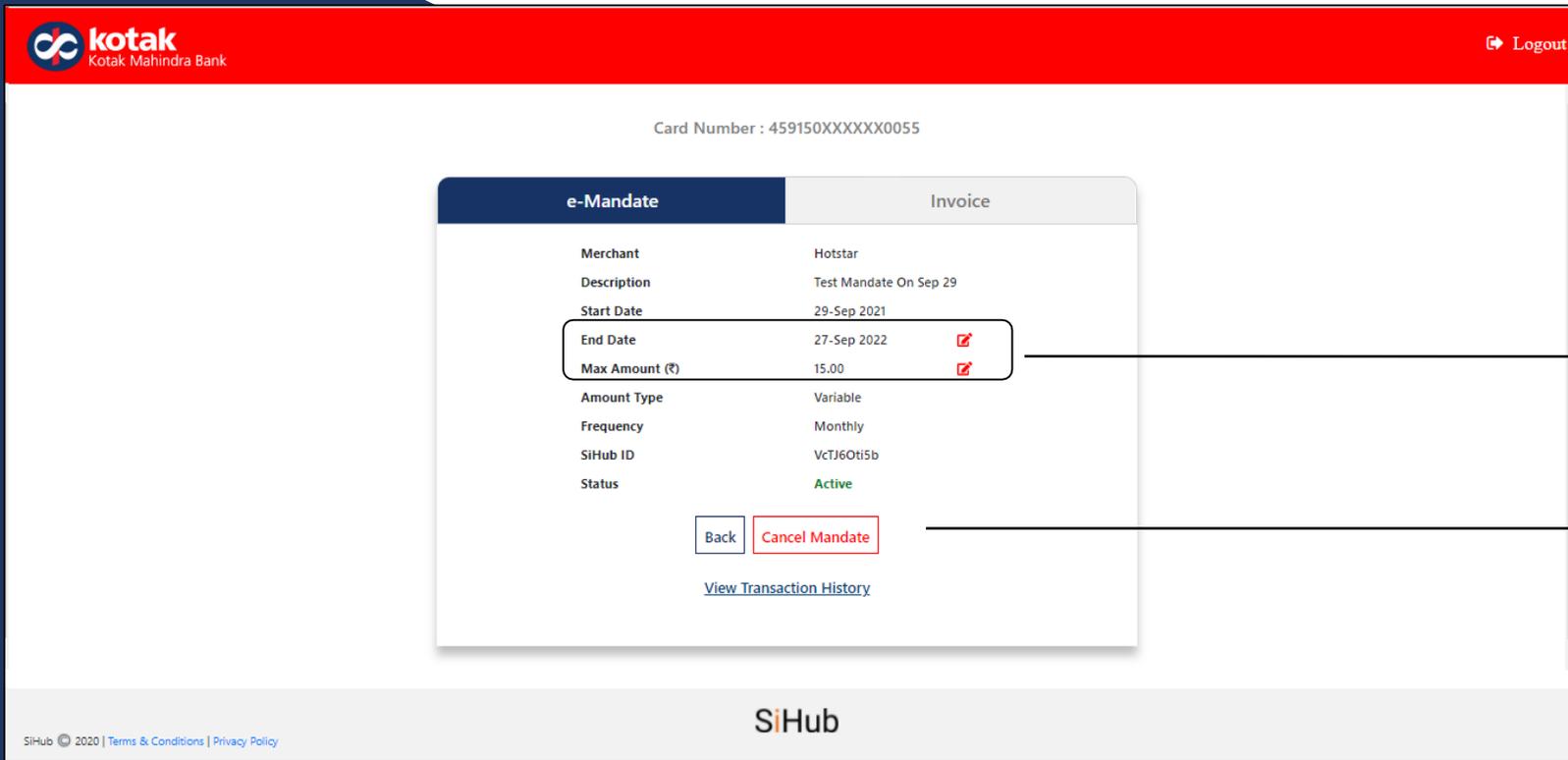
| Field          | Value                  | Action  |
|----------------|------------------------|---|
| Merchant       | Hotstar                |   |
| Description    | Test Mandate On Sep 29 |   |
| Start Date     | 29-Sep 2021            |   |
| End Date       | 27-Sep 2022            |  |
| Max Amount (₹) | 15.00                  |  |
| Amount Type    | Variable               |   |
| Frequency      | Monthly                |   |
| SiHub ID       | VCTJ60t5b              |   |
| Status         | Active                 |   |

At the bottom of the modal, there are two buttons: 'Back' and 'Cancel Mandate'. Below the modal, there is a link labeled 'View Transaction History'. The footer of the page includes the text 'SiHub © 2020 | Terms & Conditions | Privacy Policy' and the 'SiHub' logo.

1. e-mandate enabled on that merchant
2. Invoices
3. Transaction history

## E -Mandate

Customer can view, edit and cancel the Subscriptions/ Recurring Payments



Card Number : 459150XXXXXX0055

| e-Mandate      |                        | Invoice   |
|----------------|------------------------|---|
| Merchant       | Hotstar                |   |
| Description    | Test Mandate On Sep 29 |   |
| Start Date     | 29-Sep 2021            |   |
| End Date       | 27-Sep 2022            |  |
| Max Amount (₹) | 15.00                  |  |
| Amount Type    | Variable               |   |
| Frequency      | Monthly                |   |
| SiHub ID       | VcTJ6Qt5b              |   |
| Status         | Active                 |   |

[Back](#) [Cancel Mandate](#)

[View Transaction History](#)

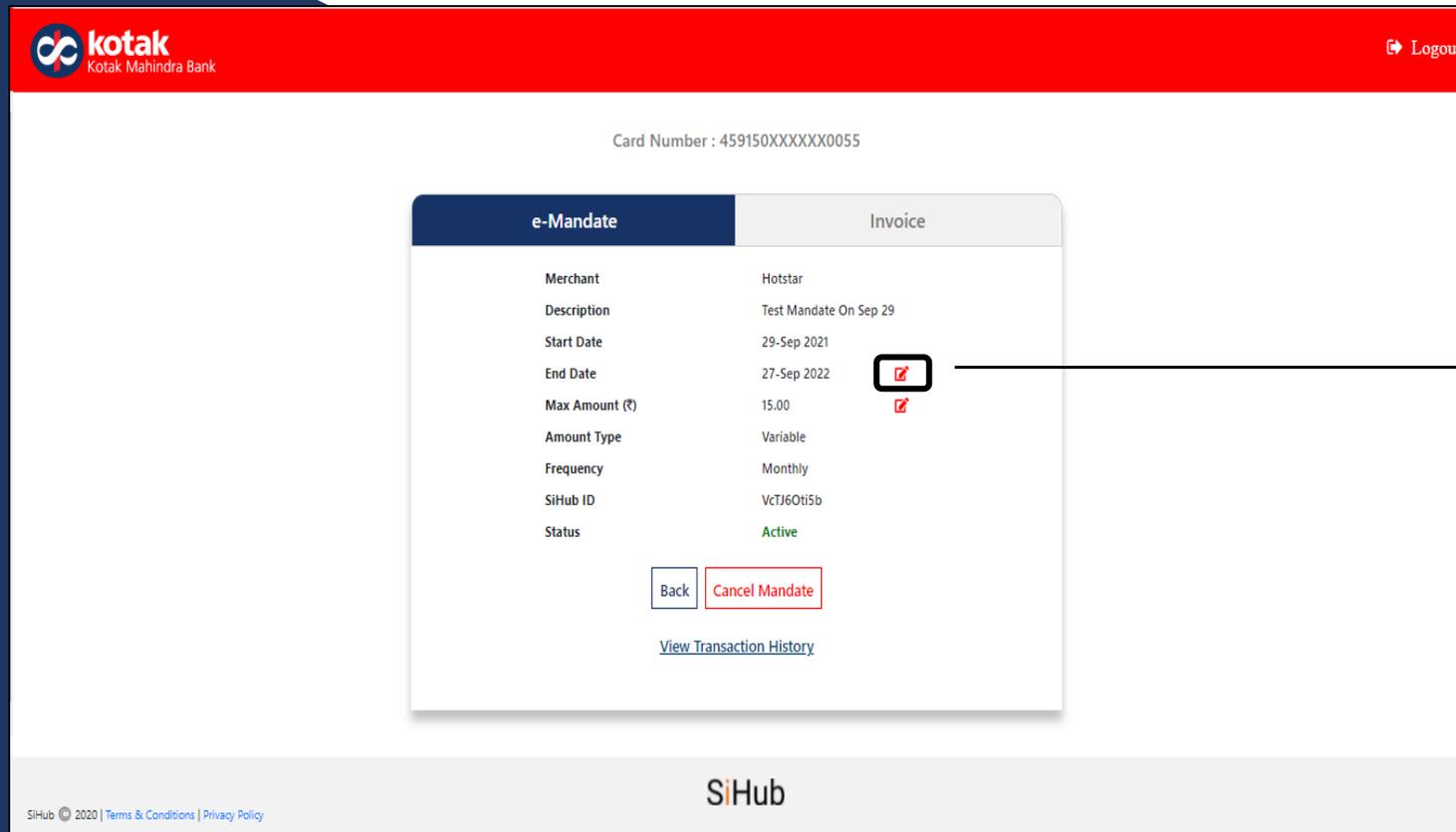
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Edit the End Date and  
Maximum Amount for that  
merchant

Cancel the Mandate

## Recurring E-mandate: Edit End Date

Customer can edit the End Date following successful OTP



Card Number : 459150XXXXXX0055

| e-Mandate      | Invoice                |
|----------------|------------------------|
| Merchant       | Hotstar                |
| Description    | Test Mandate On Sep 29 |
| Start Date     | 29-Sep 2021            |
| End Date       | 27-Sep 2022            |
| Max Amount (₹) | 15.00                  |
| Amount Type    | Variable               |
| Frequency      | Monthly                |
| SiHub ID       | VcTJ60ti5b             |
| Status         | Active                 |

[Back](#) [Cancel Mandate](#)

[View Transaction History](#)

SiHub

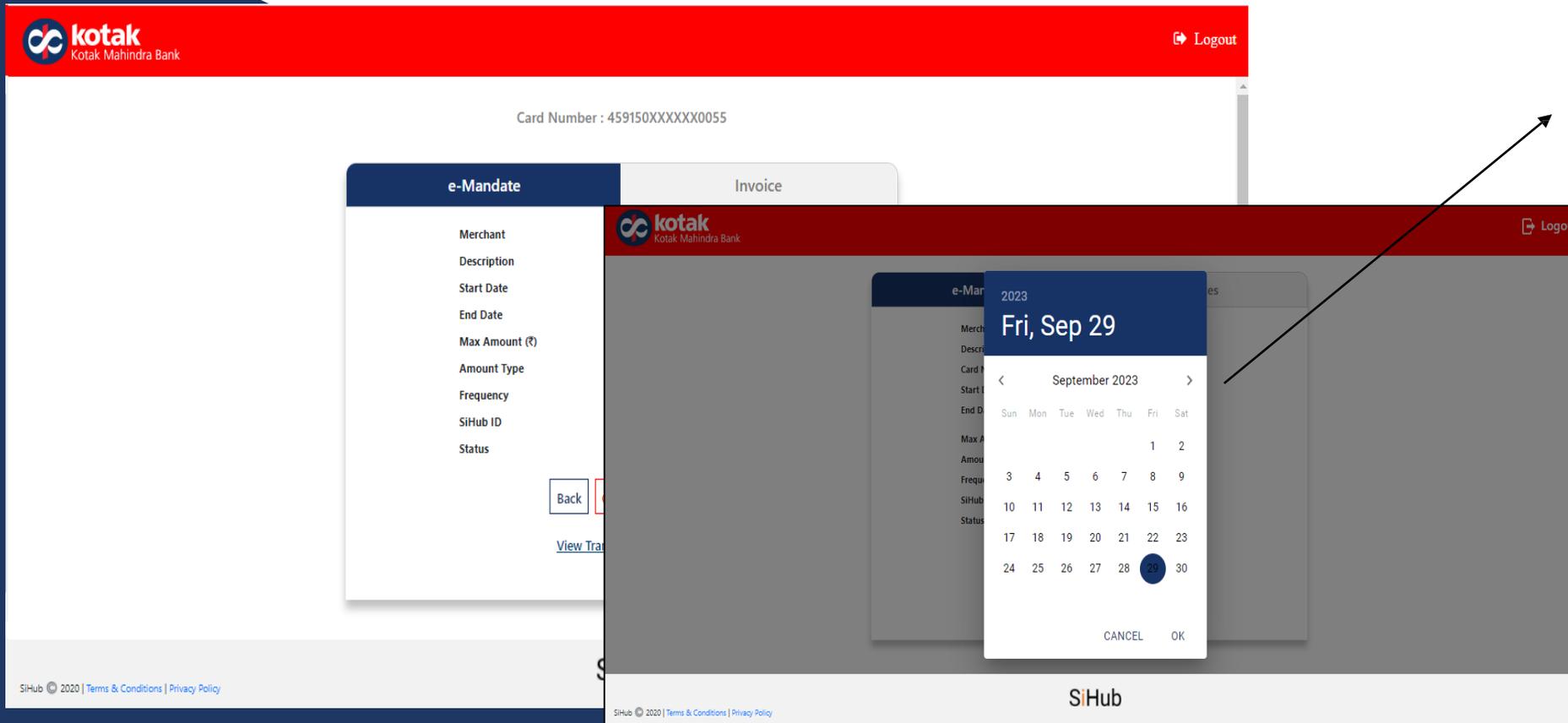
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Click on the 'Edit' button next to 'End date'

## Recurring E-mandate: Edit End Date

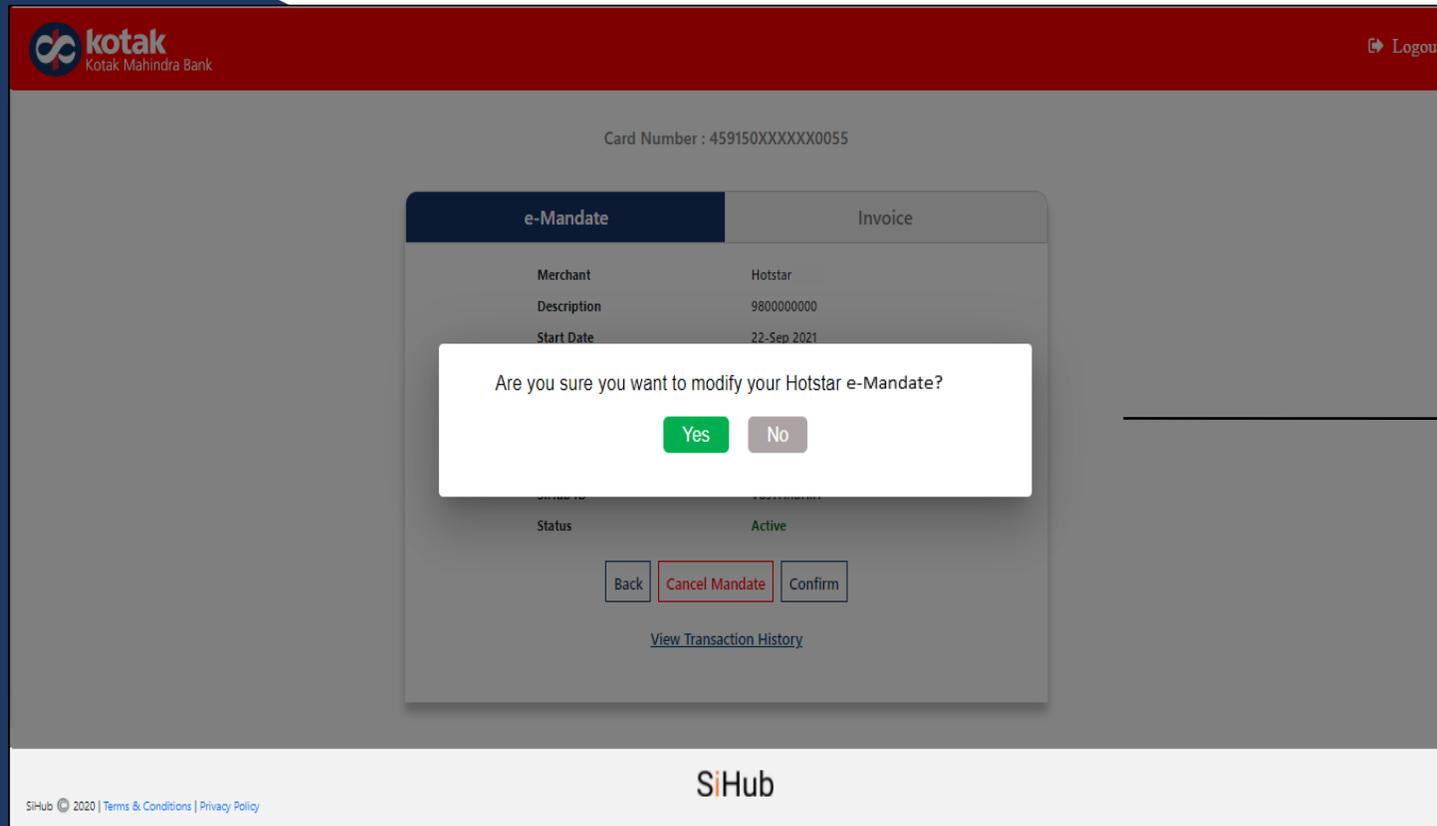
A calendar pops up

Customer can select the Subscriptions/ Recurring Payments end date



The screenshot displays the Kotak Mahindra Bank SiHub interface. At the top, there is a red header with the bank's logo and a 'Logout' button. Below the header, the card number '459150XXXXX0055' is visible. The main content area is divided into two tabs: 'e-Mandate' (active) and 'Invoice'. The 'e-Mandate' tab shows a list of fields: Merchant, Description, Start Date, End Date, Max Amount (₹), Amount Type, Frequency, SiHub ID, and Status. A 'Back' button and a 'View Transactions' link are also present. A calendar pop-up is overlaid on the 'End Date' field, showing the month of September 2023. The date 'Fri, Sep 29' is highlighted, and the calendar includes 'CANCEL' and 'OK' options. The SiHub logo is visible at the bottom of the interface.

## Recurring E-mandate: Edit End Date



The screenshot displays the Kotak Mahindra Bank SiHub interface. At the top left is the bank logo and name. A 'Logout' link is at the top right. The main content area shows a card number '459150XXXXXX0055'. Below it, there are two tabs: 'e-Mandate' (selected) and 'Invoice'. The 'e-Mandate' tab contains a table with the following details:

|             |             |
|-------------|-------------|
| Merchant    | Hotstar     |
| Description | 9800000000  |
| Start Date  | 22-Sep 2021 |
| Status      | Active      |

Below the table are three buttons: 'Back', 'Cancel Mandate', and 'Confirm'. A 'View Transaction History' link is also present. A white confirmation pop-up is centered over the table, asking: 'Are you sure you want to modify your Hotstar e-Mandate?'. It has two buttons: a green 'Yes' button and a grey 'No' button. An arrow points from the 'Yes' button to the explanatory text on the right.

Card Number : 459150XXXXXX0055

Are you sure you want to modify your Hotstar e-Mandate?

Yes No

Back Cancel Mandate Confirm

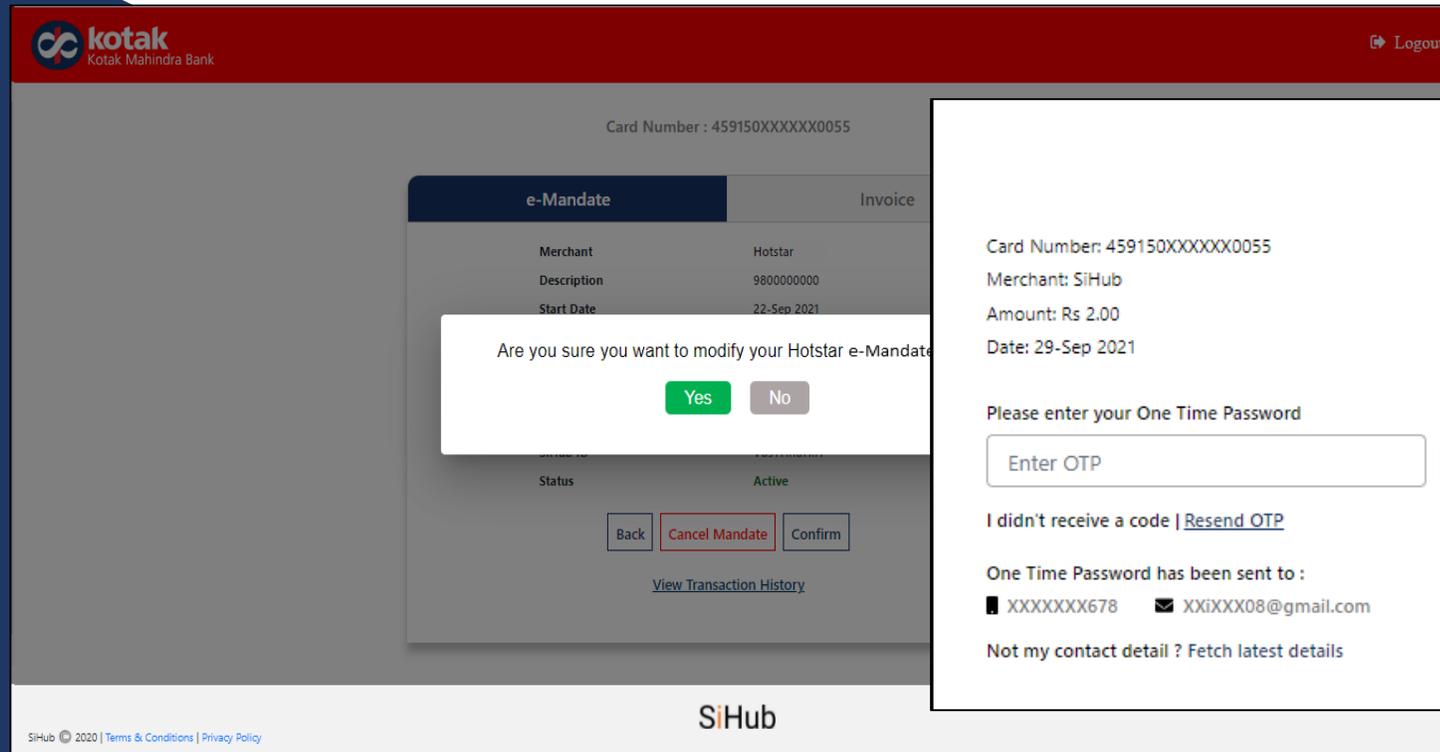
[View Transaction History](#)

SiHub

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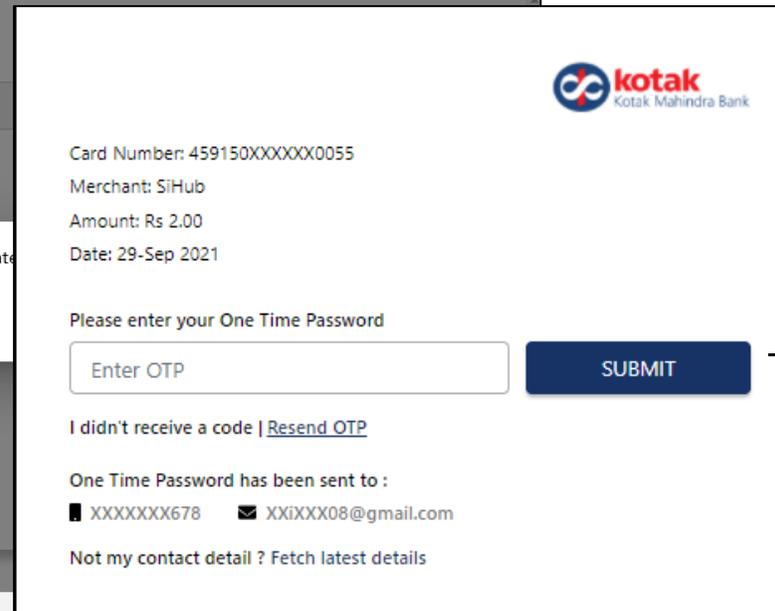
On the pop-up Customer need to click on 'Yes'

## Recurring E-mandate: Edit End Date



The screenshot displays the Kotak Mahindra Bank e-Mandate management interface. At the top, the bank logo and 'Logout' link are visible. The main content area shows a card number (459150XXXXXX0055) and a table of e-Mandates. A confirmation dialog is overlaid on the table, asking 'Are you sure you want to modify your Hotstar e-Mandate?' with 'Yes' and 'No' buttons. Below the dialog, the e-Mandate details are visible: Merchant (Hotstar), Description (9800000000), Start Date (22-Sep 2021), and Status (Active). Buttons for 'Back', 'Cancel Mandate', and 'Confirm' are present, along with a 'View Transaction History' link. At the bottom, the SiHub logo and copyright information are shown.

| e-Mandate               | Invoice |
|-------------------------|---------|
| Merchant: Hotstar       |         |
| Description: 9800000000 |         |
| Start Date: 22-Sep 2021 |         |
| Status: Active          |         |



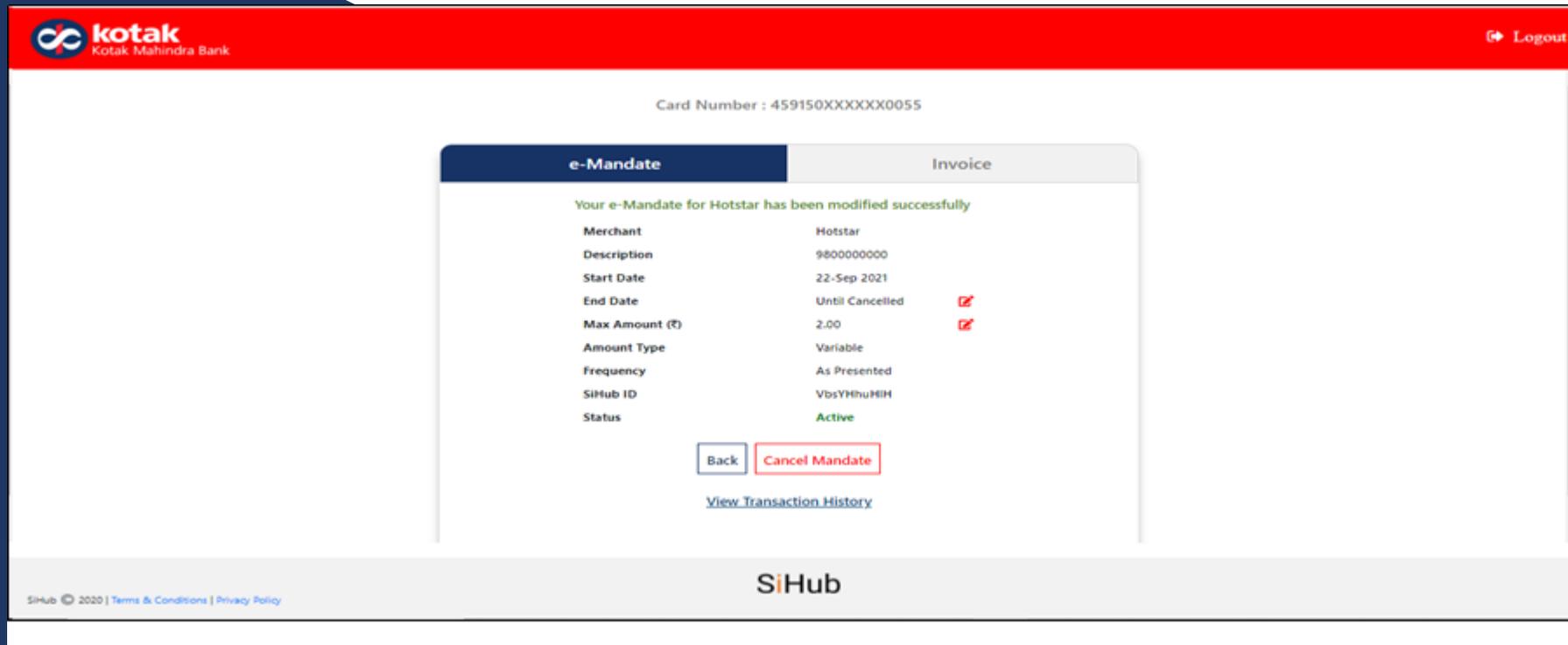
This screenshot shows the OTP entry screen. It features the Kotak Mahindra Bank logo at the top. The card number (459150XXXXXX0055), merchant (SiHub), amount (Rs 2.00), and date (29-Sep 2021) are displayed. A prompt asks the user to 'Please enter your One Time Password'. Below this is an input field labeled 'Enter OTP' and a 'SUBMIT' button. A link for 'Resend OTP' is provided for users who did not receive a code. At the bottom, it shows the OTP has been sent to a mobile number (XXXXXXX678) and an email address (XXiXXX08@gmail.com), with a link to 'Fetch latest details' if the contact details are incorrect.

Enter the OTP  
received on  
registered mobile  
number

Customer will receive Modification Notification on registered mobile number after successful modification of end date.  
Customer can also click on Edit on the e-Mandate Summary Page and follow the same steps for modification of end date of the Subscriptions/ Recurring Payments

## Recurring E-mandate: Edit End Date

Mandate has been successfully modified.

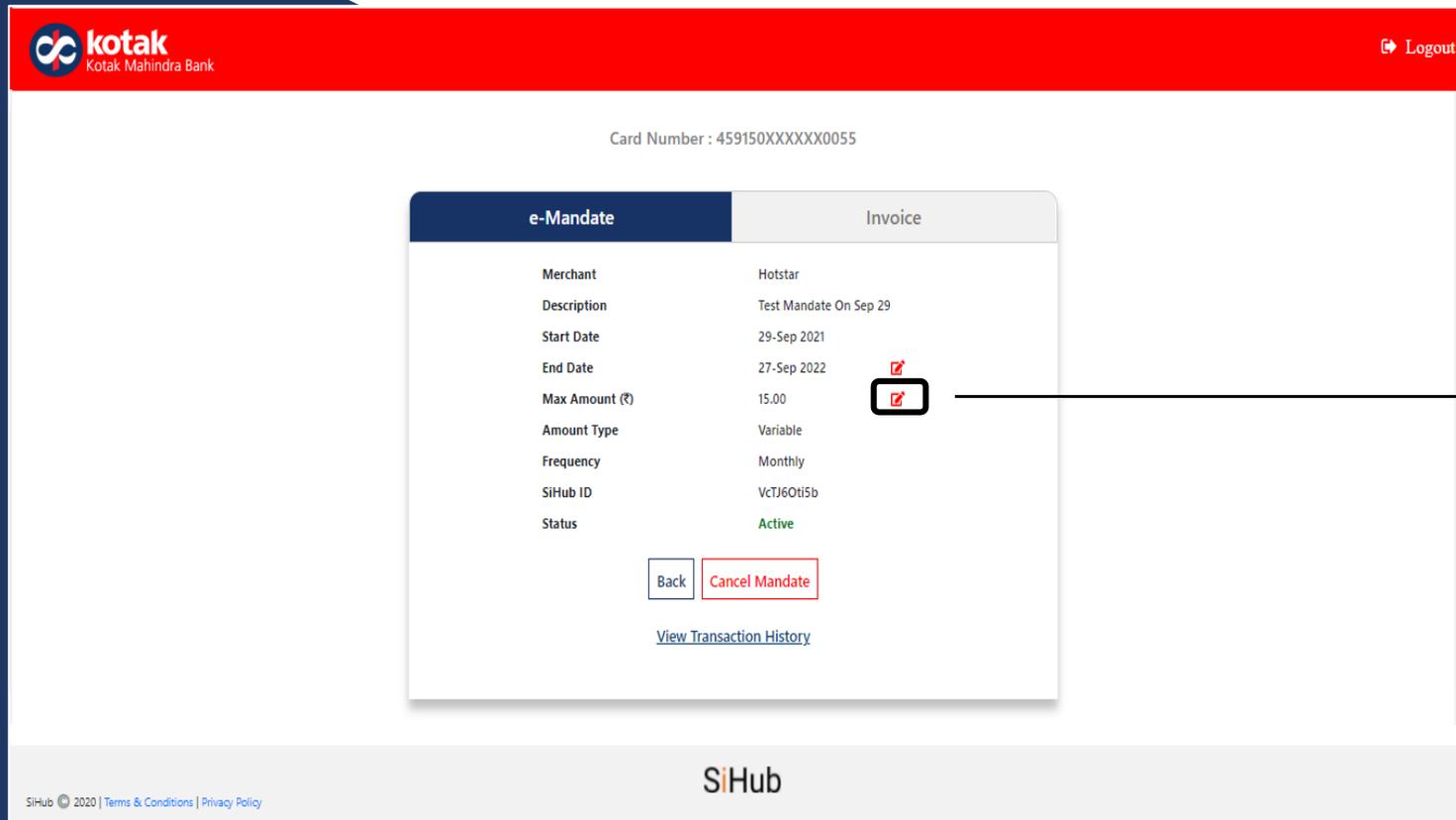


The screenshot displays the Kotak Mahindra Bank SiHub interface. At the top, the bank's logo and name are on the left, and a 'Logout' link is on the right. Below the header, the card number '459150XXXXXX0055' is shown. The main content area features a tabbed interface with 'e-Mandate' selected. A message states: 'Your e-Mandate for Hotstar has been modified successfully'. Below this, a table lists the mandate details:

| Field          | Value           | Action                              |
|----------------|-----------------|-------------------------------------|
| Merchant       | Hotstar         |                                     |
| Description    | 9800000000      |                                     |
| Start Date     | 22-Sep 2021     |                                     |
| End Date       | Until Cancelled | <input checked="" type="checkbox"/> |
| Max Amount (₹) | 2.00            | <input checked="" type="checkbox"/> |
| Amount Type    | Variable        |                                     |
| Frequency      | As Presented    |                                     |
| SiHub ID       | VbsYHhuMIH      |                                     |
| Status         | Active          |                                     |

Below the table, there are two buttons: 'Back' and 'Cancel Mandate'. A link for 'View Transaction History' is also present. The footer of the page includes the SiHub logo and copyright information: 'SiHub © 2020 | Terms & Conditions | Privacy Policy'.

## Recurring E-mandate: Edit Max Amount



Card Number : 459150XXXXXX0055

**e-Mandate** Invoice

|                |                        |
|----------------|------------------------|
| Merchant       | Hotstar                |
| Description    | Test Mandate On Sep 29 |
| Start Date     | 29-Sep 2021            |
| End Date       | 27-Sep 2022            |
| Max Amount (₹) | 15.00                  |
| Amount Type    | Variable               |
| Frequency      | Monthly                |
| SiHub ID       | VcTJ6Ot5b              |
| Status         | Active                 |

[Back](#) [Cancel Mandate](#)

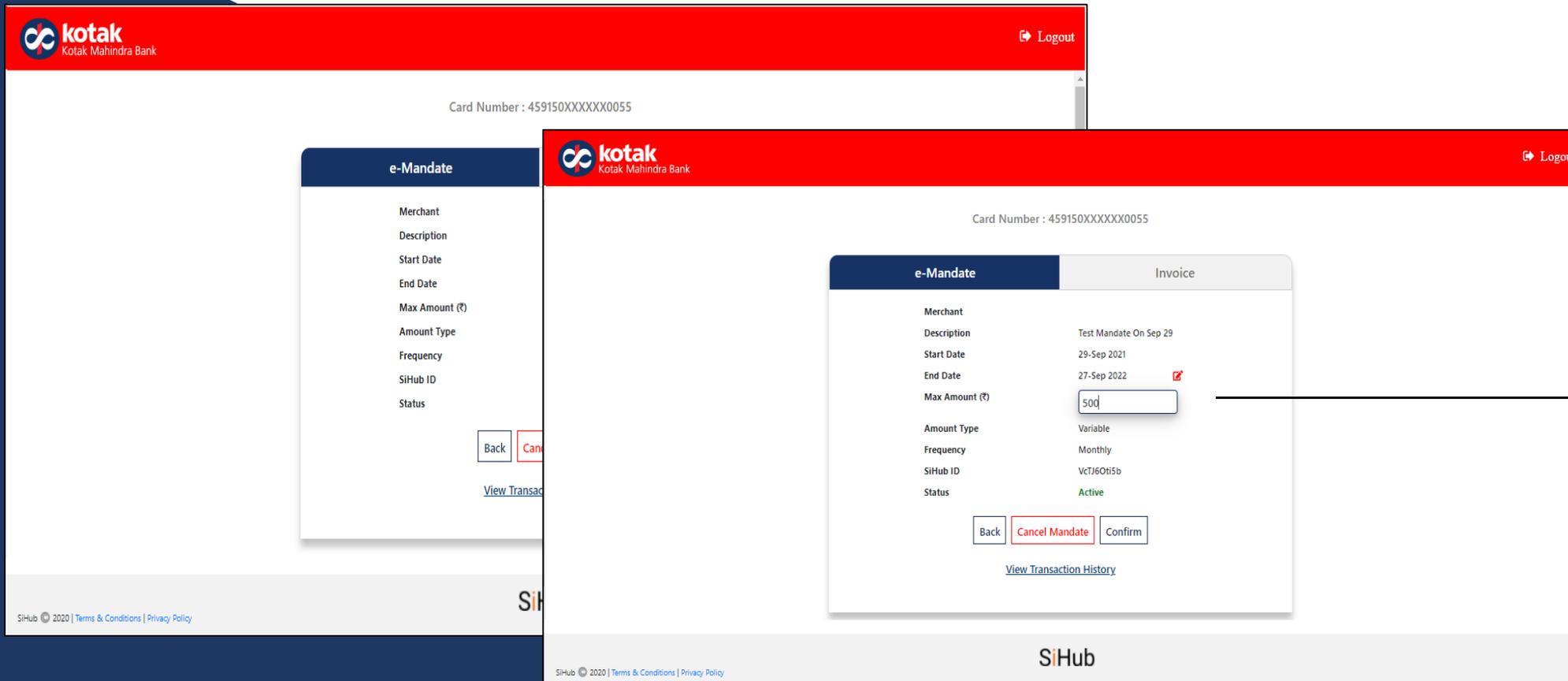
[View Transaction History](#)

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Click on the edit button  
next to max amount

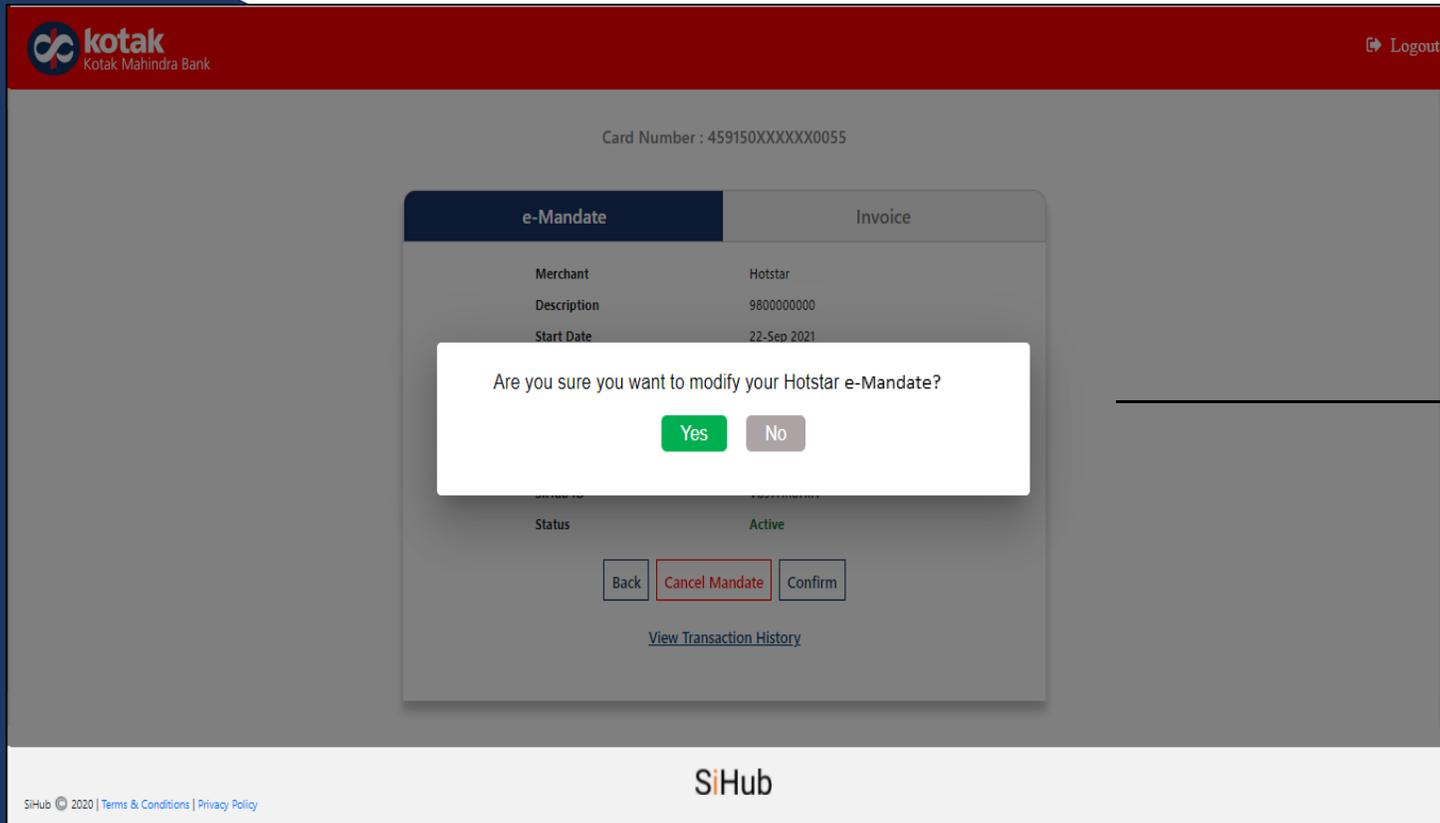
# Recurring E-mandate: Edit Max Amount



The screenshot displays the Kotak Mahindra Bank SIHub interface. At the top, the Kotak logo and 'Kotak Mahindra Bank' are visible on the left, and a 'Logout' link is on the right. Below the header, the card number '459150XXXXXX0055' is shown. The main content area is divided into two panels. The left panel, titled 'e-Mandate', contains a list of fields: Merchant, Description, Start Date, End Date, Max Amount (₹), Amount Type, Frequency, SIHub ID, and Status. Below this list are buttons for 'Back', 'Cancel Mandate', and 'View Transaction History'. The right panel, also titled 'e-Mandate', shows the details of a specific mandate. It includes a 'Merchant' field, a 'Description' field with the value 'Test Mandate On Sep 29', 'Start Date' (29-Sep 2021), 'End Date' (27-Sep 2022) with a calendar icon, and a 'Max Amount (₹)' field with a text input containing '500'. Other fields include 'Amount Type' (Variable), 'Frequency' (Monthly), 'SIHub ID' (VcTJ6Ot5b), and 'Status' (Active). At the bottom of this panel are buttons for 'Back', 'Cancel Mandate', and 'Confirm', along with a 'View Transaction History' link. An arrow points from the 'Max Amount (₹)' input field to the text 'Edit the maximum amount' on the right side of the image.

Edit the maximum amount

## Recurring E-mandate: Edit Max Amount



The screenshot displays the Kotak Mahindra Bank SiHub interface. At the top left is the bank logo and name. A 'Logout' link is at the top right. Below the header, the card number '459150XXXXX0055' is shown. The main content area has two tabs: 'e-Mandate' (selected) and 'Invoice'. Under the 'e-Mandate' tab, a table lists details for a Hotstar merchant: Description '9800000000', Start Date '22-Sep-2021', and Status 'Active'. A white confirmation pop-up is centered over the table, asking 'Are you sure you want to modify your Hotstar e-Mandate?' with 'Yes' and 'No' buttons. Below the table are 'Back', 'Cancel Mandate', and 'Confirm' buttons, and a 'View Transaction History' link. The footer contains 'SiHub © 2020 | Terms & Conditions | Privacy Policy'.

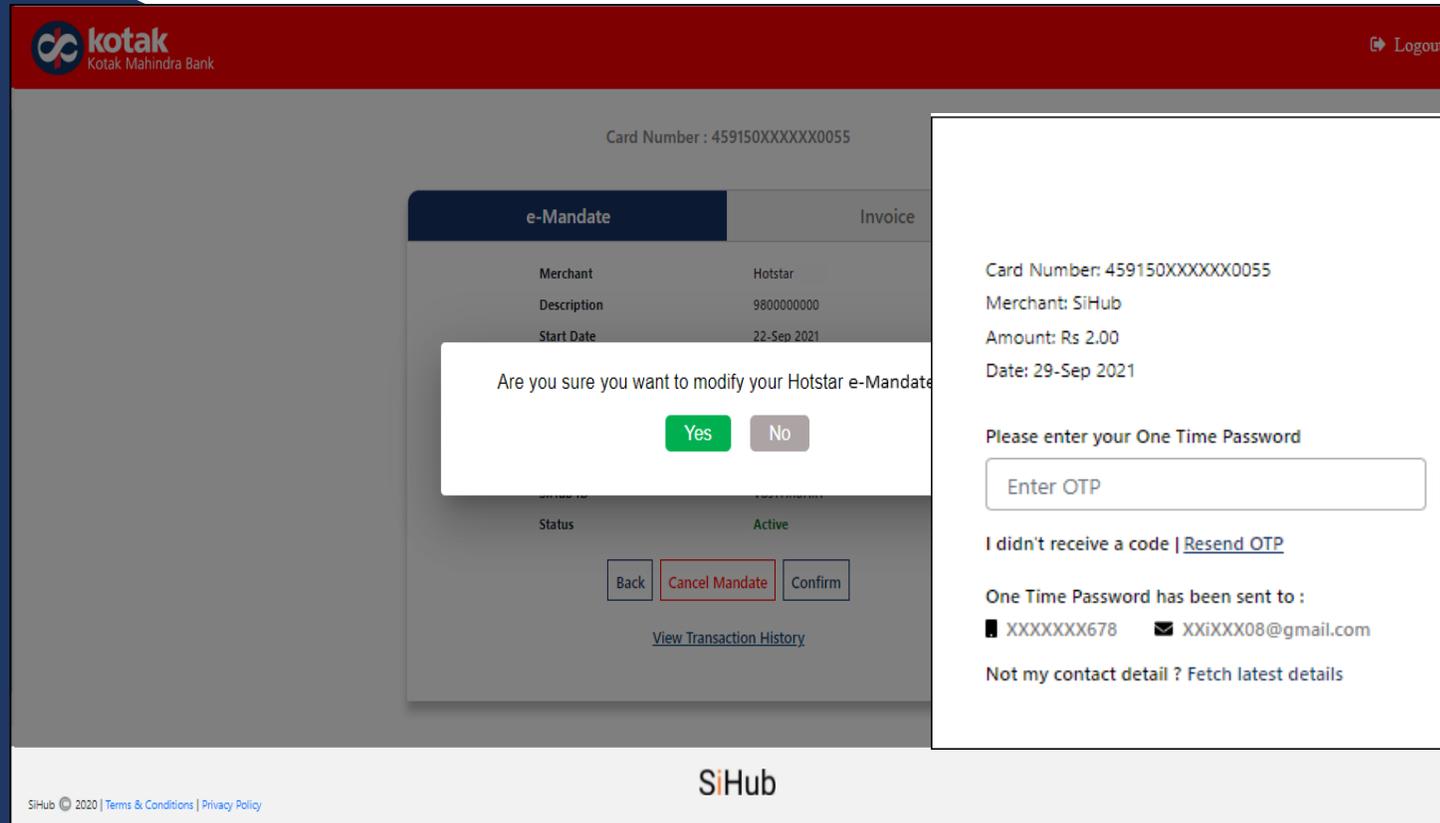
| Merchant    | Hotstar     |
|-------------|-------------|
| Description | 9800000000  |
| Start Date  | 22-Sep-2021 |
| Status      | Active      |

Are you sure you want to modify your Hotstar e-Mandate?

[View Transaction History](#)

On the pop-up Customer needs to click on 'Yes'

## Recurring E-mandate: Edit Max Amount



The screenshot displays the Kotak Mahindra Bank e-mandate management interface. At the top, the bank logo and 'Logout' link are visible. The main content area shows a card number (459150XXXXXX0055) and a table of e-mandates. A confirmation dialog is overlaid on the table, asking 'Are you sure you want to modify your Hotstar e-Mandate?' with 'Yes' and 'No' buttons. Below the dialog, the 'Cancel Mandate' button is highlighted in red. A separate window shows the OTP entry screen with the following details:

- Card Number: 459150XXXXXX0055
- Merchant: SiHub
- Amount: Rs 2.00
- Date: 29-Sep 2021

The OTP entry screen includes a text input field labeled 'Enter OTP', a 'SUBMIT' button, and a link for 'Resend OTP'. Below the input field, it states 'One Time Password has been sent to:' followed by a mobile number (XXXXXXX678) and an email address (XXiXXX08@gmail.com). A link for 'Fetch latest details' is also present.

SiHub

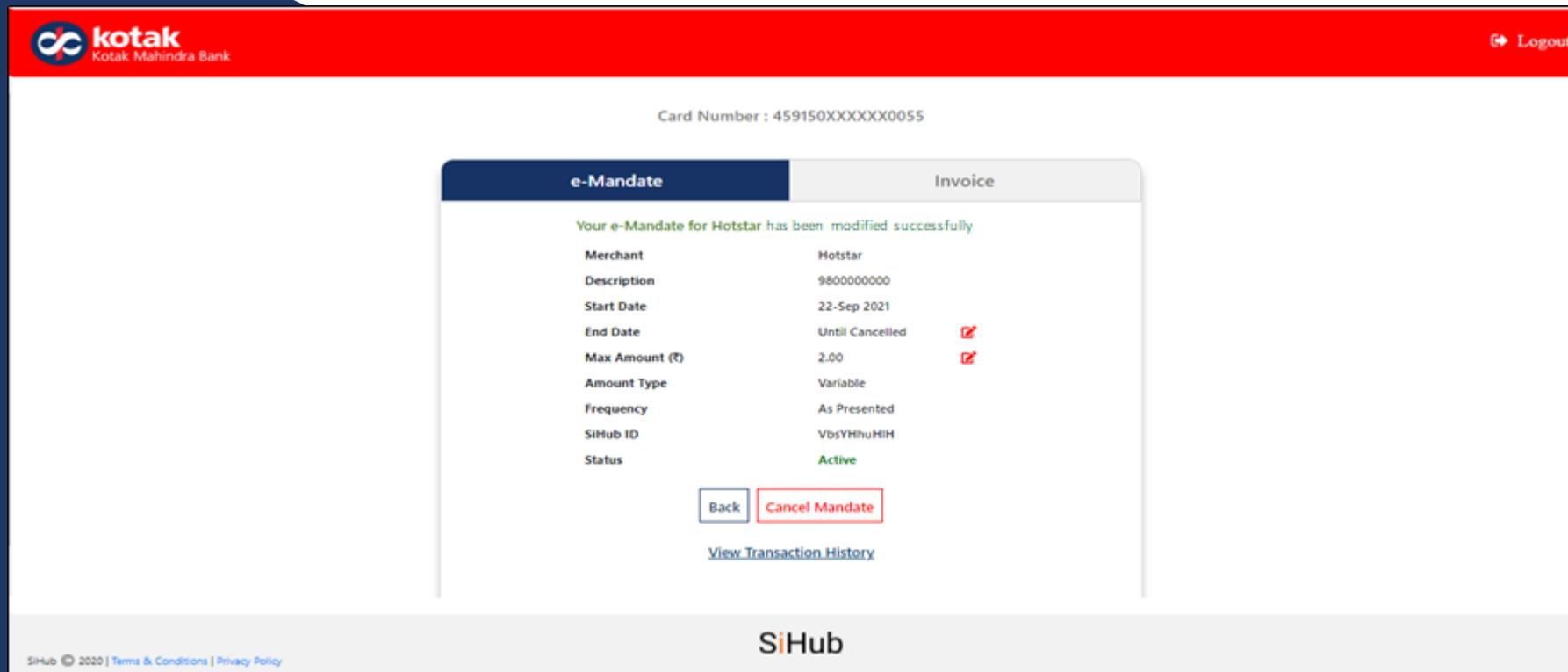
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Enter the OTP  
received on  
registered mobile  
number

Customer will receive Modification Notification on registered mobile no. after successful modification of maximum amount  
Customer can also click on Edit on the Mandate Summary Page and follow the same steps for modification of maximum amount

## Recurring E-mandate: Edit Max Amount

Mandate has been successfully modified.



Card Number : 459150XXXXXX0055

Logout

| e-Mandate   | Invoice   |
|---|---|
| Your e-Mandate for Hotstar has been modified successfully |   |
| Merchant  | Hotstar   |
| Description   | 9800000000  |
| Start Date  | 22-Sep 2021   |
| End Date  | Until Cancelled <input checked="" type="checkbox"/> |
| Max Amount (₹)  | 2.00 <input checked="" type="checkbox"/>            |
| Amount Type   | Variable  |
| Frequency   | As Presented  |
| SiHub ID  | VbsYHhuHH   |
| Status  | Active  |

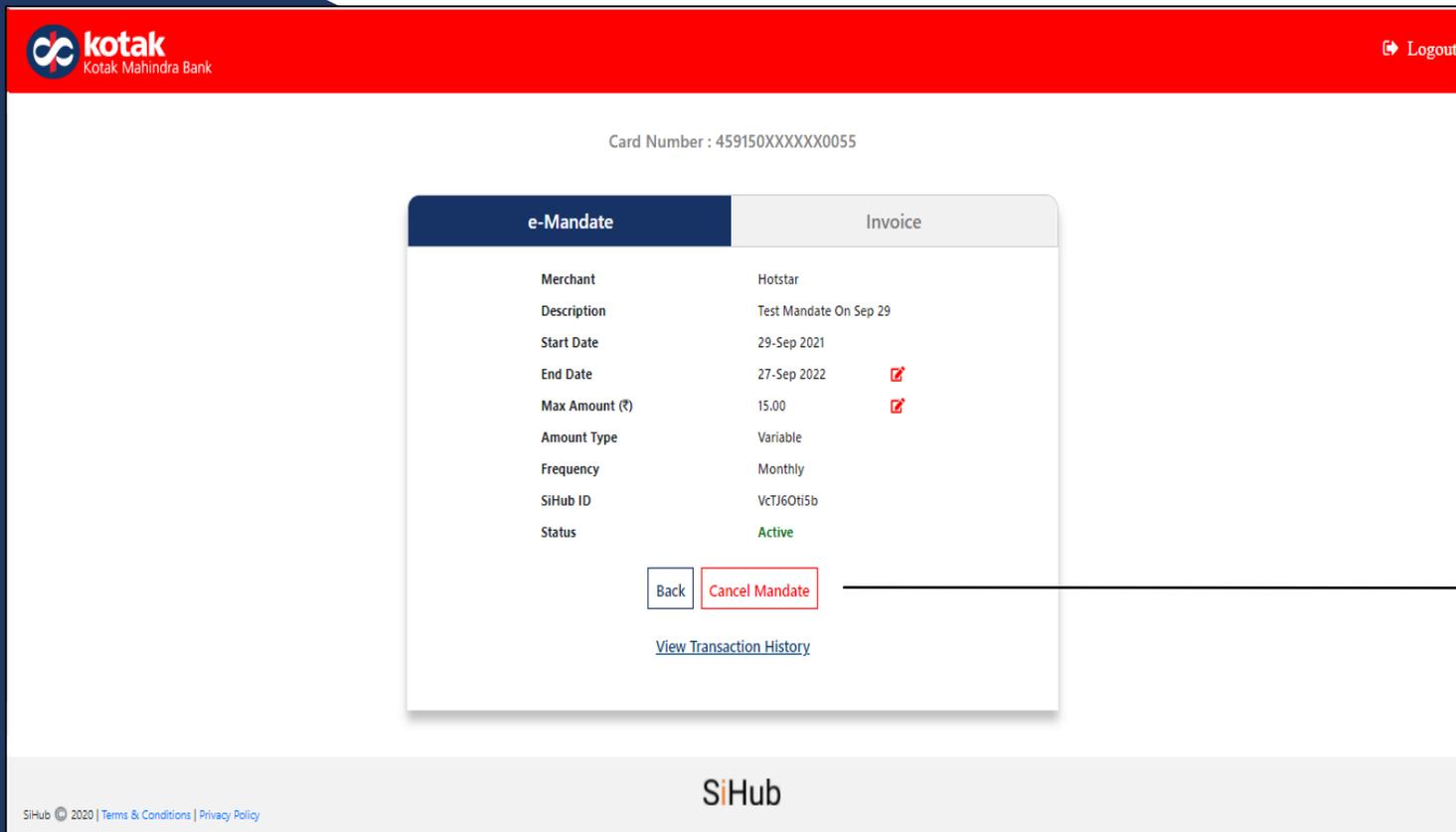
[Back](#) [Cancel Mandate](#)

[View Transaction History](#)

SiHub

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## Recurring E-mandate: Cancel



Card Number : 459150XXXXXX0055

| e-Mandate      | Invoice   |
|----------------|---|
| Merchant       | Hotstar   |
| Description    | Test Mandate On Sep 29  |
| Start Date     | 29-Sep 2021   |
| End Date       | 27-Sep 2022  |
| Max Amount (₹) | 15.00        |
| Amount Type    | Variable  |
| Frequency      | Monthly   |
| SiHub ID       | VcTJ60ti5b  |
| Status         | Active  |

[Back](#) [Cancel Mandate](#)

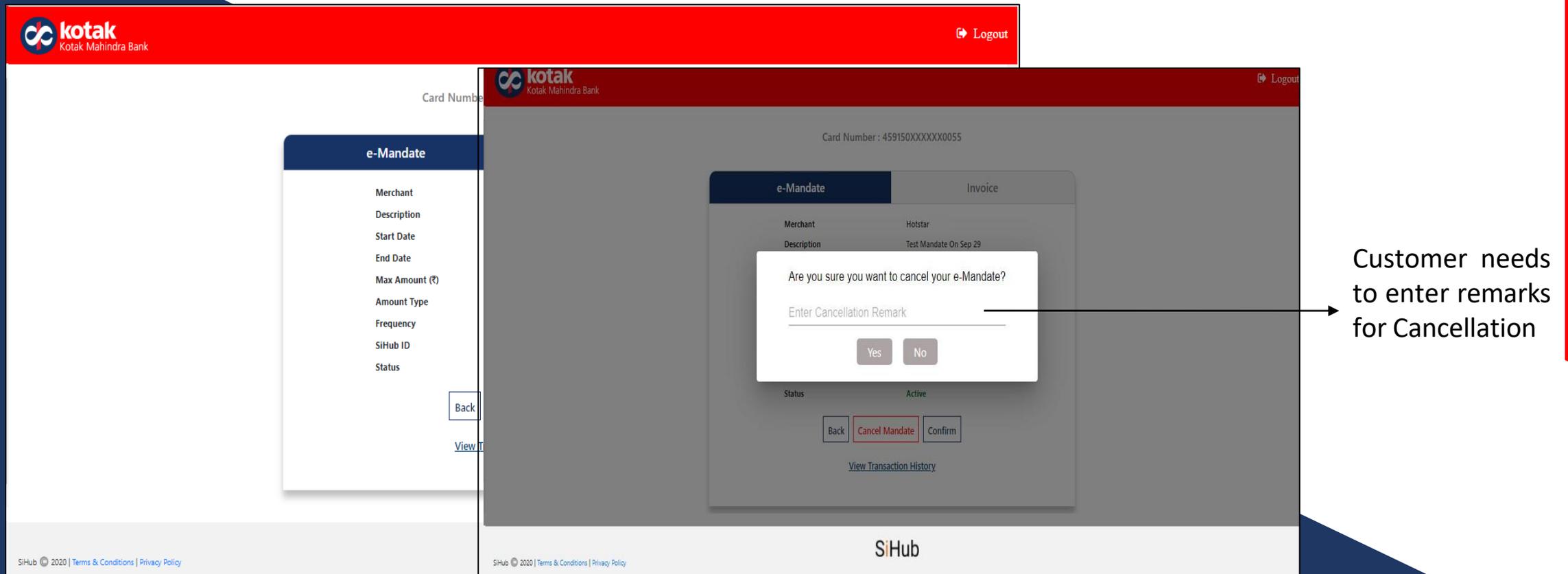
[View Transaction History](#)

SiHub

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Click on the cancel button

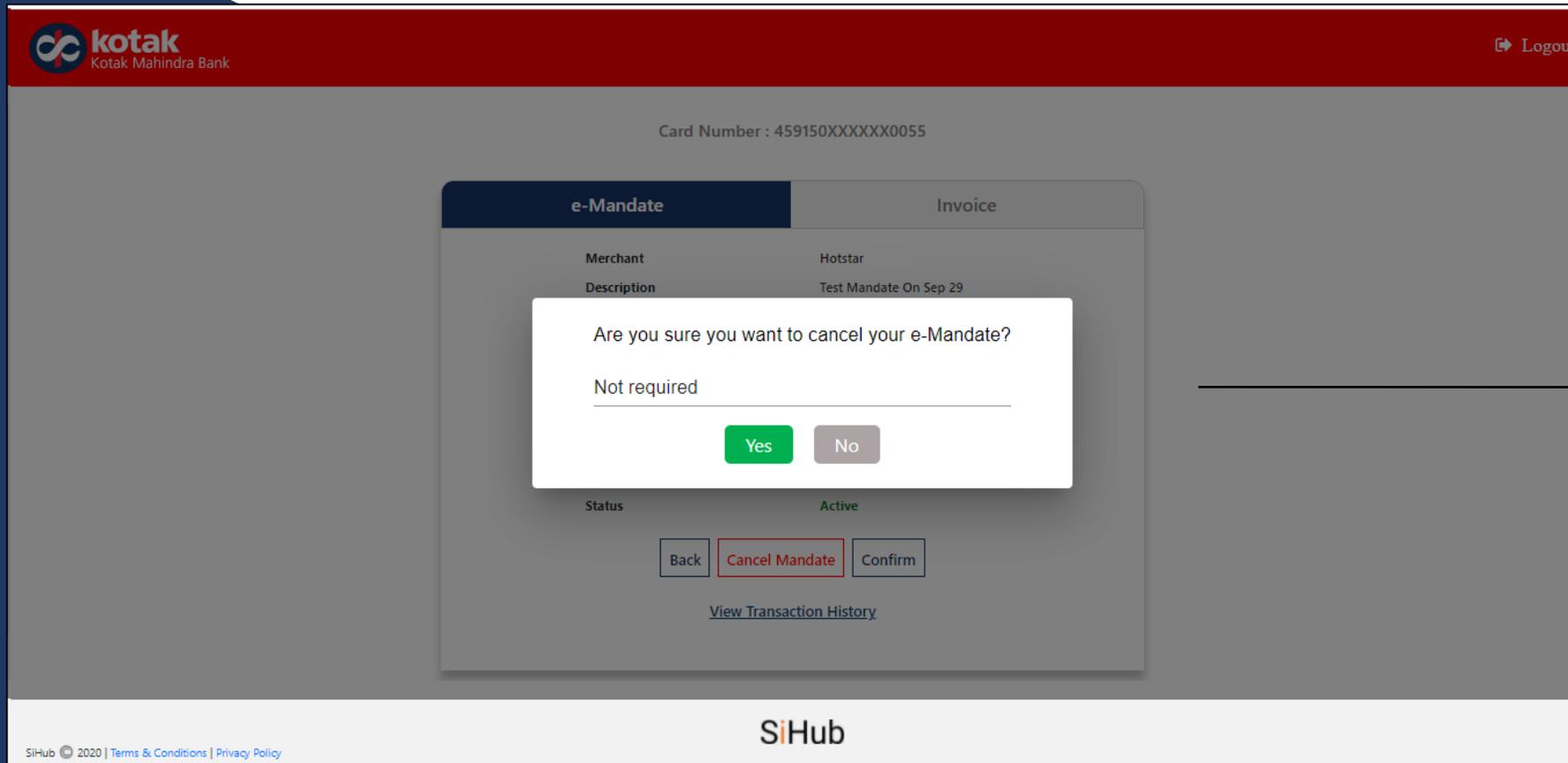
## Recurring E-mandate: Cancel



The screenshot displays the Kotak Mahindra Bank SiHub interface. At the top, there is a red header with the bank's logo and a 'Logout' link. Below the header, the main content area shows a card number '459150XXXXXX0055'. A modal dialog is open, titled 'Are you sure you want to cancel your e-Mandate?'. The dialog contains a text input field labeled 'Enter Cancellation Remark' and two buttons: 'Yes' and 'No'. Below the dialog, the 'e-Mandate' details are visible, including the merchant 'Hotstar' and description 'Test Mandate On Sep 29'. The status is 'Active'. At the bottom of the modal, there are buttons for 'Back', 'Cancel Mandate', and 'Confirm', along with a link for 'View Transaction History'. A red box highlights the 'Cancel Mandate' button. An arrow points from the 'Enter Cancellation Remark' field to the text 'Customer needs to enter remarks for Cancellation'.

Customer needs to enter remarks for Cancellation

## Recurring E-mandate: Cancel



Card Number : 459150XXXXXX0055

**e-Mandate** Invoice

|             |                        |
|-------------|------------------------|
| Merchant    | Hotstar                |
| Description | Test Mandate On Sep 29 |

Are you sure you want to cancel your e-Mandate?

Not required

Status **Active**

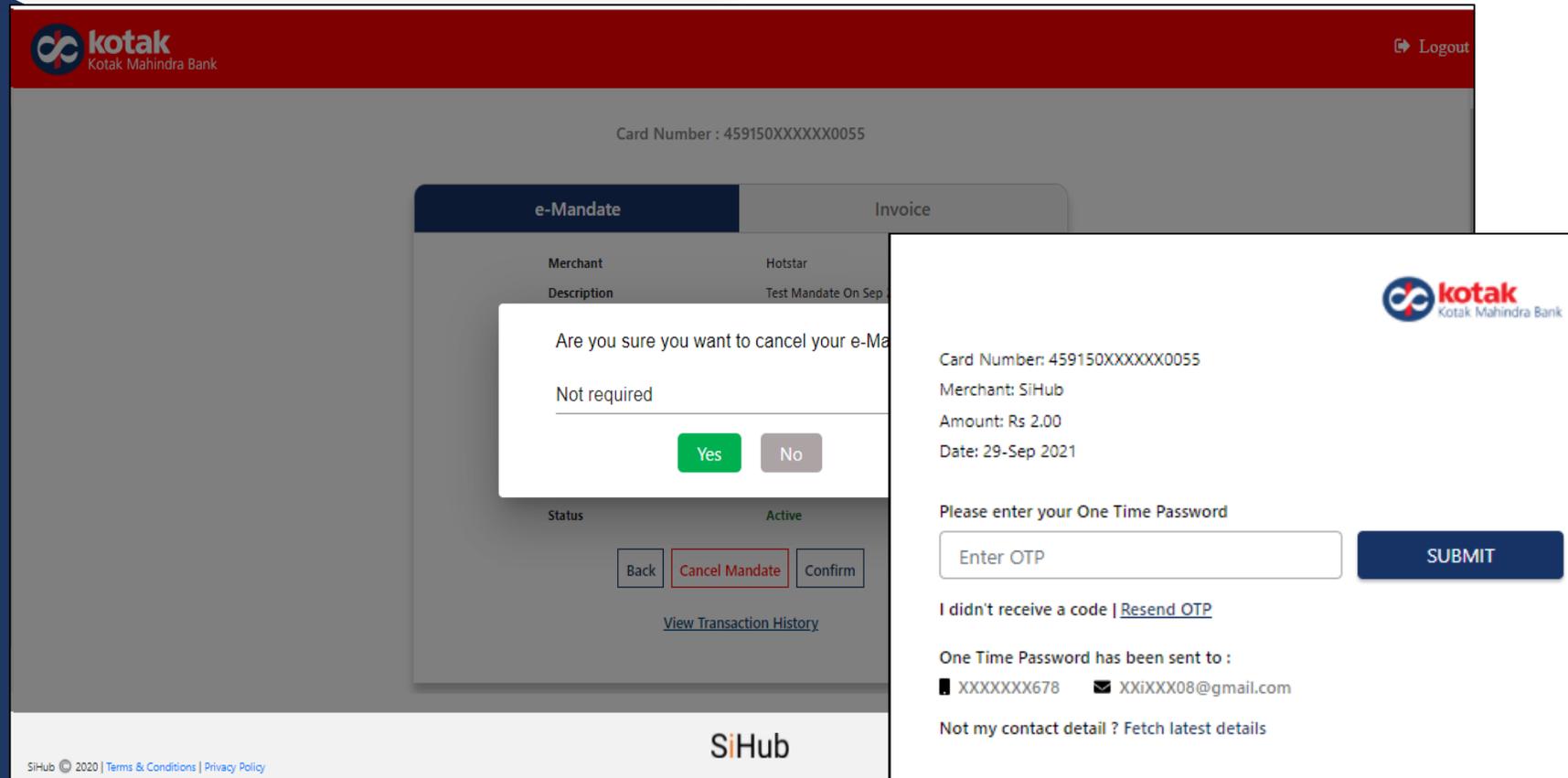
[View Transaction History](#)

SiHub

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On the pop-up  
click on 'Yes'

## Recurring E-mandate: Cancel



Card Number : 459150XXXXXX0055

Logout

Card Number : 459150XXXXXX0055

Merchant: Hotstar  
Description: Test Mandate On Sep

Are you sure you want to cancel your e-Ma

Not required

Yes No

Status: Active

Back Cancel Mandate Confirm

[View Transaction History](#)

SiHub

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**kotak**  
Kotak Mahindra Bank

Card Number: 459150XXXXXX0055  
Merchant: SiHub  
Amount: Rs 2.00  
Date: 29-Sep 2021

Please enter your One Time Password

Enter OTP

SUBMIT

I didn't receive a code | [Resend OTP](#)

One Time Password has been sent to :  
📱 XXXXXXX678 ✉️ XXiXXX08@gmail.com

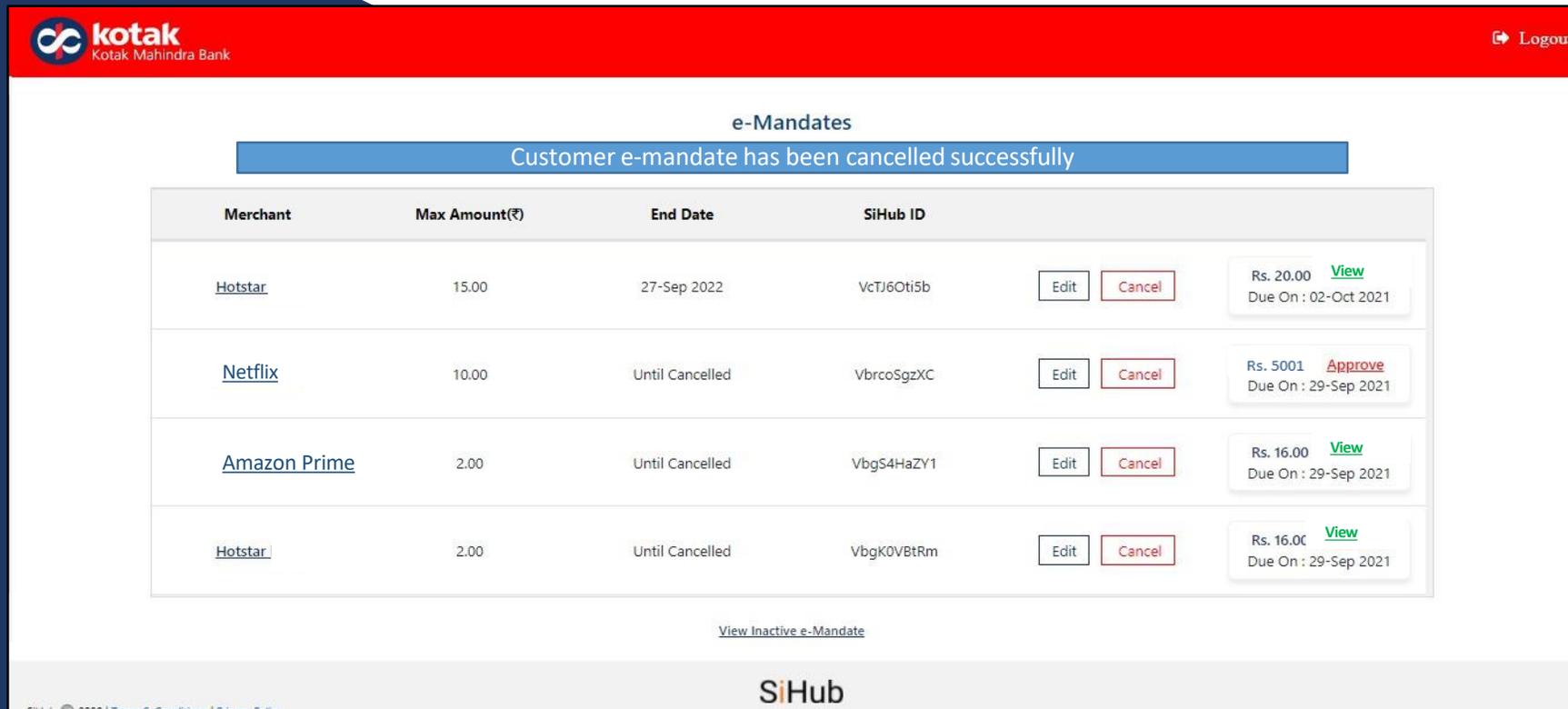
Not my contact detail ? [Fetch latest details](#)

Enter the OTP  
received on  
registered  
mobile number

Customer will receive Cancellation Notification on registered mobile no. after successful cancellation  
Customer can also click on Cancel on the e-Mandate Summary Page and follow the same steps for cancellation of the Subscriptions/ Recurring Payments

## Recurring E-mandate: Cancel

Mandate has been successfully cancelled



**e-Mandates**

Customer e-mandate has been cancelled successfully

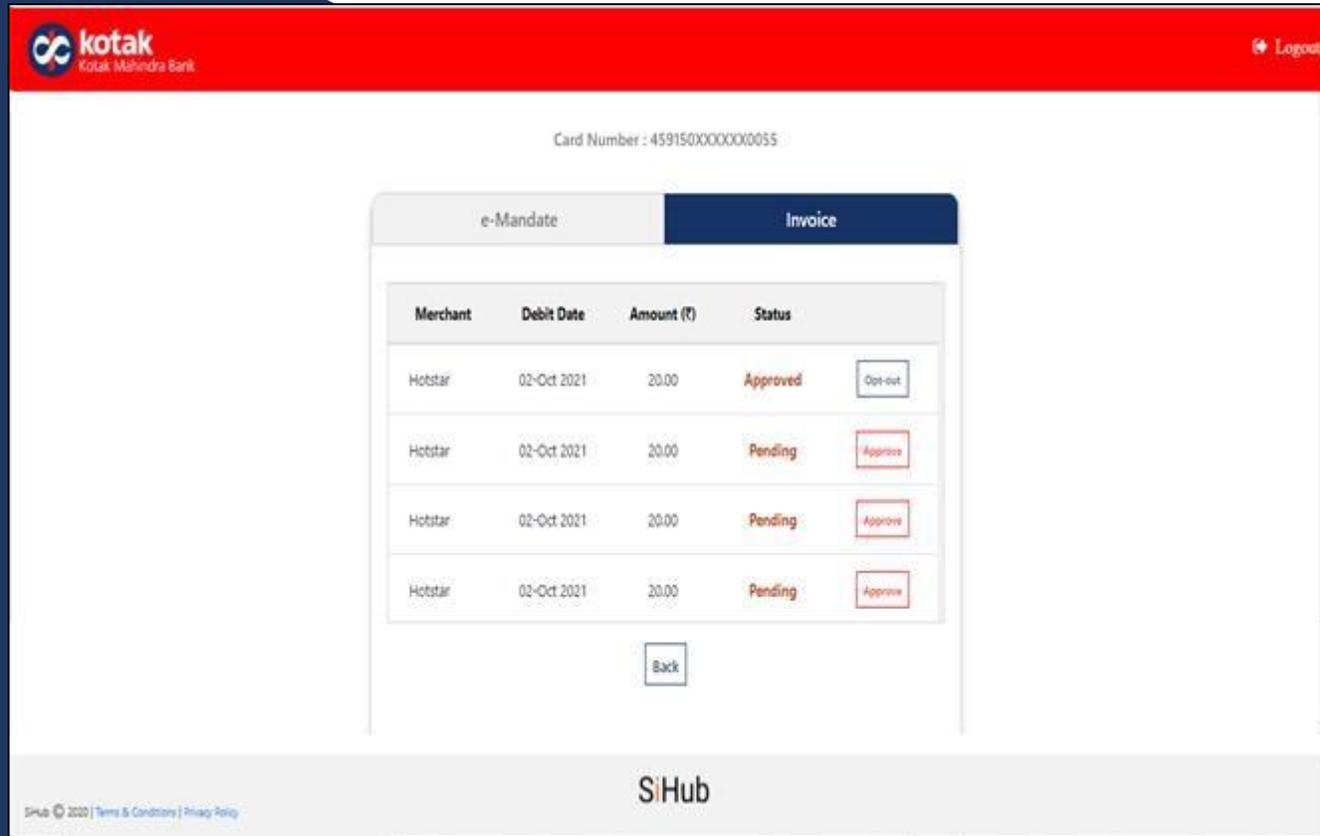
| Merchant                     | Max Amount(₹) | End Date        | SiHub ID   |                      |                        |  |
|------------------------------|---------------|-----------------|------------|----------------------|------------------------|--|
| <a href="#">Hotstar</a>      | 15.00         | 27-Sep 2022     | VcTj6Oti5b | <a href="#">Edit</a> | <a href="#">Cancel</a> | Rs. 20.00 <a href="#">View</a><br>Due On : 02-Oct 2021   |
| <a href="#">Netflix</a>      | 10.00         | Until Cancelled | VbrcoSgzXC | <a href="#">Edit</a> | <a href="#">Cancel</a> | Rs. 5001 <a href="#">Approve</a><br>Due On : 29-Sep 2021 |
| <a href="#">Amazon Prime</a> | 2.00          | Until Cancelled | VbgS4HaZY1 | <a href="#">Edit</a> | <a href="#">Cancel</a> | Rs. 16.00 <a href="#">View</a><br>Due On : 29-Sep 2021   |
| <a href="#">Hotstar</a>      | 2.00          | Until Cancelled | Vbgk0VBtRm | <a href="#">Edit</a> | <a href="#">Cancel</a> | Rs. 16.00 <a href="#">View</a><br>Due On : 29-Sep 2021   |

[View Inactive e-Mandate](#)

SiHub

## Recurring E-mandate: Invoice

Customer can view all the invoices associated with Subscriptions/ Recurring Payments



Card Number : 459150XXXXXX0055

Logout

e-Mandate Invoice

| Merchant | Debit Date  | Amount (₹) | Status   |         |
|----------|-------------|------------|----------|---------|
| Hotstar  | 02-Oct 2021 | 20.00      | Approved | Out-out |
| Hotstar  | 02-Oct 2021 | 20.00      | Pending  | Approve |
| Hotstar  | 02-Oct 2021 | 20.00      | Pending  | Approve |
| Hotstar  | 03-Oct 2021 | 20.00      | Pending  | Approve |

Back

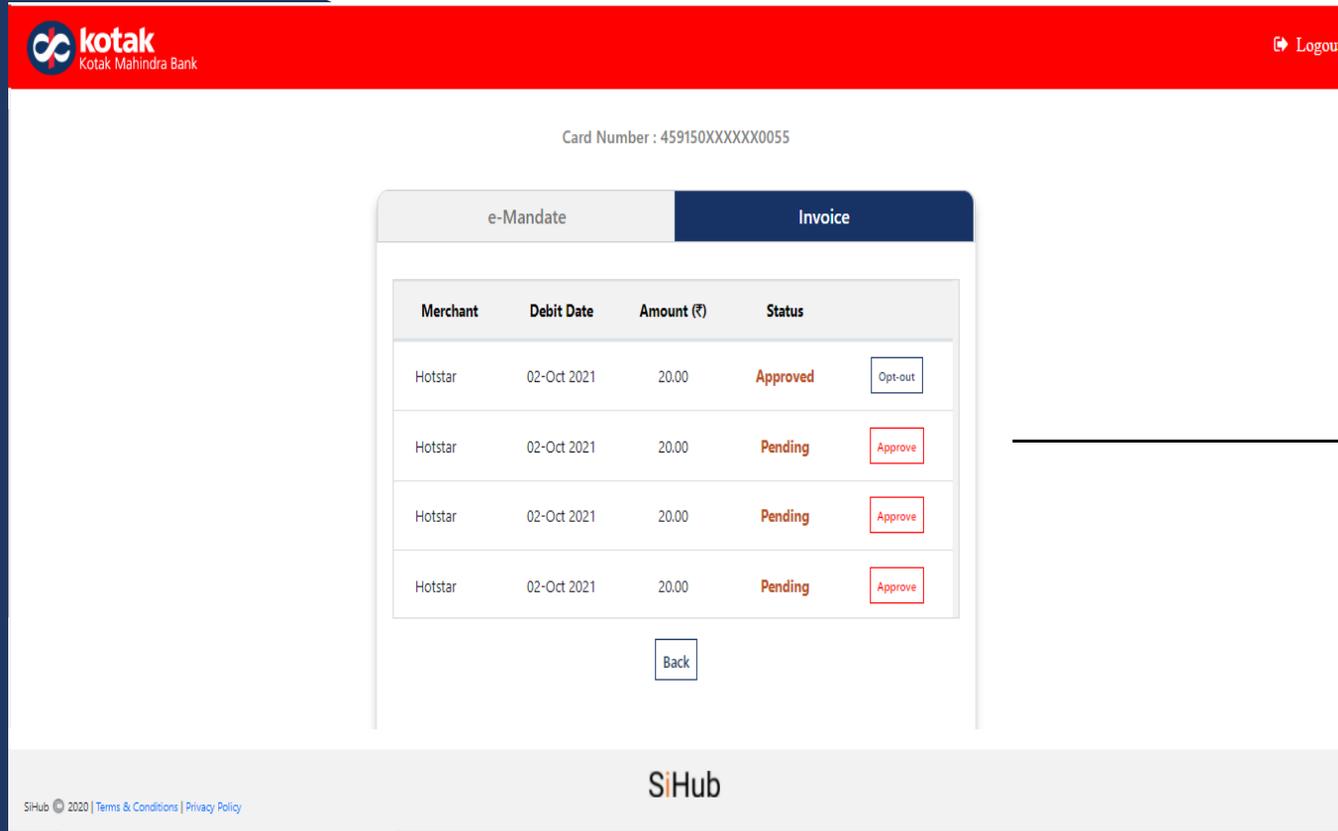
SiHub

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- Records of invoice for the upcoming transaction and past transactions of the Subscription/ Recurring Payments
- Status '**Pending**' in the Invoice section means that Customer have not yet approved the transaction
- Status '**Approve**' in the Invoice section means that Customer have approved the transaction

## Recurring E-mandate: Invoice Approve

Customer can view all the invoices associated with Subscriptions/ Recurring Payments



Card Number : 459150XXXXXX0055

e-Mandate Invoice

| Merchant | Debit Date  | Amount (₹) | Status   |  |
|----------|-------------|------------|----------|--|
| Hotstar  | 02-Oct 2021 | 20.00      | Approved | <input type="button" value="Opt-out"/> |
| Hotstar  | 02-Oct 2021 | 20.00      | Pending  | <input type="button" value="Approve"/> |
| Hotstar  | 02-Oct 2021 | 20.00      | Pending  | <input type="button" value="Approve"/> |
| Hotstar  | 02-Oct 2021 | 20.00      | Pending  | <input type="button" value="Approve"/> |

SiHub

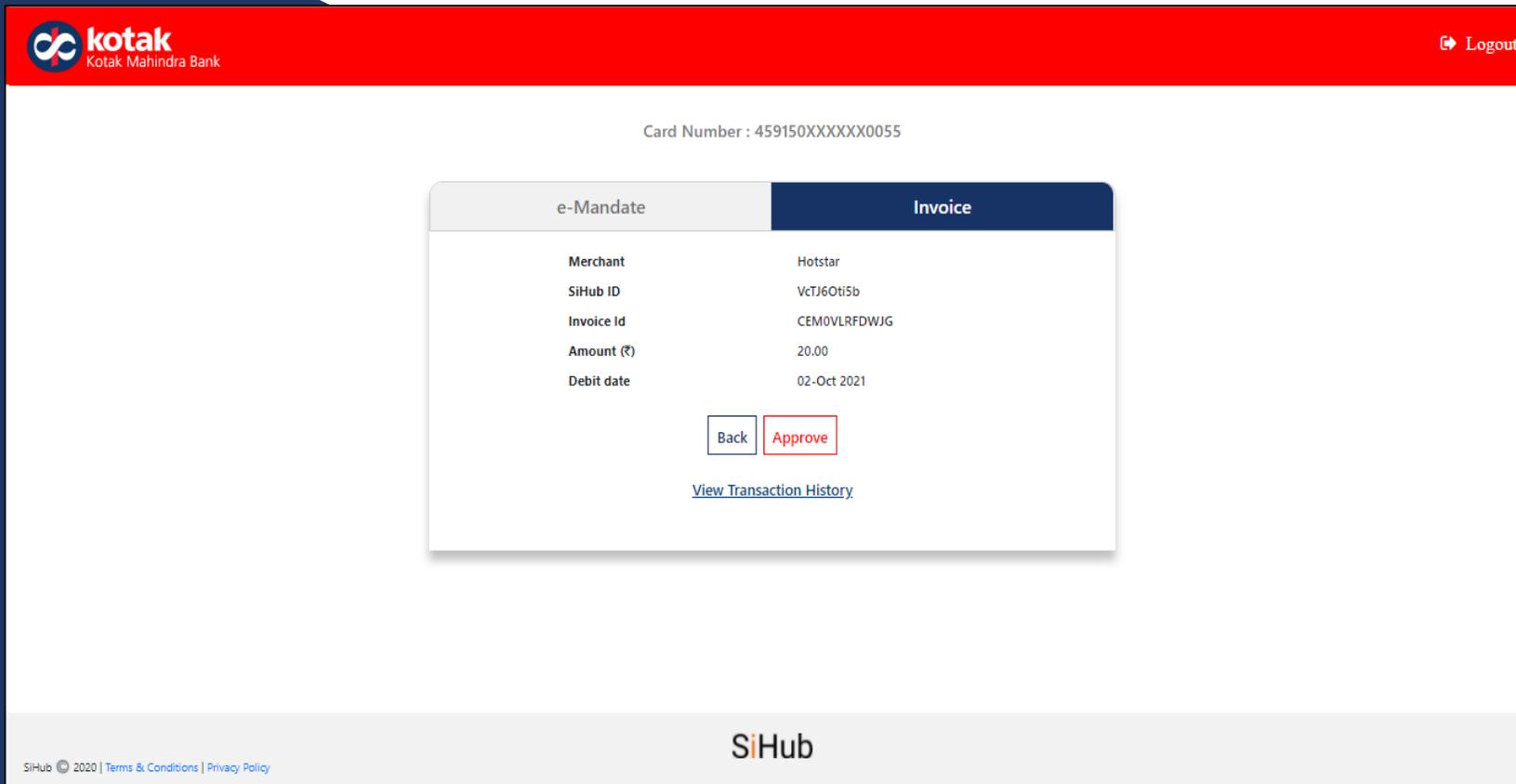
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### Approve button

is displayed when approval is required for transaction of Subscription/ Recurring Payments, i.e., amount is greater than Rs.5000 or greater than the maximum amount

## Recurring E-mandate: Invoice Approve

Customer need to approve the Subscriptions/ Recurring Payments following successful OTP



Card Number : 459150XXXXXX0055

| e-Mandate  | Invoice      |
|------------|--------------|
| Merchant   | Hotstar      |
| SiHub ID   | VcTJ6Ot5b    |
| Invoice Id | CEM0VLRFDWJG |
| Amount (₹) | 20.00        |
| Debit date | 02-Oct 2021  |

[Back](#) [Approve](#)

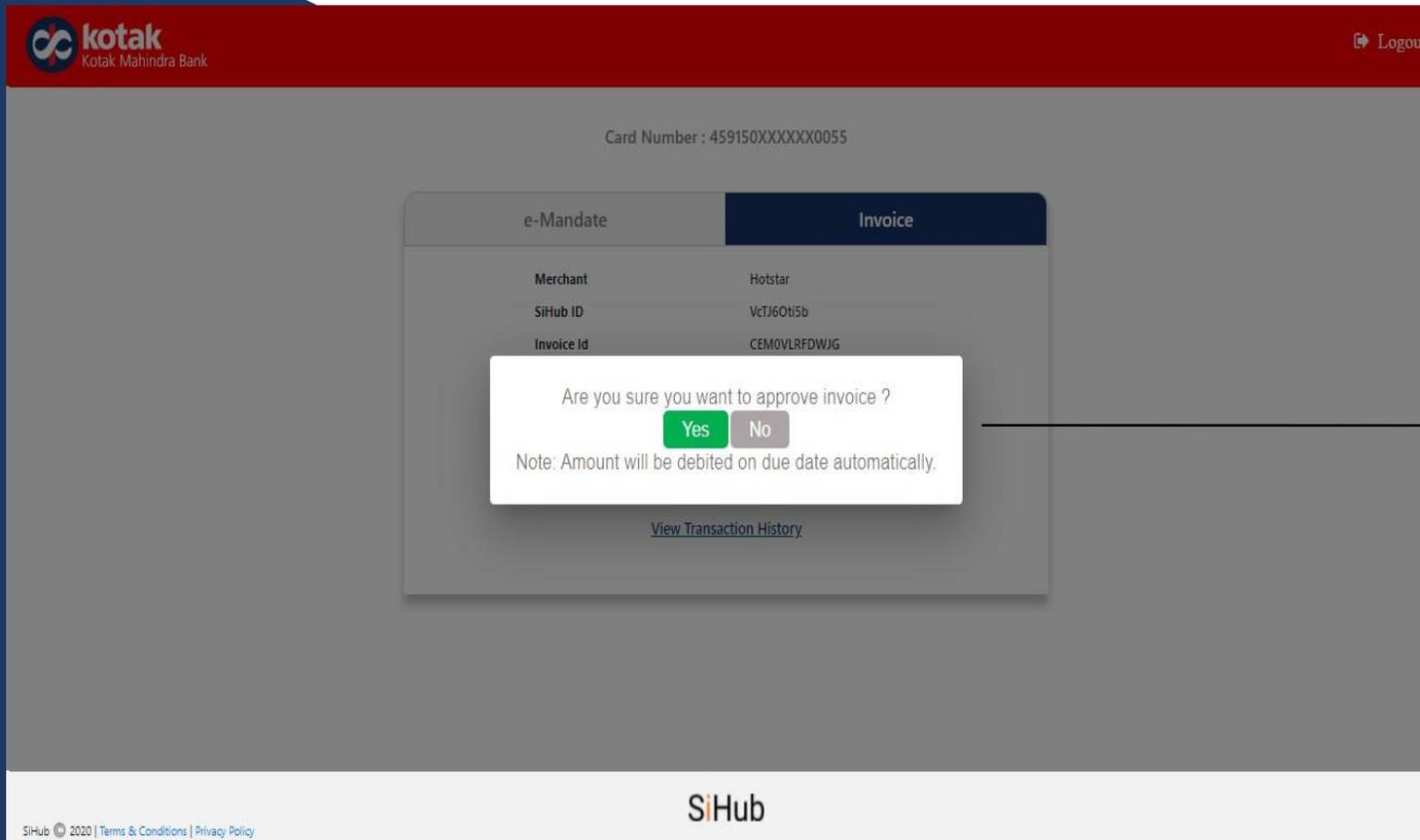
[View Transaction History](#)

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- Details of the invoice for the Subscription/ Recurring Payments are displayed
- Customer need to click on the 'Approve' button for the invoice of the standing instruction

# Recurring E-mandate: Invoice Approve



The screenshot displays the Kotak Mahindra Bank SiHub interface. At the top left is the bank logo and name. At the top right is a 'Logout' link. Below the header, the card number '459150XXXXXX0055' is shown. The main content area has two tabs: 'e-Mandate' and 'Invoice', with 'Invoice' selected. A table lists the following details:

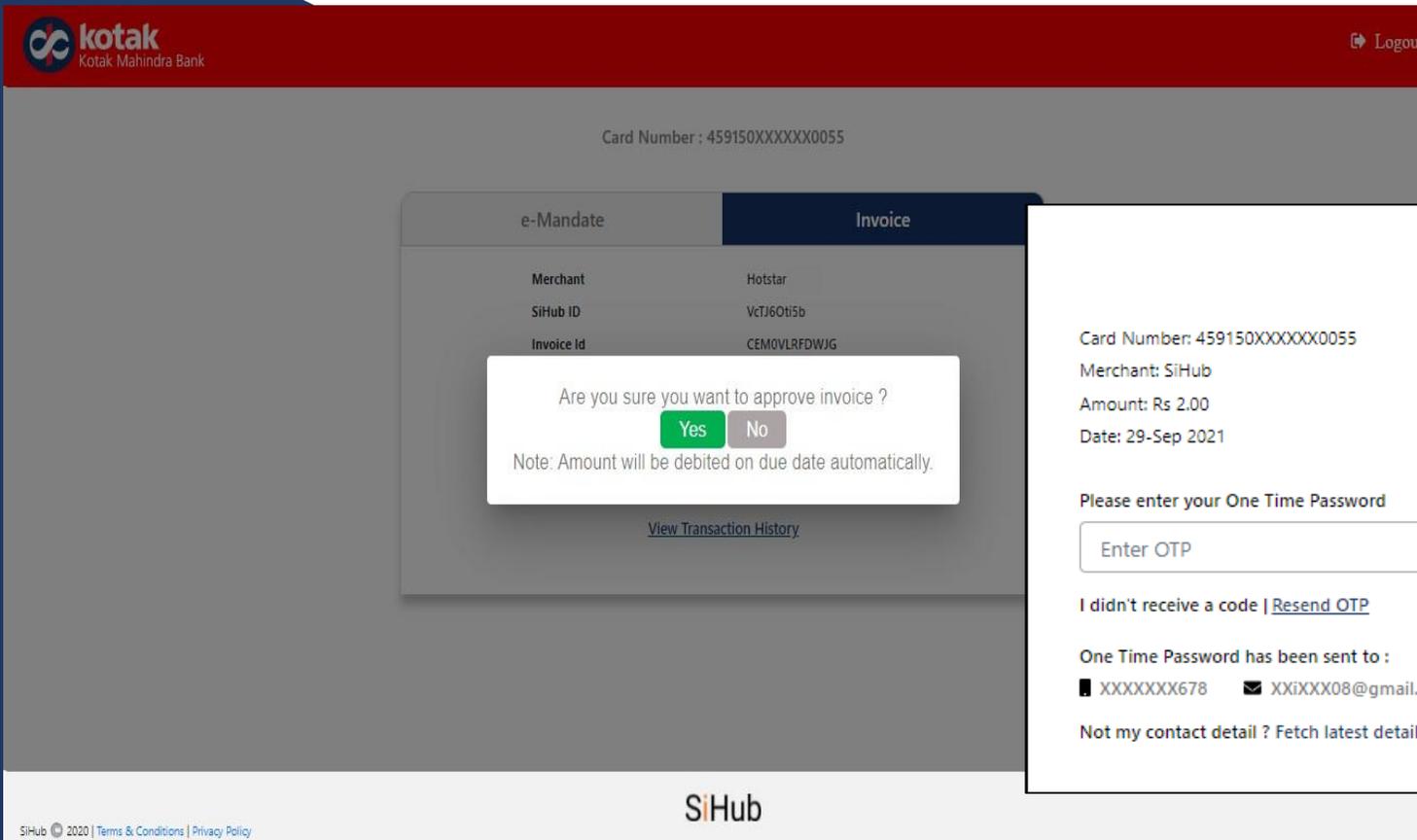
|            |              |
|------------|--------------|
| Merchant   | Hotstar      |
| SiHub ID   | VcTJ60t5b    |
| Invoice Id | CEM0VLRFDWJG |

A white pop-up dialog box is centered on the screen with the text: 'Are you sure you want to approve invoice?'. It contains two buttons: a green 'Yes' button and a grey 'No' button. Below the buttons is a note: 'Note: Amount will be debited on due date automatically.' and a link: '[View Transaction History](#)'. An arrow points from the 'Yes' button to the text on the right.

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On the pop-up customer clicks on 'Yes'

# Recurring E-mandate: Invoice Approve



Card Number : 459150XXXXXX0055

Logout

| e-Mandate  | Invoice      |
|------------|--------------|
| Merchant   | Hotstar      |
| SiHub ID   | VcTJ60t5b    |
| Invoice Id | CEM0VLRFDWJG |

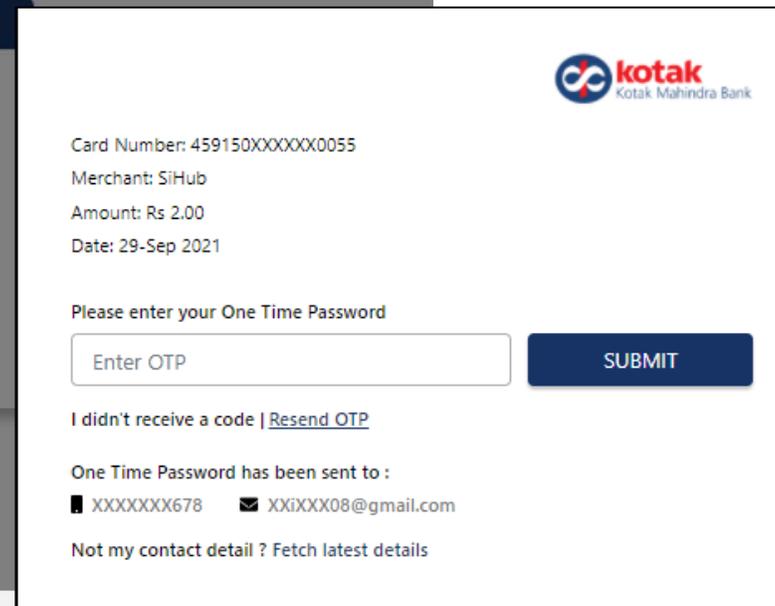
Are you sure you want to approve invoice ?

Note: Amount will be debited on due date automatically.

[View Transaction History](#)

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Card Number: 459150XXXXXX0055

Merchant: SiHub

Amount: Rs 2.00

Date: 29-Sep 2021

Please enter your One Time Password

I didn't receive a code | [Resend OTP](#)

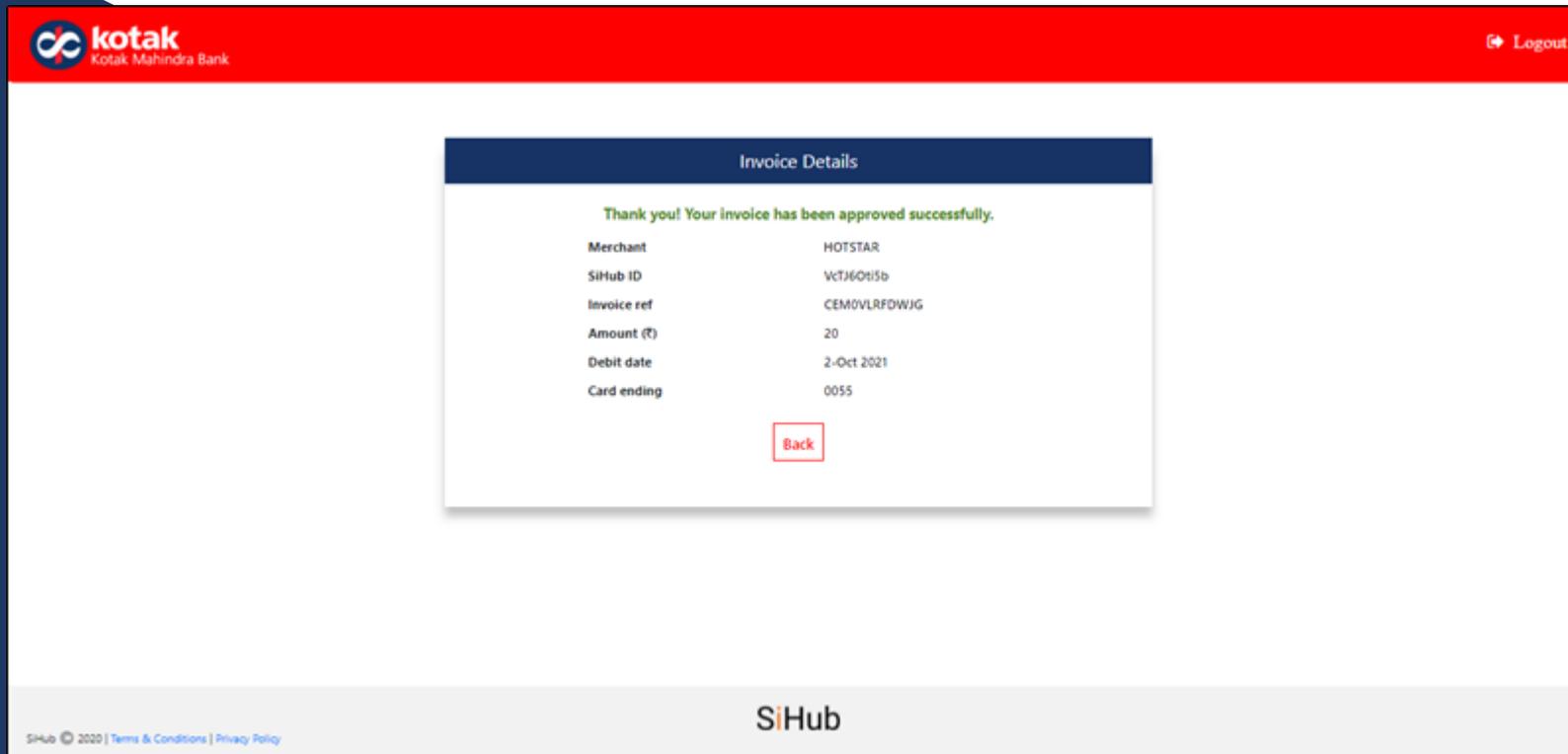
One Time Password has been sent to :

📱 XXXXXX678    ✉️ XXiXXX08@gmail.com

Not my contact detail ? [Fetch latest details](#)

Enter the OTP  
received on  
registered  
mobile number

## Recurring E-mandate: Invoice Approve



The screenshot displays the Kotak Mahindra Bank SIHub interface. At the top, there is a red header with the bank's logo and name on the left, and a 'Logout' button on the right. The main content area features a central white box with a dark blue header titled 'Invoice Details'. Below this header, a green message states: 'Thank you! Your invoice has been approved successfully.' This is followed by a table of invoice details:

|             |              |
|-------------|--------------|
| Merchant    | HOTSTAR      |
| SIHub ID    | VcTj6Qh5b    |
| Invoice ref | CEM0VLRFDWJG |
| Amount (₹)  | 20           |
| Debit date  | 2-Oct 2021   |
| Card ending | 0055         |

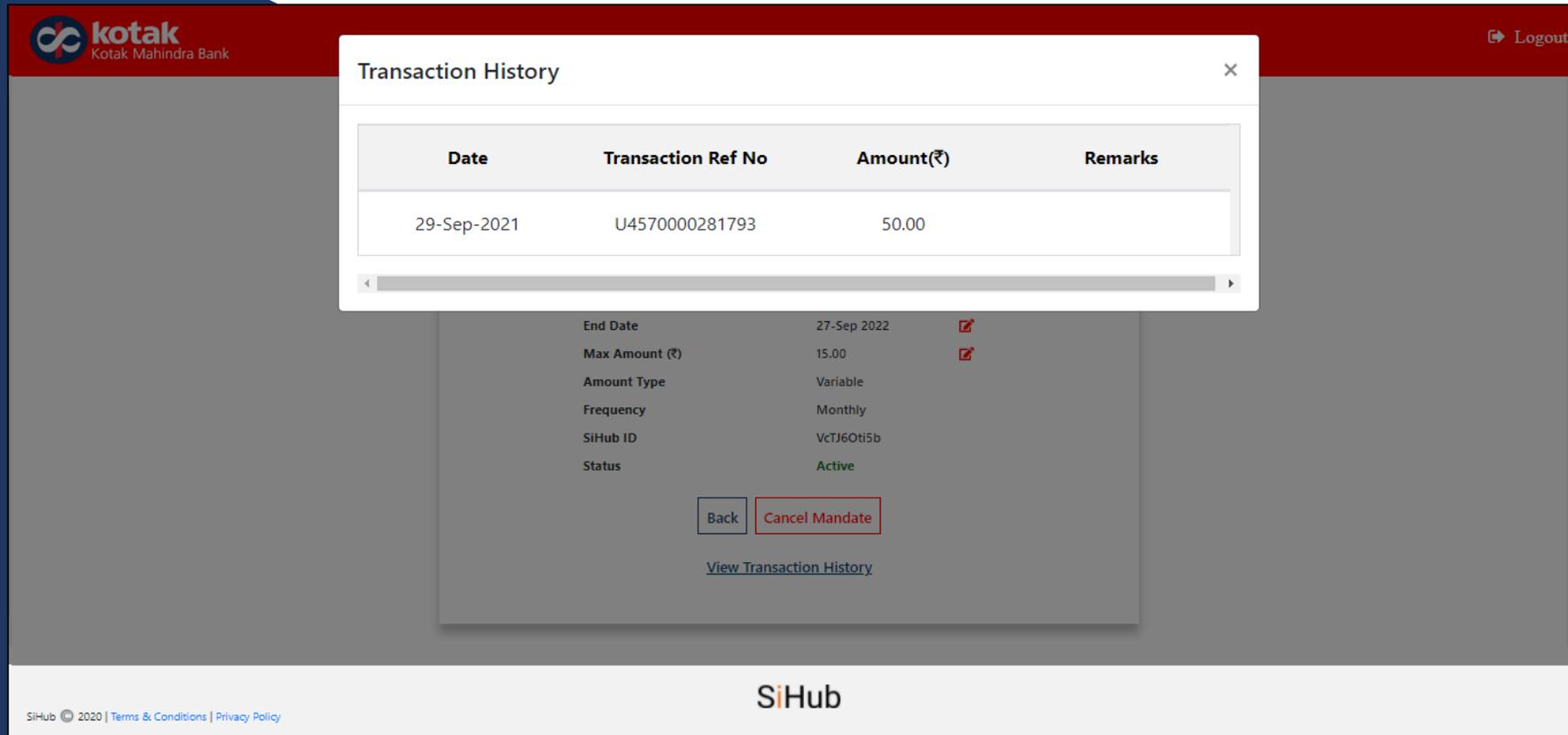
Below the table is a red 'Back' button. At the bottom of the page, there is a grey footer with the 'SIHub' logo and a small copyright notice: 'SIHub © 2020 | Terms & Conditions | Privacy Policy'.

Approval message is displayed with all the details of the standing instruction

Customer will receive Approval Notification on registered mobile no. after approval has been successfully provided  
Customer can also click on Approve on the Mandate Summary Page and follow the same steps for approval of invoice for the Subscriptions/ Recurring Payments

# Recurring E-mandate: Transaction History

Customer can view all the transactions associated with a Subscriptions/ Recurring Payments



The screenshot displays the Kotak Mahindra Bank SiHub interface. At the top left is the bank logo and name. At the top right is a 'Logout' link. A modal window titled 'Transaction History' is open, showing a table with the following data:

| Date        | Transaction Ref No | Amount(₹) | Remarks |
|-------------|--------------------|-----------|---------|
| 29-Sep-2021 | U4570000281793     | 50.00     |         |

Below the table, there are fields for mandate details:

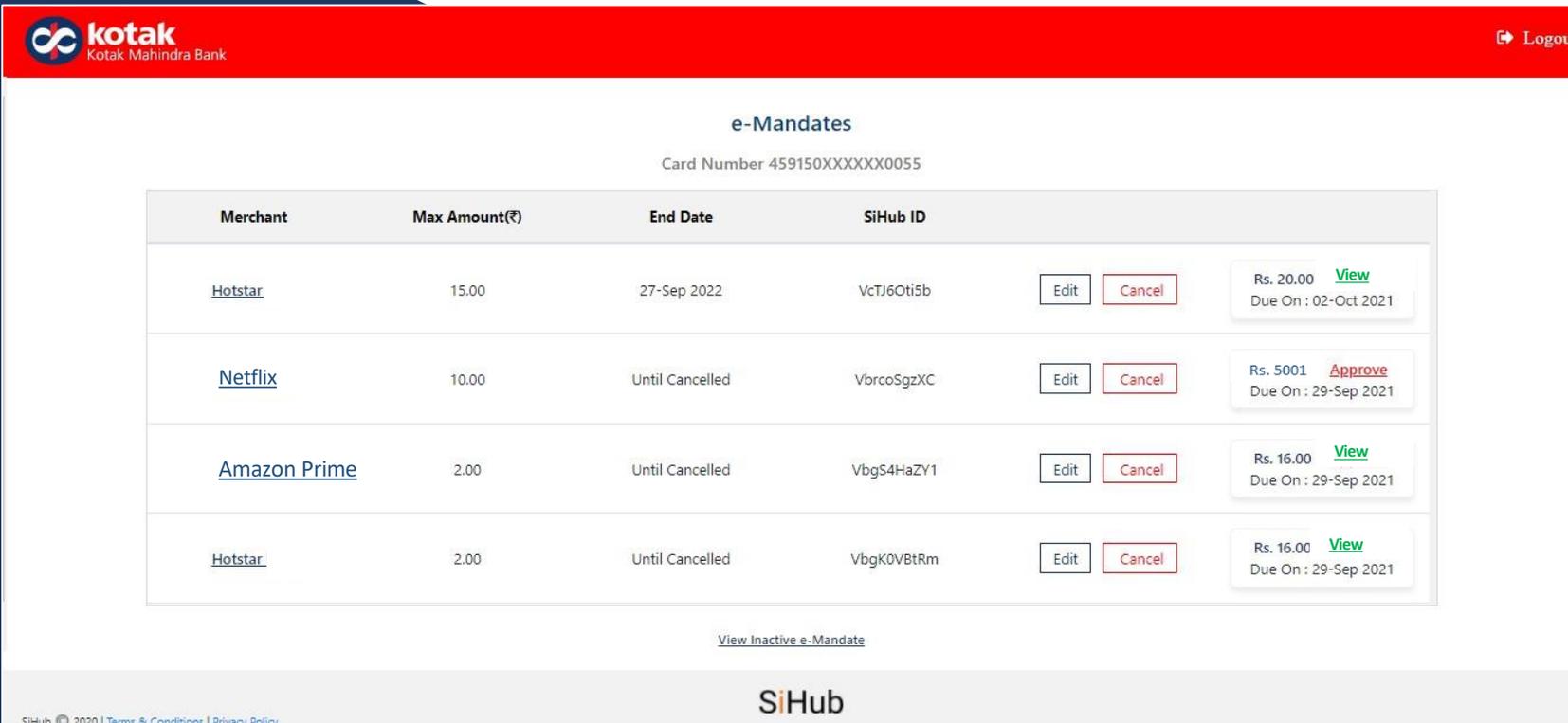
- End Date: 27-Sep 2022
- Max Amount (₹): 15.00
- Amount Type: Variable
- Frequency: Monthly
- SiHub ID: VcTJ6Oti5b
- Status: Active

At the bottom of the modal, there are 'Back' and 'Cancel Mandate' buttons, and a link to 'View Transaction History'. The footer of the page contains 'SiHub' and '© 2020 | Terms & Conditions | Privacy Policy'.

Transaction History displays records of all the transactions for the Subscriptions/ Recurring Payments

## Recurring E-mandate: Cancelled Subscriptions/ Recurring Payments

Customer can view details of the cancelled Subscriptions/ Recurring Payments



The screenshot shows the 'e-Mandates' section in the SiHub interface. At the top, there is a red header with the Kotak Mahindra Bank logo and a 'Logout' button. Below the header, the title 'e-Mandates' is displayed, followed by the card number 'Card Number 459150XXXXX0055'. A table lists four cancelled e-mandates for Hotstar, Netflix, and Amazon Prime. Each row includes the merchant name, maximum amount, end date, SiHub ID, and action buttons for 'Edit' and 'Cancel'. To the right of each row, there is a box showing the amount and a 'View' or 'Approve' button. Below the table, there is a link to 'View Inactive e-Mandate' and the SiHub logo at the bottom.

| Merchant                     | Max Amount(₹) | End Date        | SiHub ID   | Action                                      | Amount & Status  |
|------------------------------|---------------|-----------------|------------|---|--|
| <a href="#">Hotstar</a>      | 15.00         | 27-Sep 2022     | VcTJ6Oti5b | <a href="#">Edit</a> <a href="#">Cancel</a> | Rs. 20.00 <a href="#">View</a><br>Due On : 02-Oct 2021   |
| <a href="#">Netflix</a>      | 10.00         | Until Cancelled | VbrcoSgzXC | <a href="#">Edit</a> <a href="#">Cancel</a> | Rs. 5001 <a href="#">Approve</a><br>Due On : 29-Sep 2021 |
| <a href="#">Amazon Prime</a> | 2.00          | Until Cancelled | VbgS4HaZY1 | <a href="#">Edit</a> <a href="#">Cancel</a> | Rs. 16.00 <a href="#">View</a><br>Due On : 29-Sep 2021   |
| <a href="#">Hotstar</a>      | 2.00          | Until Cancelled | VbgK0VBtRm | <a href="#">Edit</a> <a href="#">Cancel</a> | Rs. 16.00 <a href="#">View</a><br>Due On : 29-Sep 2021   |

[View Inactive e-Mandate](#)

SiHub

1. Customer to click on the 'View Inactive e-Mandate'
2. All the cancelled Subscription/ Recurring Payments are displayed below the active recurring payments
3. Customer selects the cancelled recurring payment she/he wants to view

## Notifications for Customers

### Customers will be notified of changes and transactions related to their Subscriptions/ Recurring Payments

Customers will receive the following notifications on their registered phone no. regarding their Subscriptions/ Recurring Payments:

- Customer will receive Registration notification when s/he registers at the merchant's app/Subscriptions/ Recurring Payments
- Customer will receive Modification notification for modifying the End Date or Maximum Amount
- Customer will receive Cancellation notification for cancelling the Subscriptions/ Recurring Payments
- Customer will receive Upcoming Payment notification for all the upcoming transactions
- Customers will receive Transaction Approval notification when invoice is approved by the customer
- Customers will receive Transaction Success notification when transaction amount has been successfully charged by the merchant
- Customers will receive Transaction Failure notification when transaction couldn't be successfully charged by the merchant

**Thank You!**