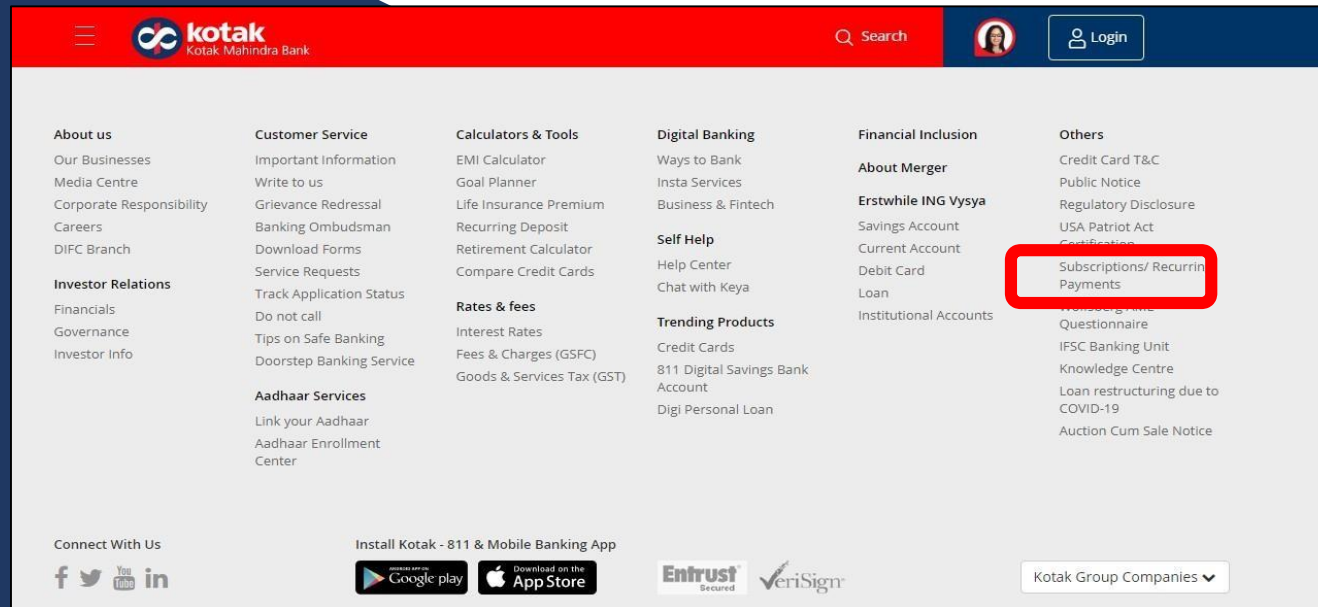


**E-mandate User Guide
for Subscriptions/ Recurring Payments
on
Kotak Credit/ Debit Card**

Login

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



The screenshot shows the footer navigation menu of the Kotak Mahindra Bank website. The menu is organized into several columns. The 'Others' column contains a link for 'Subscriptions/ Recurring Payments', which is highlighted with a red rectangle. Other categories include About us, Investor Relations, Customer Service, Aadhaar Services, Calculators & Tools, Rates & fees, Digital Banking, Trending Products, Financial Inclusion, About Merger, Erstwhile ING Vysya, and a list of other services like Credit Card T&C, Public Notice, Regulatory Disclosure, USA Patriot Act Certification, Knowledge Centre, Questionnaire, IFSC Banking Unit, Knowledge Centre, Loan restructuring due to COVID-19, and Auction Cum Sale Notice.

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	Subscriptions/ Recurring Payments, Institutional Accounts
About Merger	Erstwhile ING Vysya
Others	Credit Card T&C, Public Notice, Regulatory Disclosure, USA Patriot Act Certification, Knowledge Centre, Questionnaire, IFSC Banking Unit, Knowledge Centre, Loan restructuring due to COVID-19, Auction Cum Sale Notice

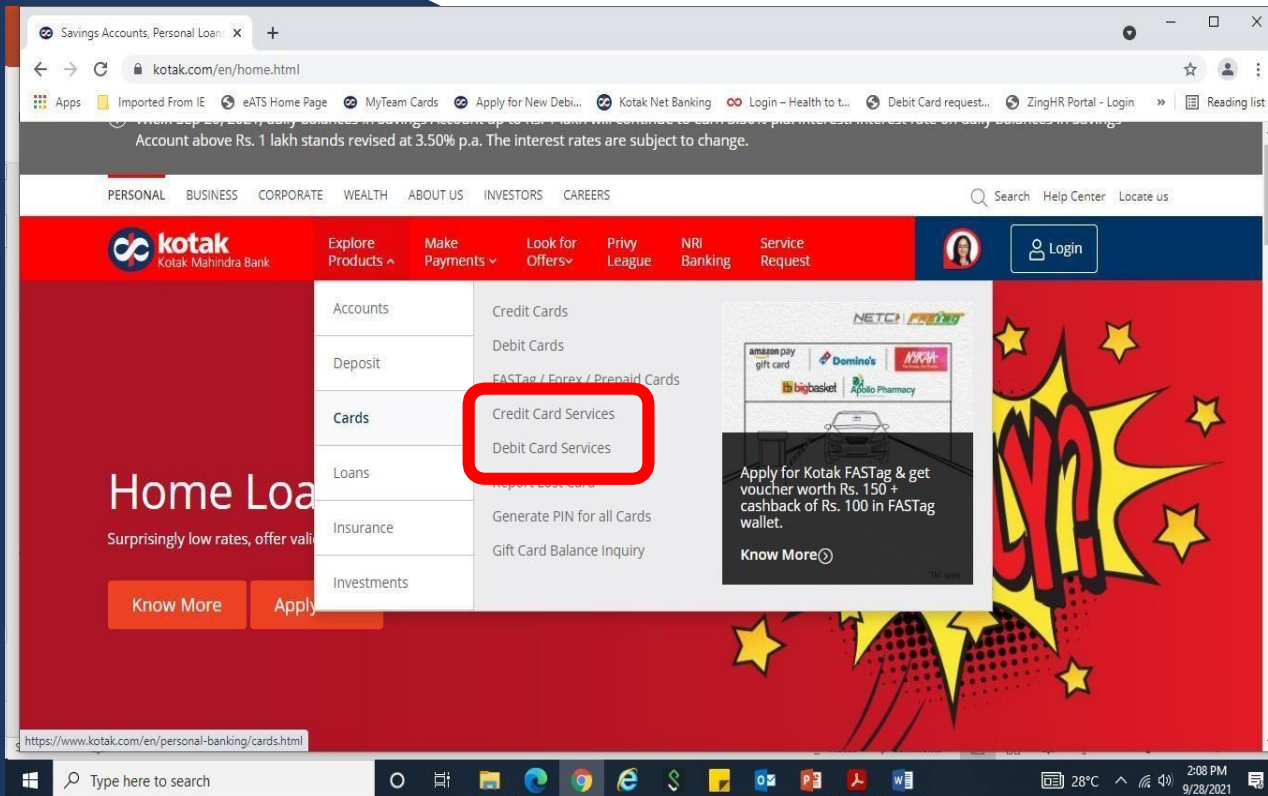
Customer to visit www.Kotak.com

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

Login

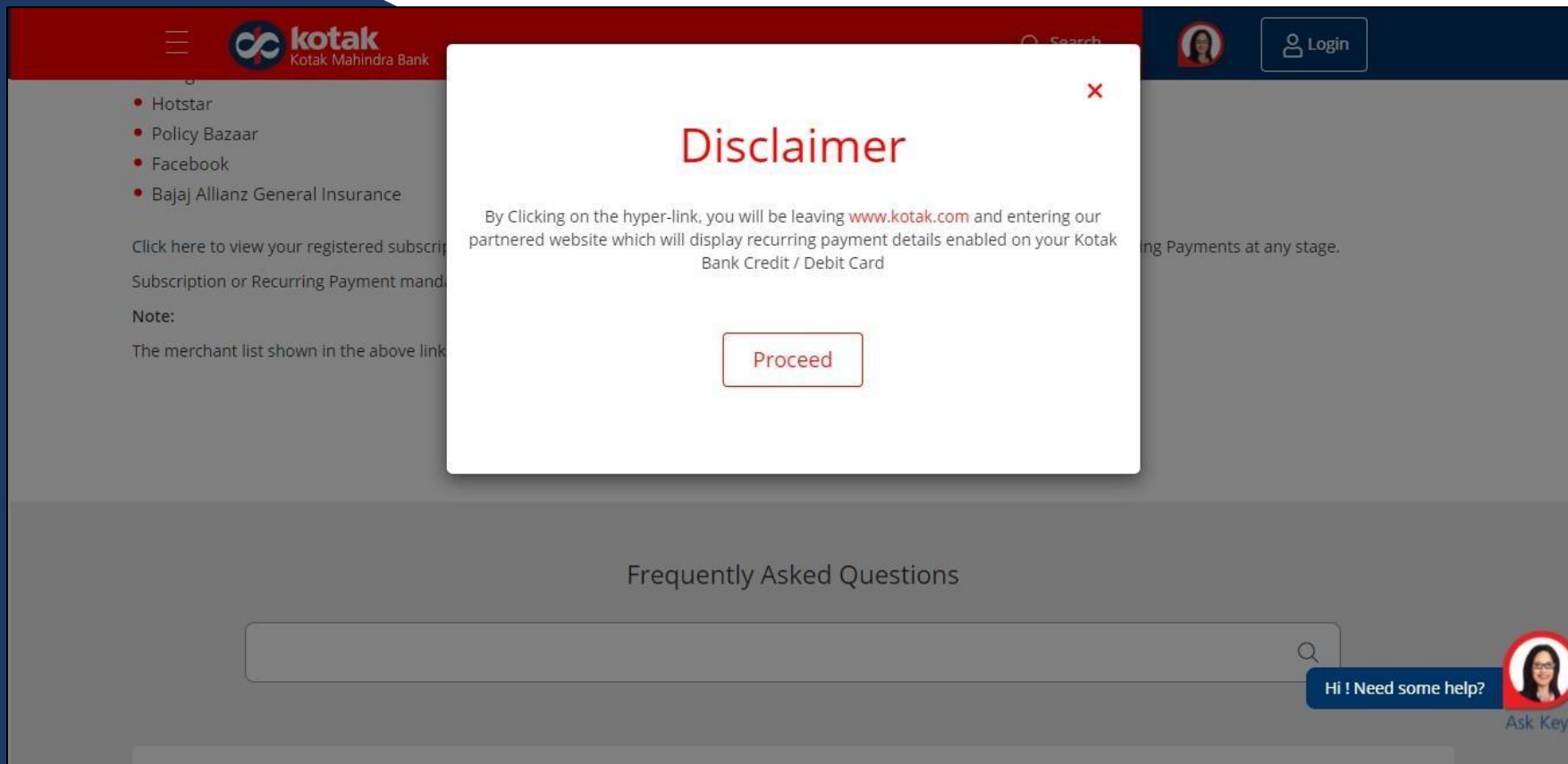
Customer can also login using the below option to manage Subscriptions/ Recurring Payments

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 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 top navigation bar with the Kotak logo, a search bar, and a "Login" button. On the left, there is a menu with items like "Hotstar", "Policy Bazaar", "Facebook", and "Bajaj Allianz General Insurance". Below the menu, there is a link to view registered subscriptions and a "Note" section. At the bottom, there is a "Frequently Asked Questions" section with a search bar and a "Hi ! Need some help? Ask Keya" chatbot icon.

Sign up

Customer provides basic details and clicks on “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

Customer enters verification code

Sign Up

Enter Verification Code sent on your Email ID

[Resend Code](#)

Submit

SiHub

e-Mandates Login

Customer to enter login credentials (User ID & Password)

Login to continue

[Forgot UserID](#)

[Forgot Password](#)

 I'm not a robot

Don't have an account? [Sign up](#) ←

SiHub


e-Mandates Login

Customer verifies he is not a robot

Login to continue

abcd.defg@gmail.com

.....

 I'm not a robot



Login

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

[Forgot Password](#)

SIHub

e-Mandates Login

Customer adds card details

Add Your Card

A Rs.2 refundable transaction is required to verify your card details.

I'm not a robot



reCAPTCHA
[Privacy - Terms](#)

e-Mandates Login

Customer enters the OTP received

VISA

Card Number: XXXX XXXX XXXX 0055
Merchant: SiHub
Amount: Rs 2.00
Date: 31-May-2022

Please enter your One Time Password

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

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

Add Card

Customer adds a new card

e-Mandates

Card Number : 459150XXXXXX0055

[Add New Card](#)

Merchant	Max Amount(₹)	End Date	SiHub ID		
Hotstar.hdfc	10.00	Until Cancelled	W15Kf9mnSQ	Edit	Cancel
Hotstar.hdfc	100.00	25-Aug 2022	Vzvb1hX9U	Edit	Cancel
Hotstar.hdfc	2570.00	Until Cancelled	W20LHC1LXu	Edit	Cancel
Hotstar.hdfc	12000.00	02-Jun 2032	W20KjJfQdl	Edit	Cancel
Hotstar.hdfc	3000.00	02-Jun 2032	W20Howgjll	Edit	Cancel
Hotstar.hdfc	3600.00	22-Jun 2022	W20Gs92iPn	Edit	Cancel

Rs. 500.00 [Approve](#)
Due On : 31-May 2022

Rs. 2955.00 [View](#)
Due On : 20-May 2022

Manage Cards


Customer adds new card through Manage Profile option

Manage Profile

e-Mandates

Card Number : 459150XXXXXX0055

Merchant	Max Amount(₹)	End Date	SiHub ID	Action	Upcoming Bills
Netflix Inc.	200.00	10-Feb 2031	W2WdneStjU	Edit Cancel	Rs. 7000.00 View Due On : 07-Jun 2022
Hotstar hdfc	399.00	15-Jun 2032	W3OCIDQZ3u	Edit Cancel	
Hotstar hdfc	399.00	15-Jun 2032	W3O9YxQSex	Edit Cancel	
Hotstar hdfc	1616.47	Until Cancelled	W3O9RLbptK	Edit Cancel	
Hotstar hdfc	3000.00	15-Jun 2032	W3O9LMm0e9	Edit Cancel	
Hotstar hdfc	1423.22	Until Cancelled	W3O7b9by36	Edit Cancel	
Hotstar hdfc	200.00	20-Sep 2022	W3O4SQzw8b	Edit Cancel	




SiHub © 2020 | Terms & Conditions | Privacy Policy

Manage Card

Customer adds a card

Add Card | List Card


A Rs.2 refundable transaction is required to verify your card details.

 I'm not a robot 
reCAPTCHA
[Privacy](#) - [Terms](#)

Back | **Submit**

Manage Card

Customer views list of cards or removes card

Sr.No.	Card	Action
1	459150XXXXXXXX0055	

[Back](#)

Merchant e-Mandates Summary

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

e-Mandates

Card Number : 459150XXXXXX0055

[Add New Card](#)

Merchant	Max Amount(₹)	End Date	SiHub ID		
Hotstar hdfc	10.00	Until Cancelled	W15Kf9mnSQ	Edit	Cancel
Hotstar hdfc	100.00	25-Aug 2022	VzvbIhX9iJ	Edit	Cancel
Hotstar hdfc	2570.00	Until Cancelled	W20LHCLXu	Edit	Cancel
Hotstar hdfc	12000.00	02-Jun 2032	W20KtjFQdl	Edit	Cancel
Hotstar hdfc	3000.00	02-Jun 2032	W20HowgJl	Edit	Cancel
Hotstar hdfc	3600.00	22-Jun 2022	W20Gs92IPn	Edit	Cancel

Rs. 500.00
Due On : 31-May 2022

[Approve](#)

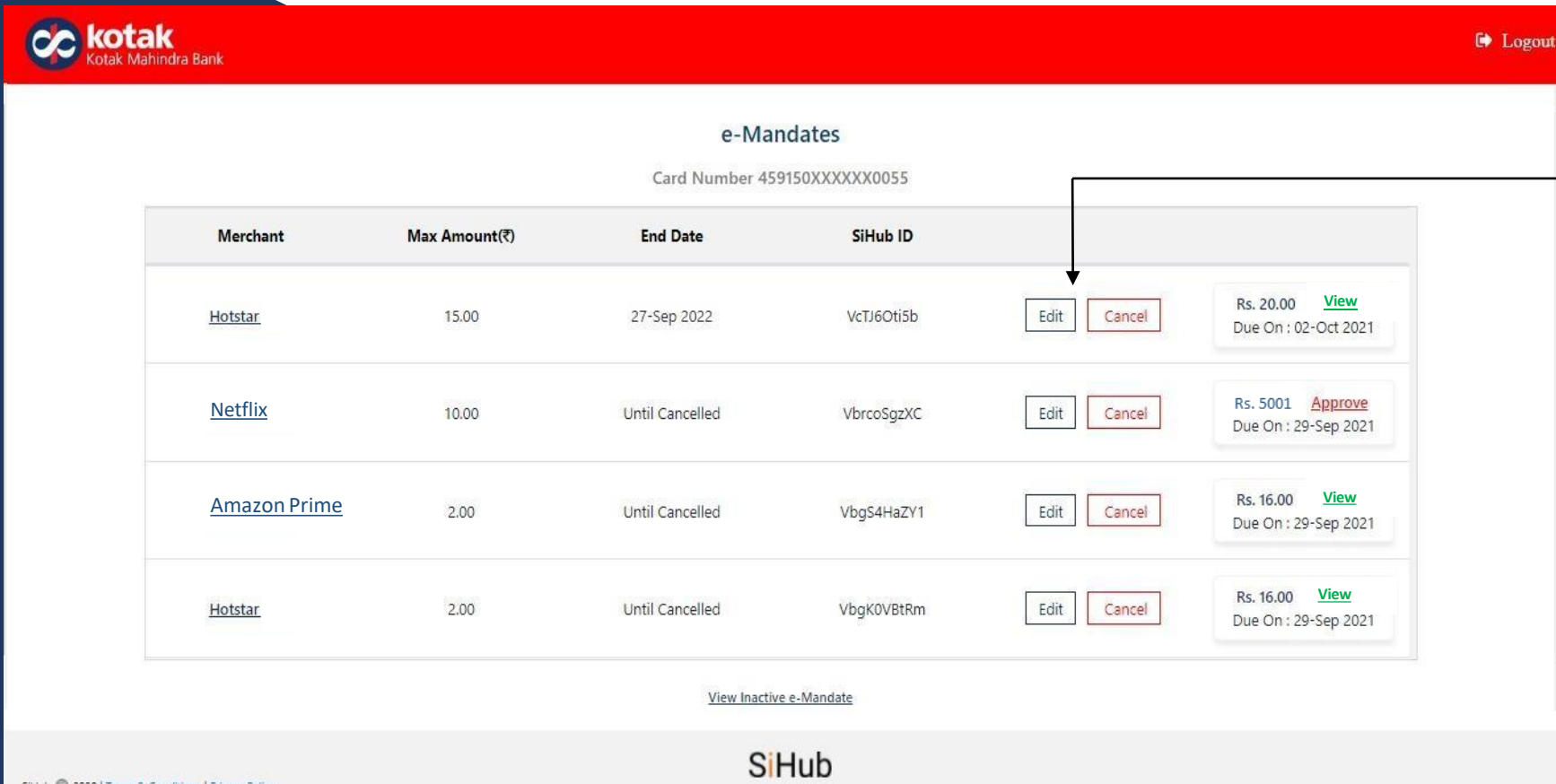
Rs. 2955.00
Due On : 20-May 2022

[View](#)

- 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, there is a red header with the bank's logo and a 'Logout' button. Below the header, the title 'e-Mandates' is centered, followed by the card number '459150XXXXXX0055'. A table lists four active e-mandates for various merchants. Each row includes columns for Merchant, Max Amount (₹), End Date, and SiHub ID. To the right of each SiHub ID are 'Edit' and 'Cancel' buttons. Further right, there are details about the amount and due date, along with a 'View' or 'Approve' link. 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			
Hotstar	15.00	27-Sep 2022	VcTJ6Ot5b	Edit	Cancel	Rs. 20.00 View Due On : 02-Oct 2021
Netflix	10.00	Until Cancelled	VbrcoSgzXC	Edit	Cancel	Rs. 5001 Approve Due On : 29-Sep 2021
Amazon Prime	2.00	Until Cancelled	VbgS4HaZY1	Edit	Cancel	Rs. 16.00 View Due On : 29-Sep 2021
Hotstar	2.00	Until Cancelled	VbgK0VBtRm	Edit	Cancel	Rs. 16.00 View Due On : 29-Sep 2021

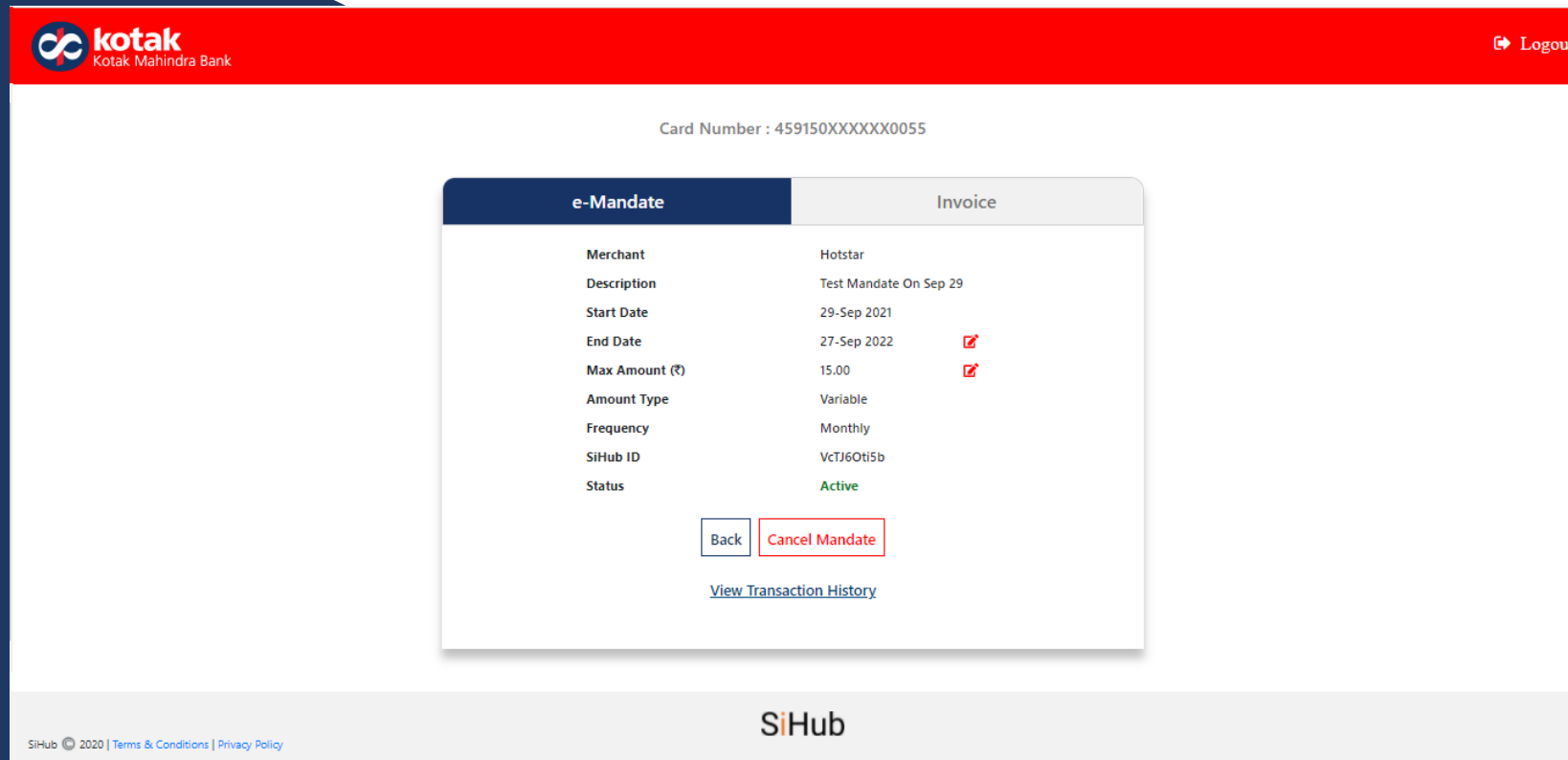
[View Inactive e-Mandate](#)

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:

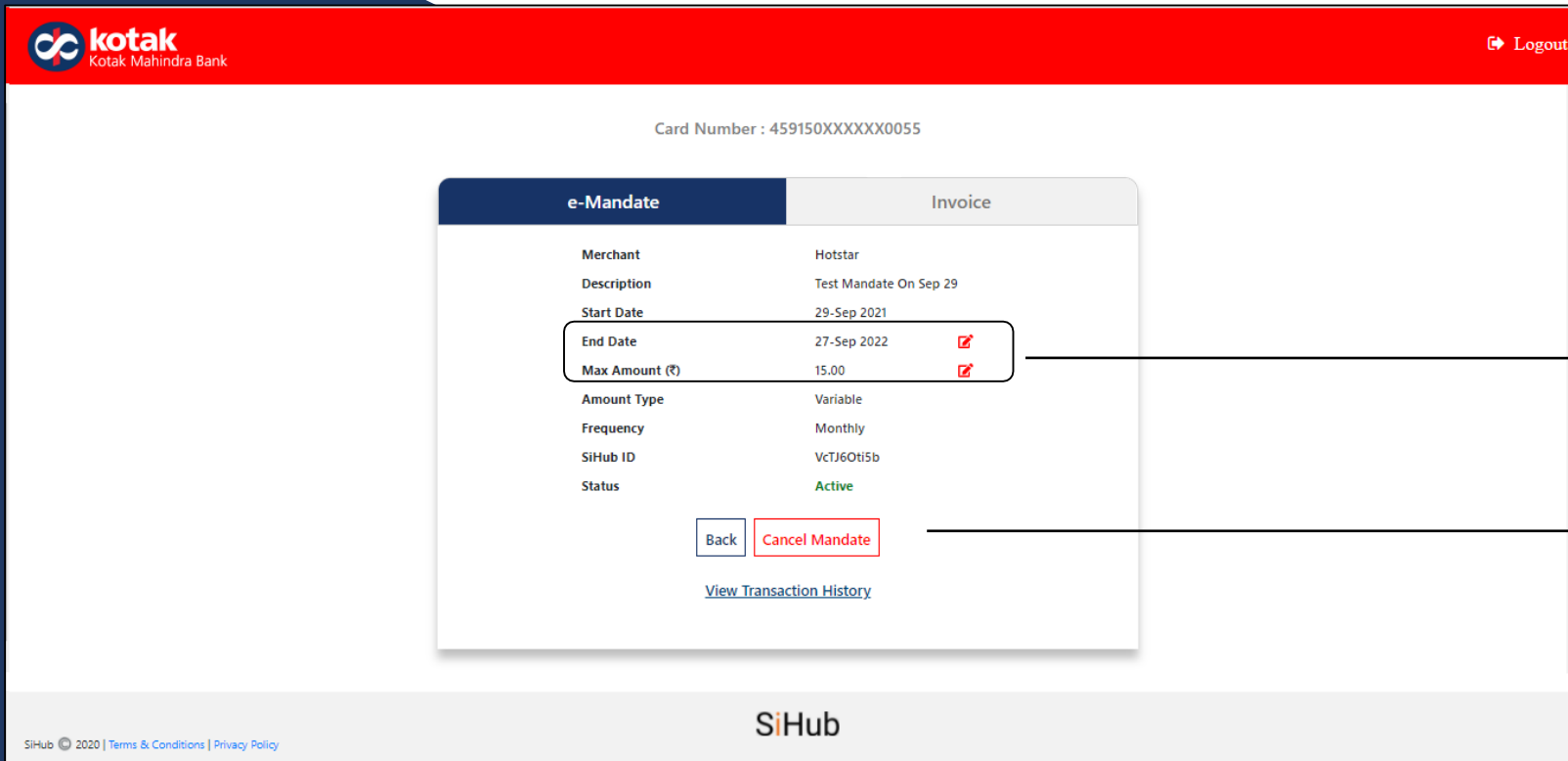
Field	Value	Action
Merchant	Hotstar	
Description	Test Mandate On Sep 29	
Start Date	29-Sep 2021	
End Date	27-Sep 2022	
Max Amount (₹)	15.00	
Amount Type	Variable	
Frequency	Monthly	
SiHub ID	VCTJ60ti5b	
Status	Active	

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



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 card number '459150XXXXXX0055' 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:

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

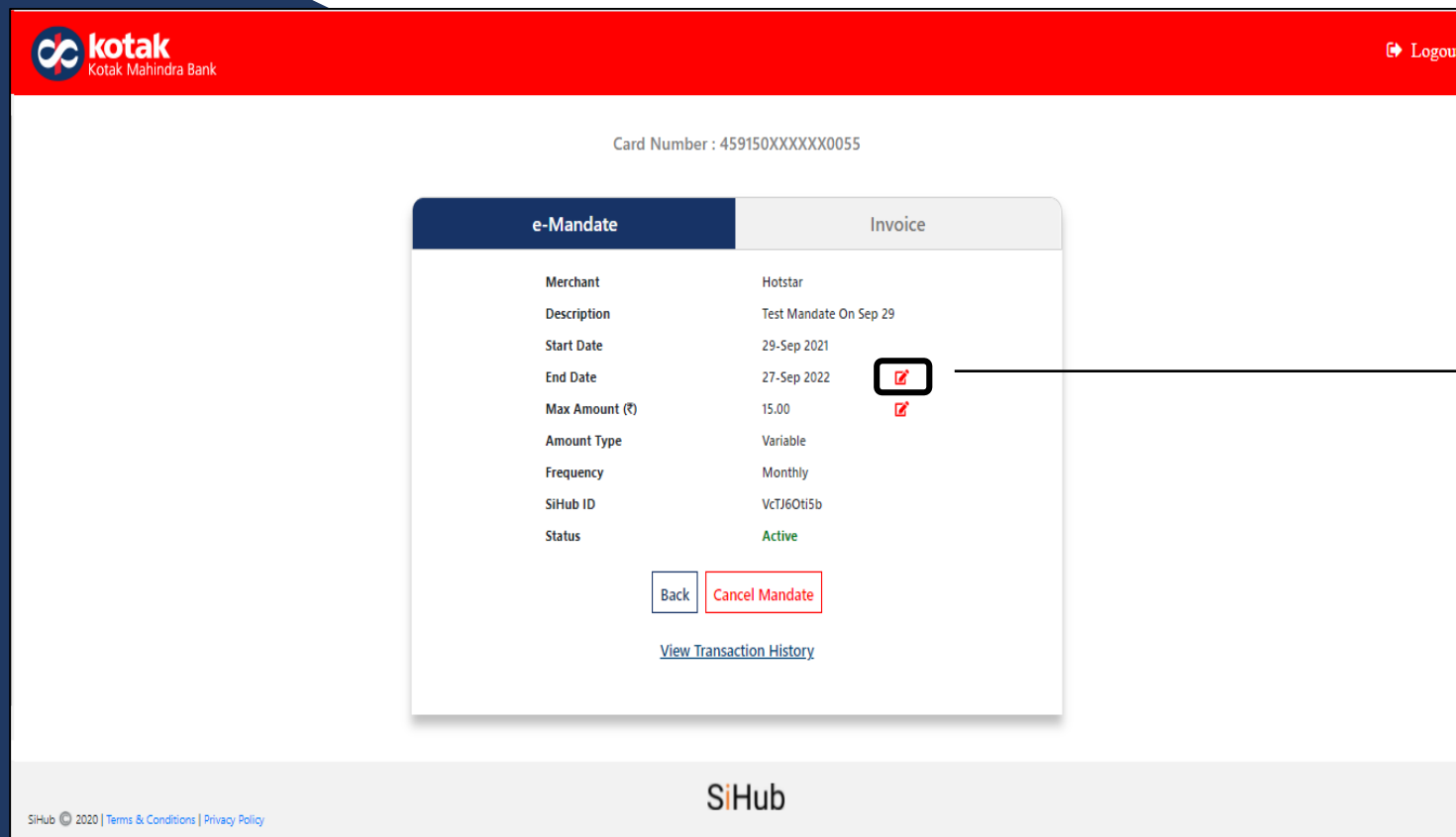
At the bottom of the modal, there are two buttons: 'Back' and 'Cancel Mandate'. Below the buttons is a link for 'View Transaction History'. The SiHub logo is visible at the bottom center of the page. In the bottom left corner, there is a footer with the text 'SiHub © 2020 | Terms & Conditions | Privacy Policy'.

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

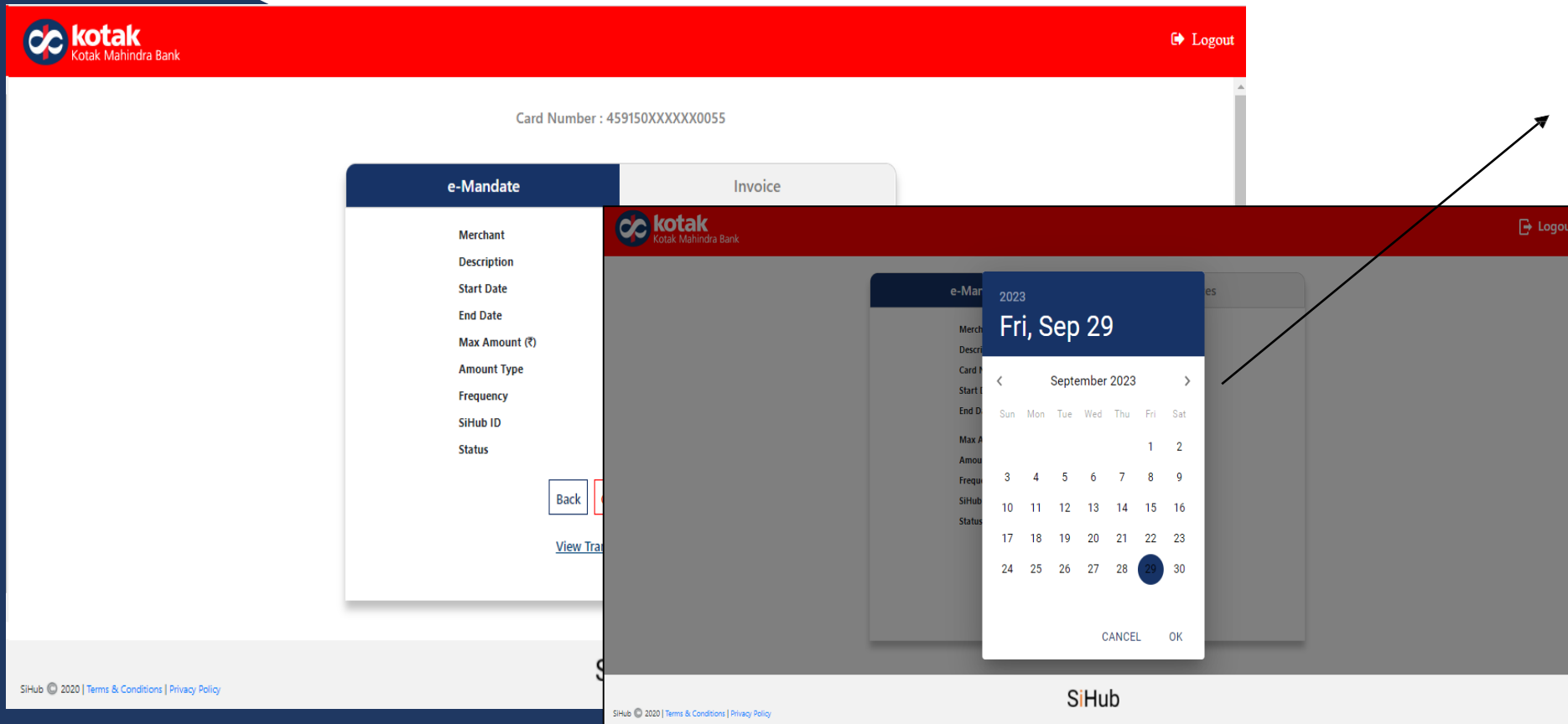
SiHub © 2020 | [Terms & Conditions](#) | [Privacy Policy](#)

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

Recurring E-mandate: Edit End Date

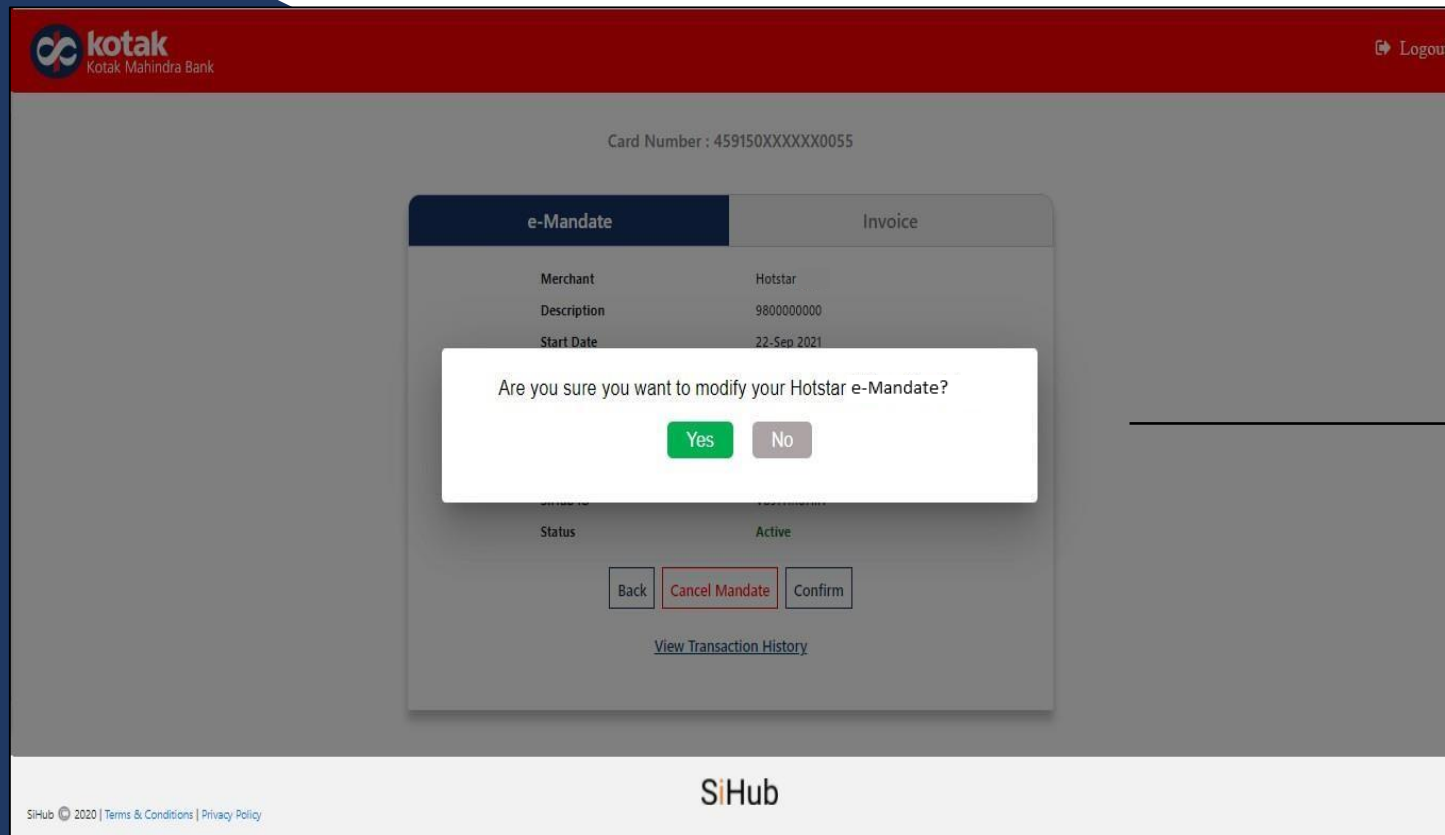
A calendar pops up

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. Below the header, the card number '459150XXXXXX0055' 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' and Start Date '22-Sep 2021'. 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, the status is 'Active'. At the bottom of the table area are buttons for 'Back', 'Cancel Mandate', and 'Confirm'. A link for 'View Transaction History' is also present. The footer contains 'SiHub' and copyright information.

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

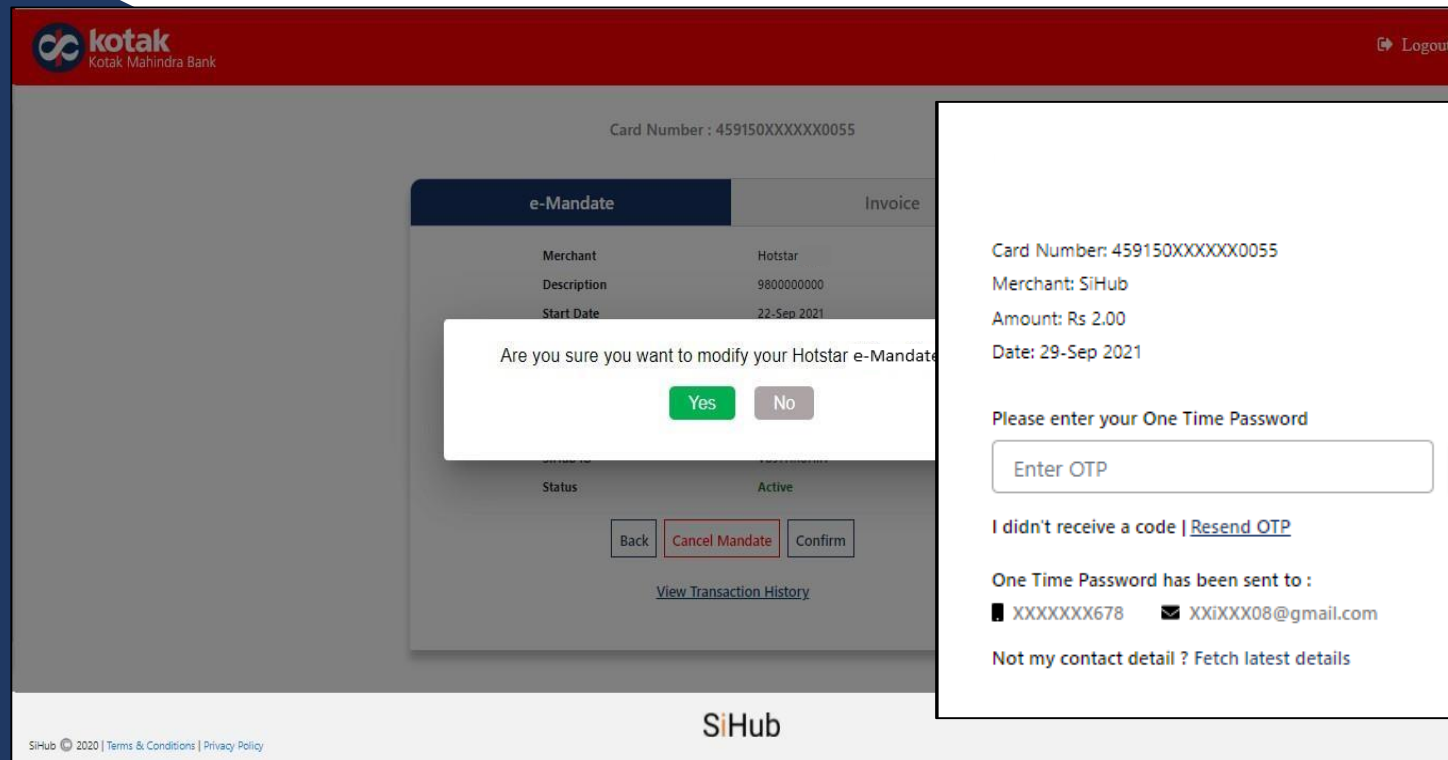
Buttons: Back, Cancel Mandate, Confirm

[View Transaction History](#)

Footer: SiHub © 2020 | Terms & Conditions | Privacy Policy

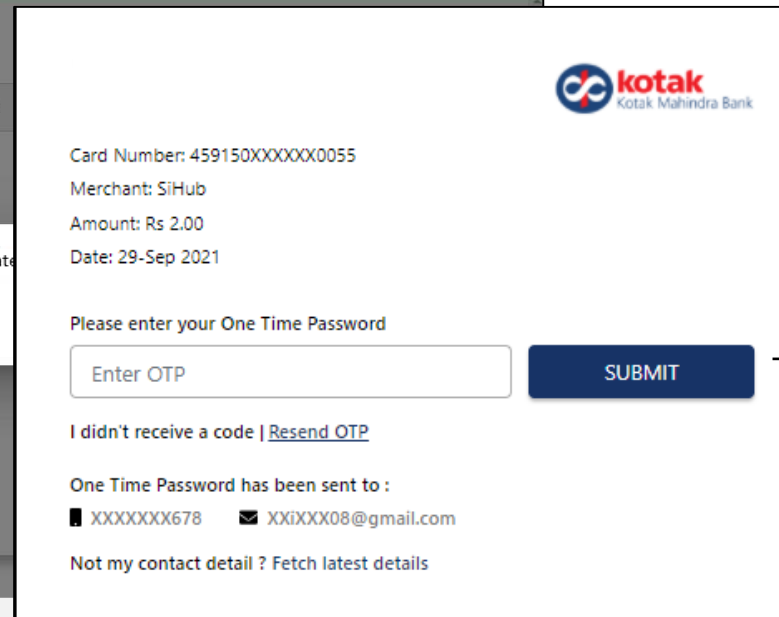
On the pop-up Customer need to click on 'Yes'

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 box 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 for 'Hotstar' are visible, including the description '9800000000', start date '22-Sep 2021', and status 'Active'. A 'Cancel Mandate' button is highlighted in red. At the bottom of the interface, the 'SiHub' logo and footer text are present.

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



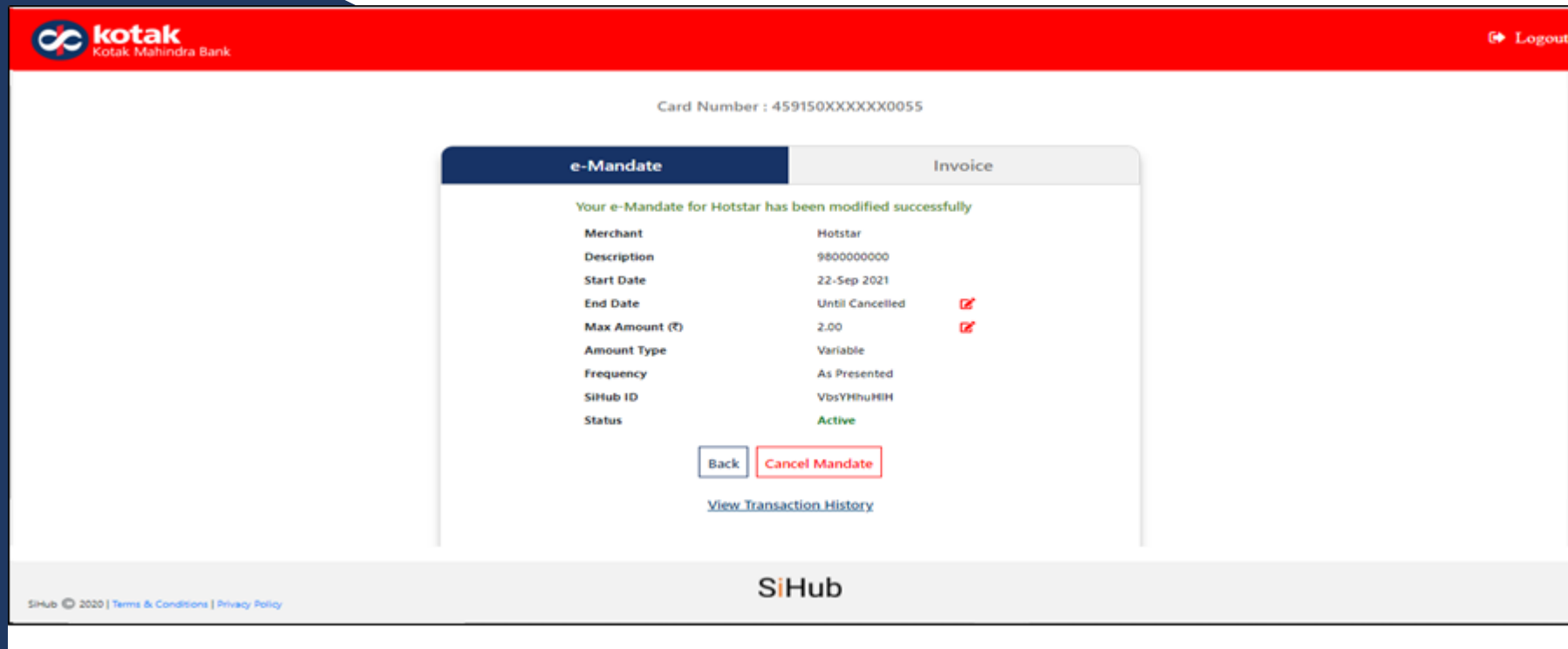
This screenshot shows the OTP entry screen for modifying the e-Mandate. It features the Kotak Mahindra Bank logo at the top. The card number (459150XXXXXX0055), merchant (SiHub), amount (Rs 2.00), and date (29-Sep 2021) are displayed. A prompt asks the user to 'Please enter your One Time Password' with an input field and a 'SUBMIT' button. Below the input field, there is a link for 'Resend OTP' and a message stating 'One Time Password has been sent to : XXXXXXX678' and 'XXiXXX08@gmail.com'. A link for 'Fetch latest details' is also present.

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

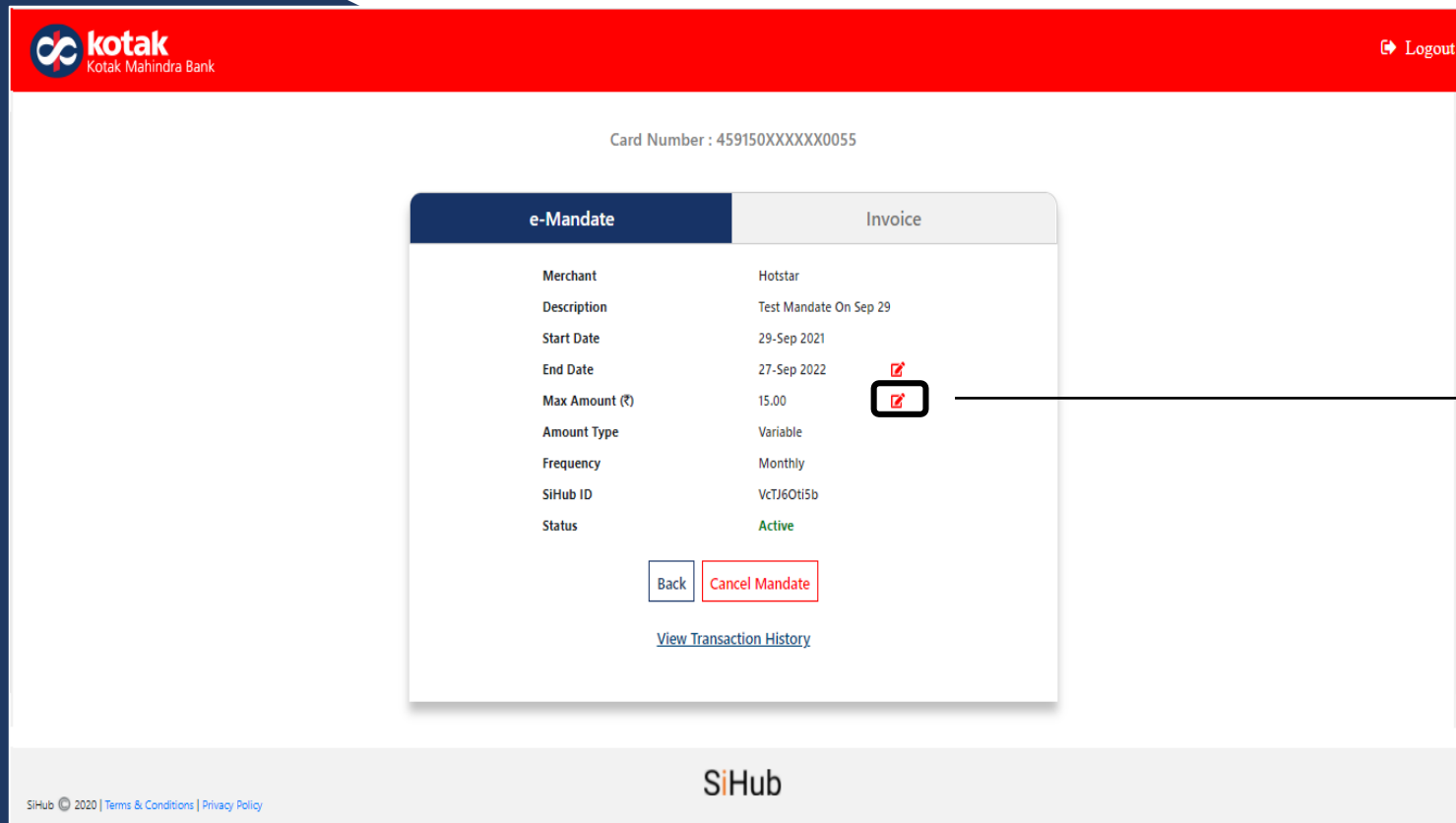


The screenshot displays the Kotak Mahindra Bank SiHub interface. At the top, the bank's logo and name are visible on the left, and a 'Logout' link is on the right. Below the header, the card number '459150XXXXXX0055' is shown. The main content area features a modal window with two tabs: 'e-Mandate' (selected) and 'Invoice'. A green 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	

At the bottom of the modal, there are two buttons: 'Back' and 'Cancel Mandate'. Below the buttons is a link: [View Transaction History](#). 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](#)

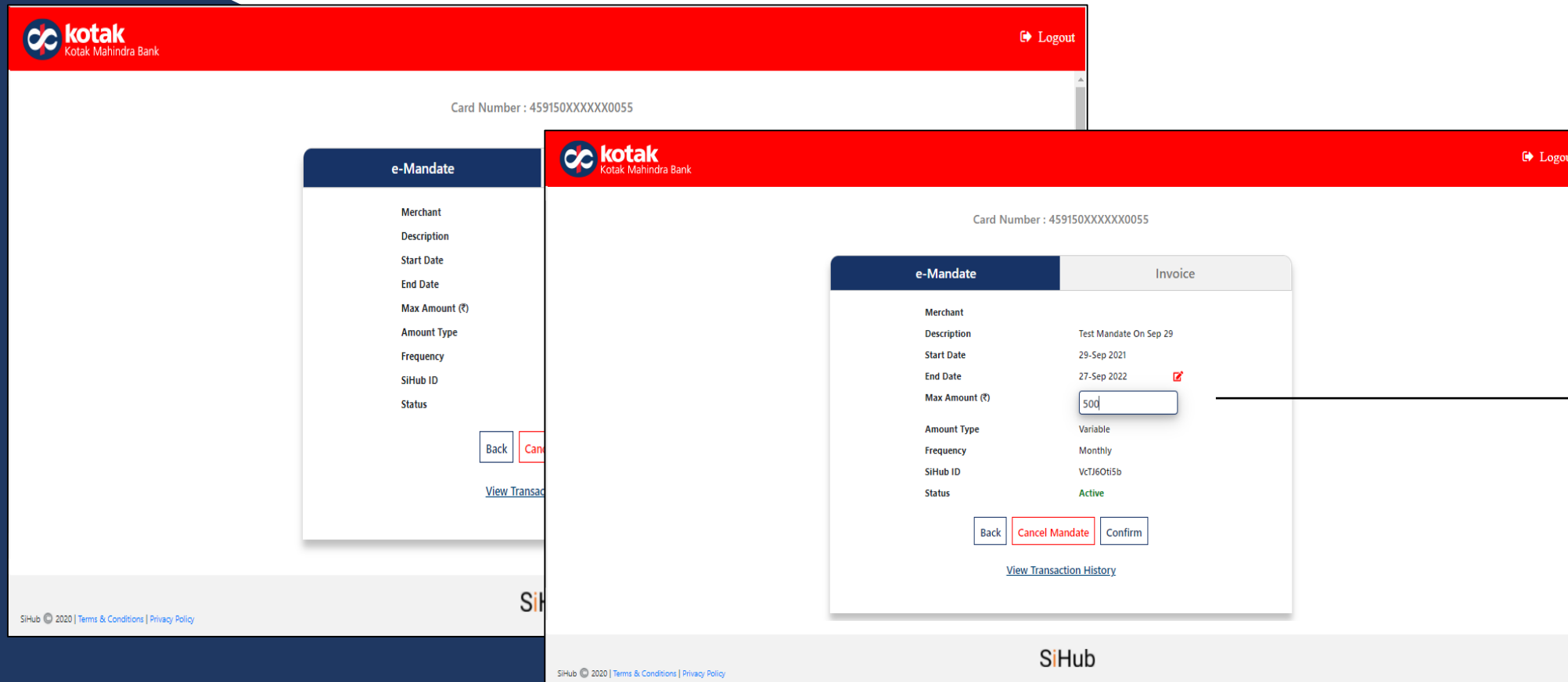
[View Transaction History](#)

SiHub


SiHub © 2020 | [Terms & Conditions](#) | [Privacy Policy](#)

Click on the edit button next to max amount

Recurring E-mandate: Edit Max Amount



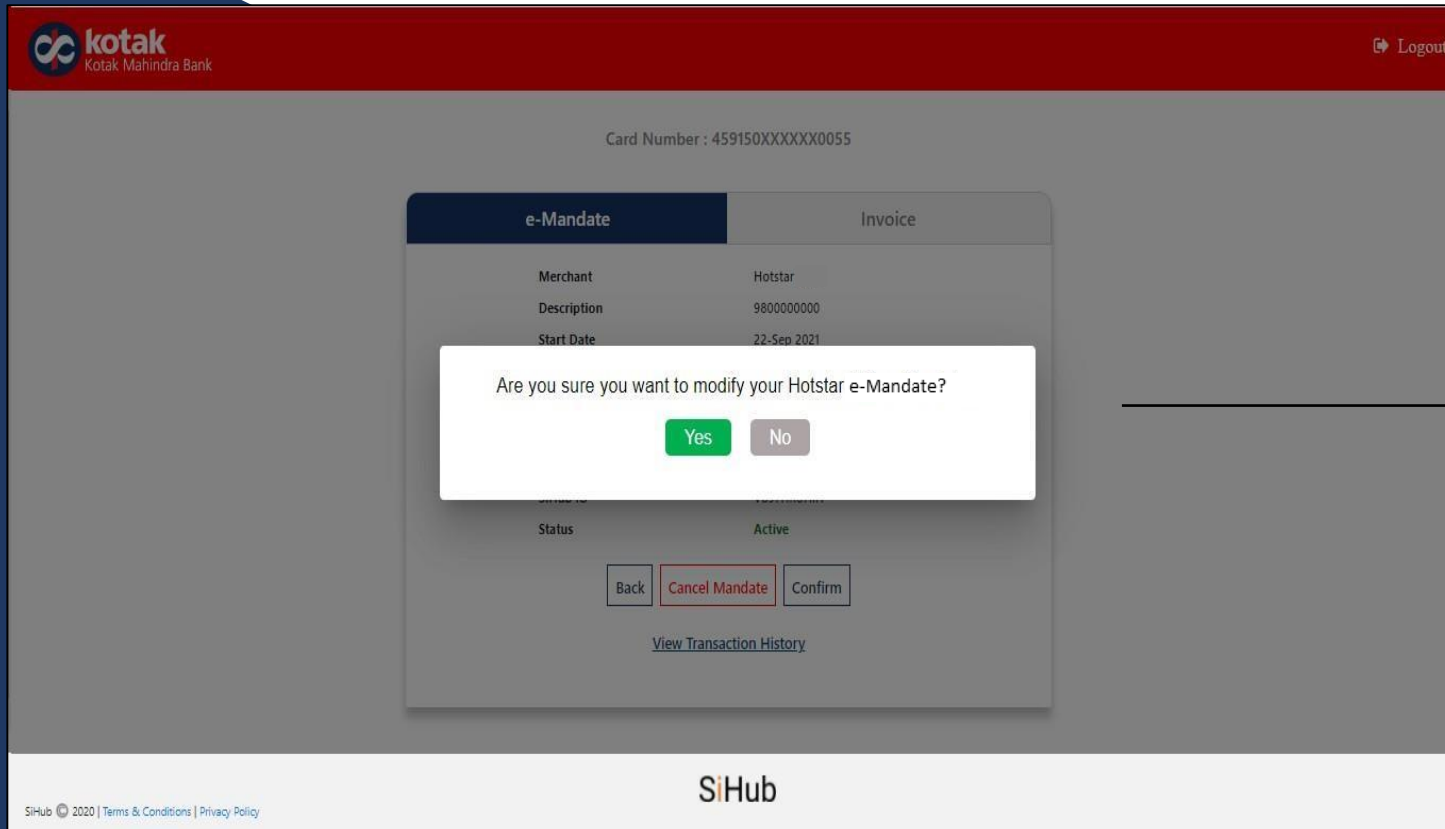
The screenshot displays the Kotak Mahindra Bank SIHub interface. At the top, the Kotak logo and 'Kotak Mahindra Bank' are visible on the left, and a 'Logout' link is on the right. Below the header, the card number '459150XXXXXX0055' is shown. The main content area is divided into two panels. The left 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 'Back' and 'Cancel' buttons, and a 'View Transaction History' link. The right panel, also titled 'e-Mandate', shows the details of a specific mandate. It includes a 'Logout' link at the top right and the card number '459150XXXXXX0055'. The details are as follows:

e-Mandate		Invoice
Merchant		
Description	Test Mandate On Sep 29	
Start Date	29-Sep 2021	
End Date	27-Sep 2022 	
Max Amount (₹)	<input type="text" value="500"/>	
Amount Type	Variable	
Frequency	Monthly	
SIHub ID	VcTJ6Ot5b	
Status	Active	

At the bottom of the right panel, there are 'Back', 'Cancel Mandate', and 'Confirm' buttons, 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

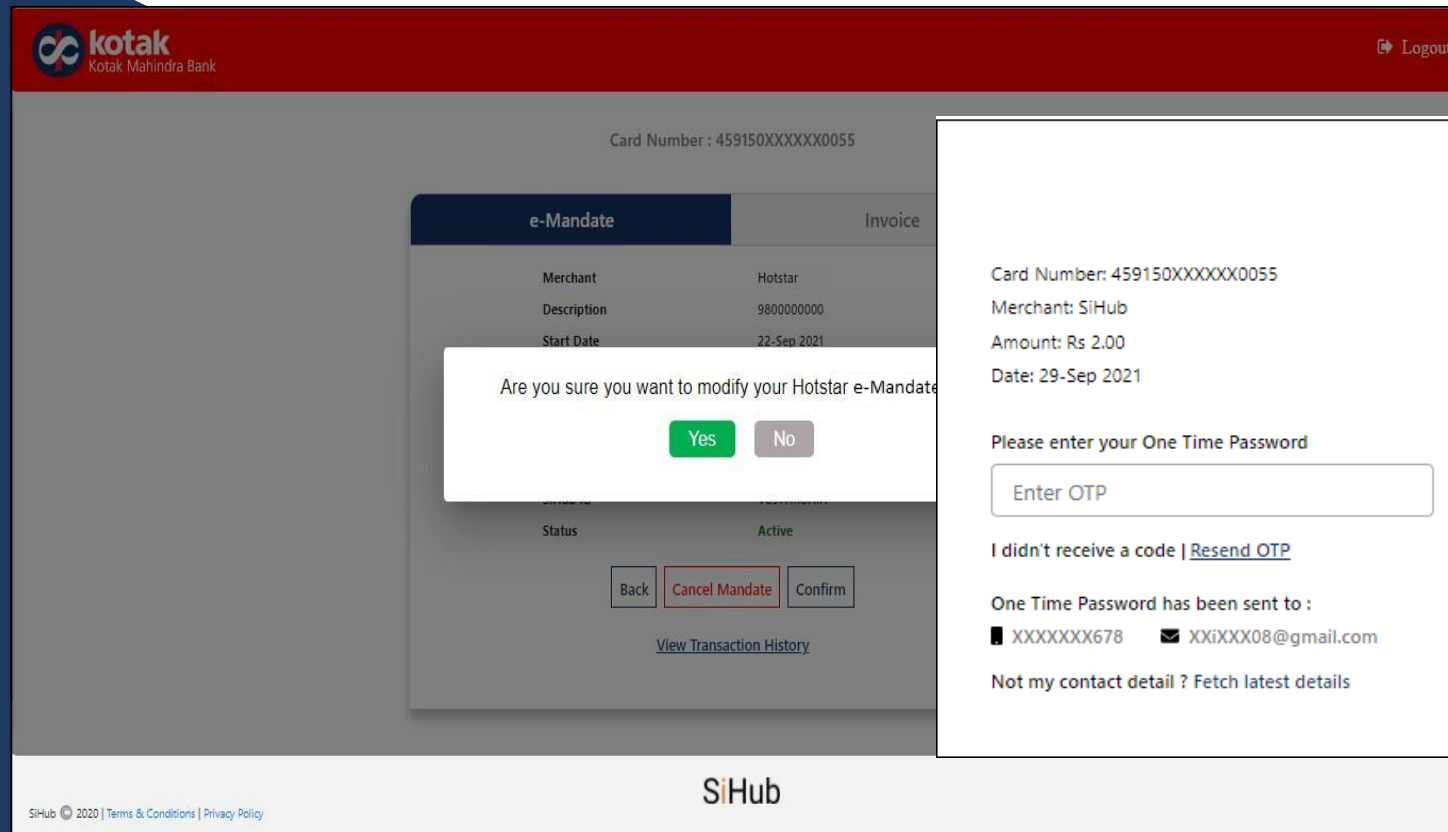
Recurring E-mandate: Edit Max Amount



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' and 'SIHub © 2020 | Terms & Conditions | Privacy Policy'.

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

Recurring E-mandate: Edit Max Amount



The screenshot displays the Kotak Mahindra Bank SiHub interface. At the top, the bank logo and 'Logout' link are visible. The main content area shows 'Card Number : 459150XXXXXX0055' and a table for 'e-Mandate' details:

Merchant	Hotstar
Description	9800000000
Start Date	22-Sep 2021

A confirmation dialog box asks: 'Are you sure you want to modify your Hotstar e-Mandate?' with 'Yes' and 'No' buttons. Below the table, there are 'Back', 'Cancel Mandate', and 'Confirm' buttons, along with a 'View Transaction History' link.

An OTP verification modal is overlaid on the right, containing the following information:

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

The modal prompts the user to 'Please enter your One Time Password' with an input field and a 'SUBMIT' button. It also includes a 'Resend OTP' link and displays the message: 'One Time Password has been sent to : XXXXXXX678 XXiXXX08@gmail.com'. A link to 'Fetch latest details' is provided for users who are not their contact details.

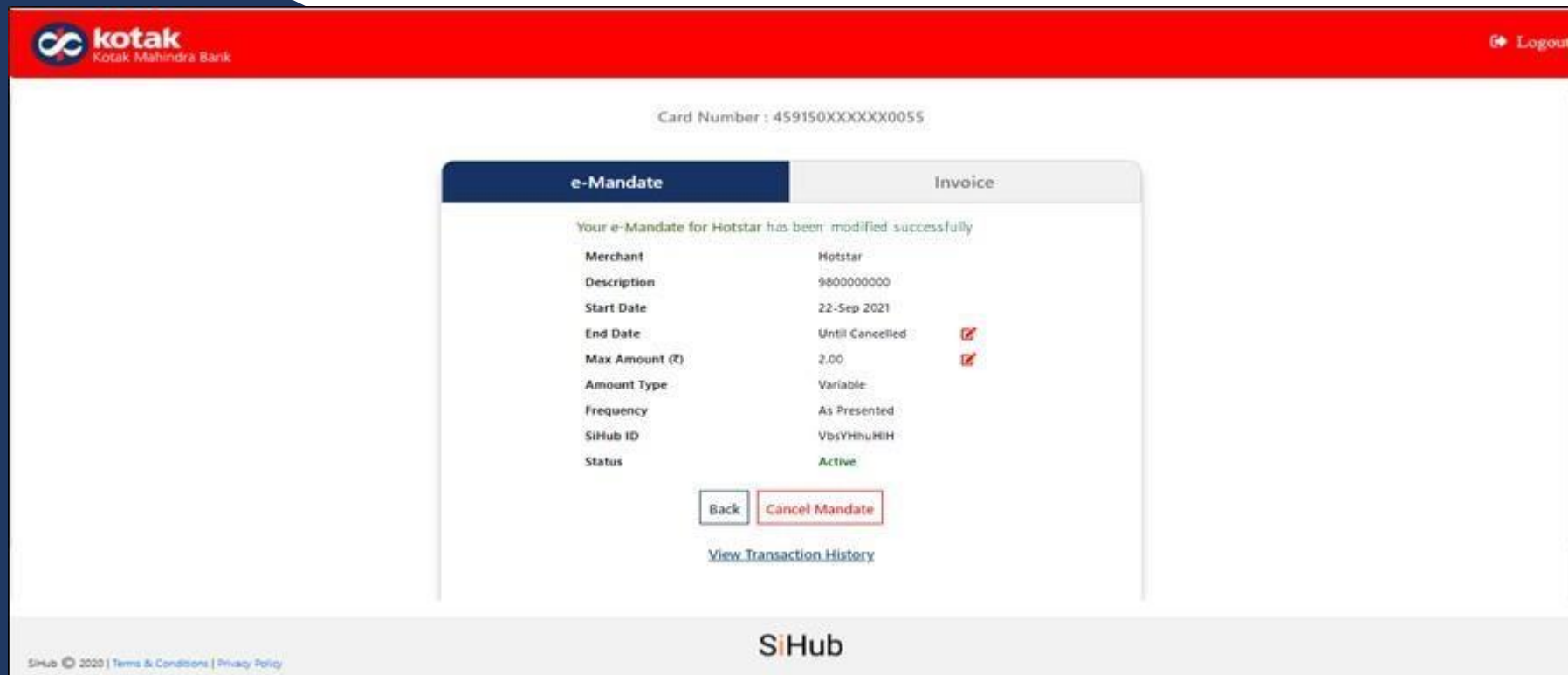
At the bottom of the page, the 'SiHub' logo and copyright information 'SiHub © 2020 | Terms & Conditions | Privacy Policy' are visible.

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

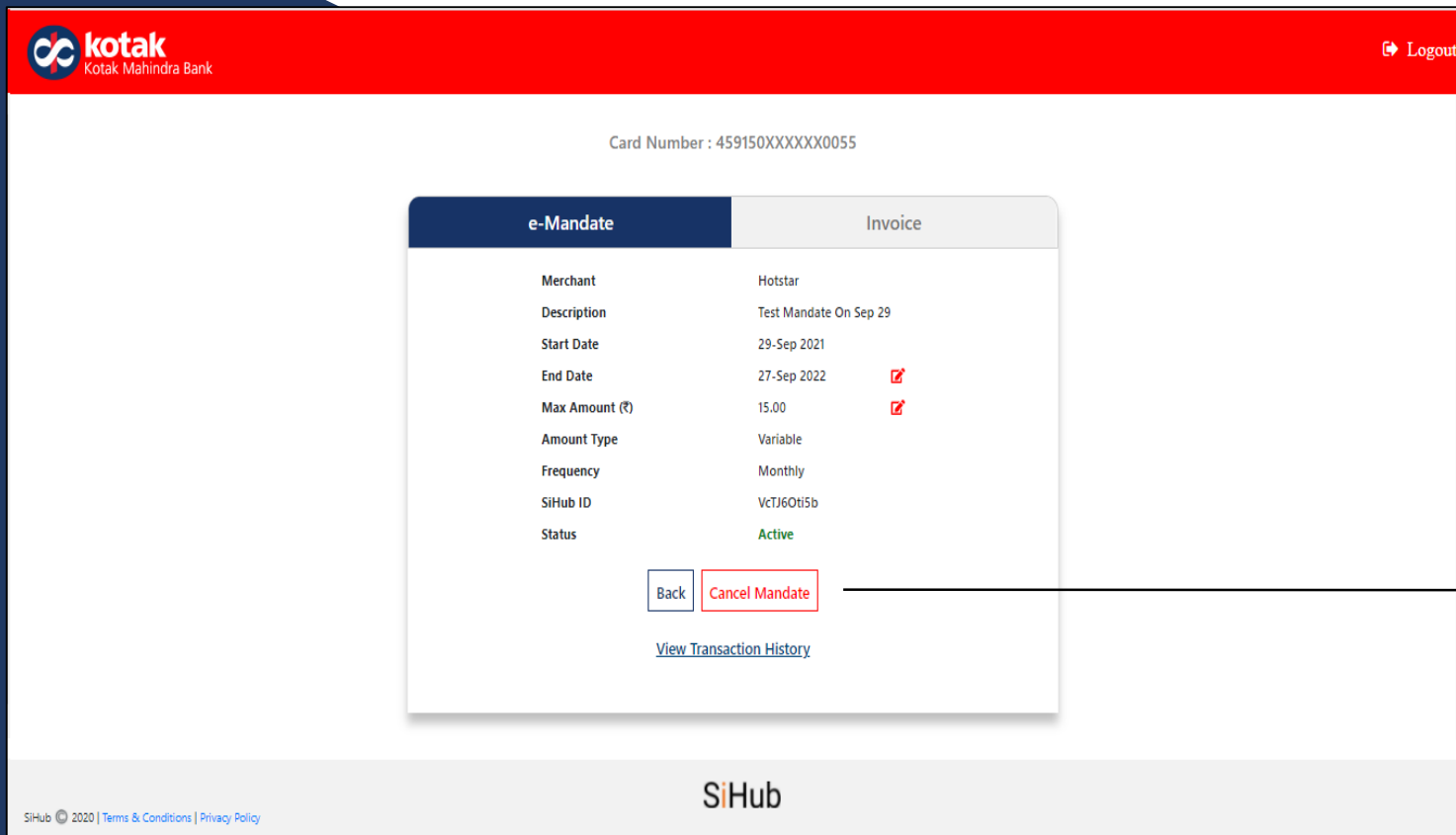
[Back](#) [Cancel Mandate](#)

[View Transaction History](#)



SiHub

SiHub © 2020 | [Terms & Conditions](#) | [Privacy Policy](#)

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](#)

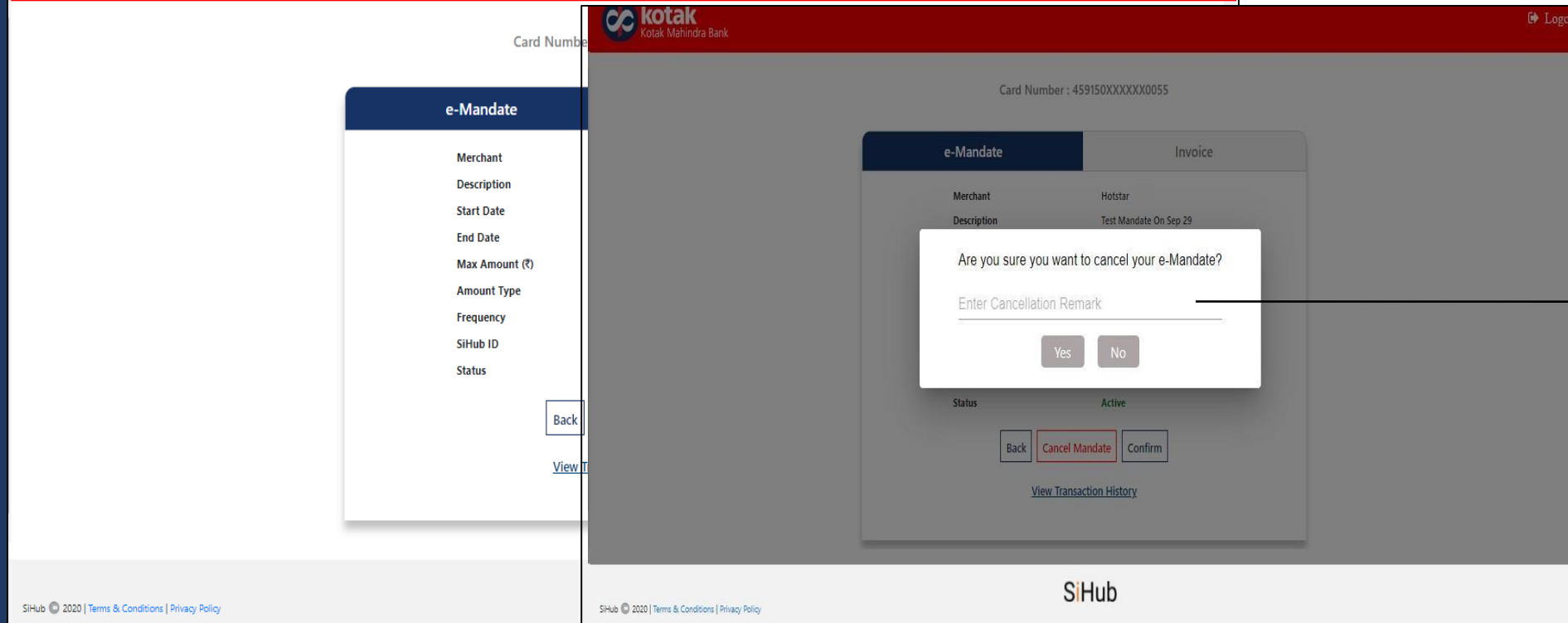
SiHub

SiHub © 2020 | [Terms & Conditions](#) | [Privacy Policy](#)

Logout

Click on the cancel button

Recurring E-mandate: Cancel



The screenshot shows the 'e-Mandate' management page. On the left, a sidebar lists fields: Merchant, Description, Start Date, End Date, Max Amount (₹), Amount Type, Frequency, SiHub ID, and Status. The main content area shows a card number '459150XXXXXX0055' and a modal dialog box with the following content:

e-Mandate	Invoice
Merchant	Hotstar
Description	Test Mandate On Sep 29

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

Enter Cancellation Remark

Yes No

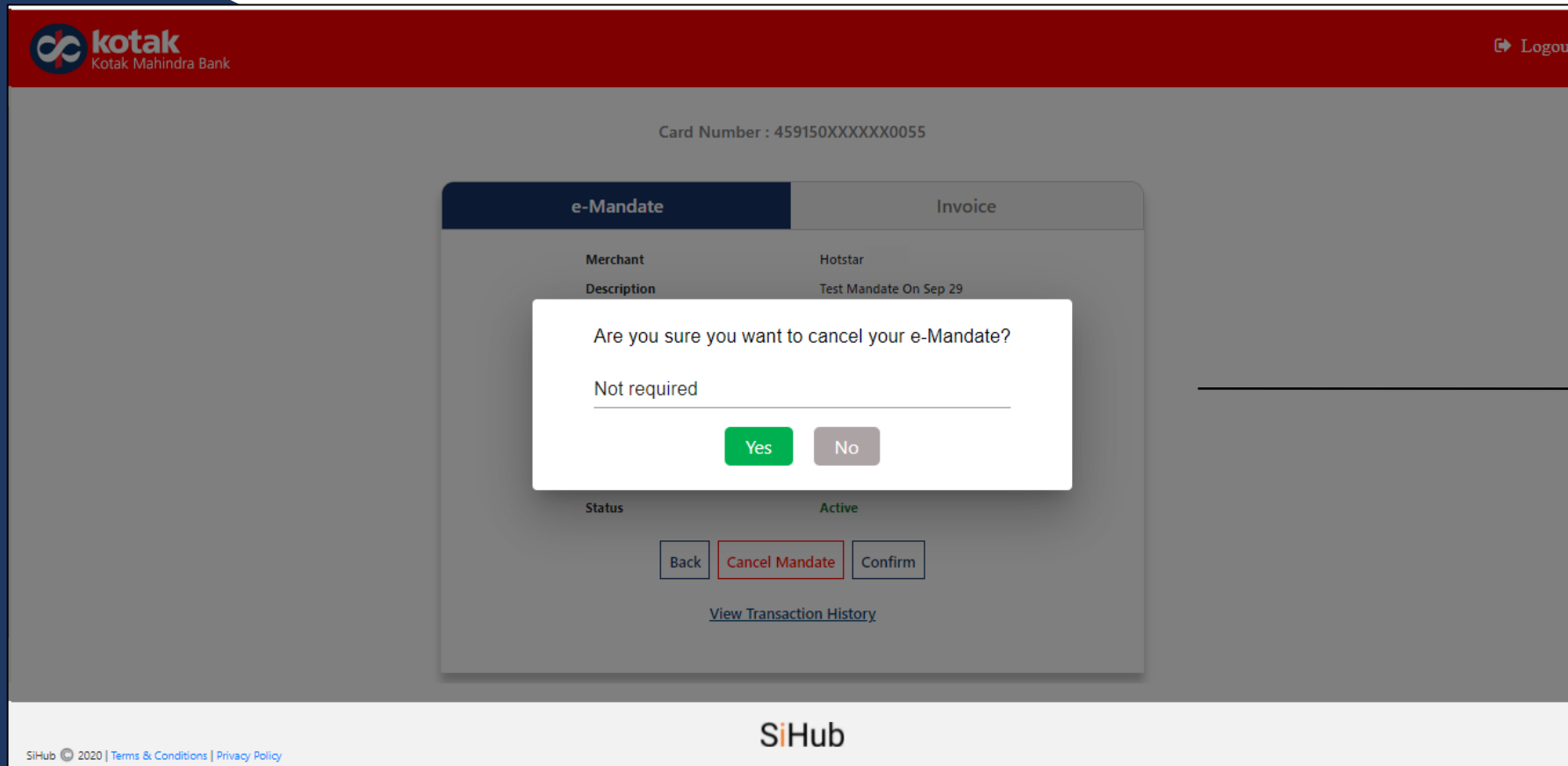
Status: Active

Buttons: Back, Cancel Mandate, Confirm

[View Transaction History](#)

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**

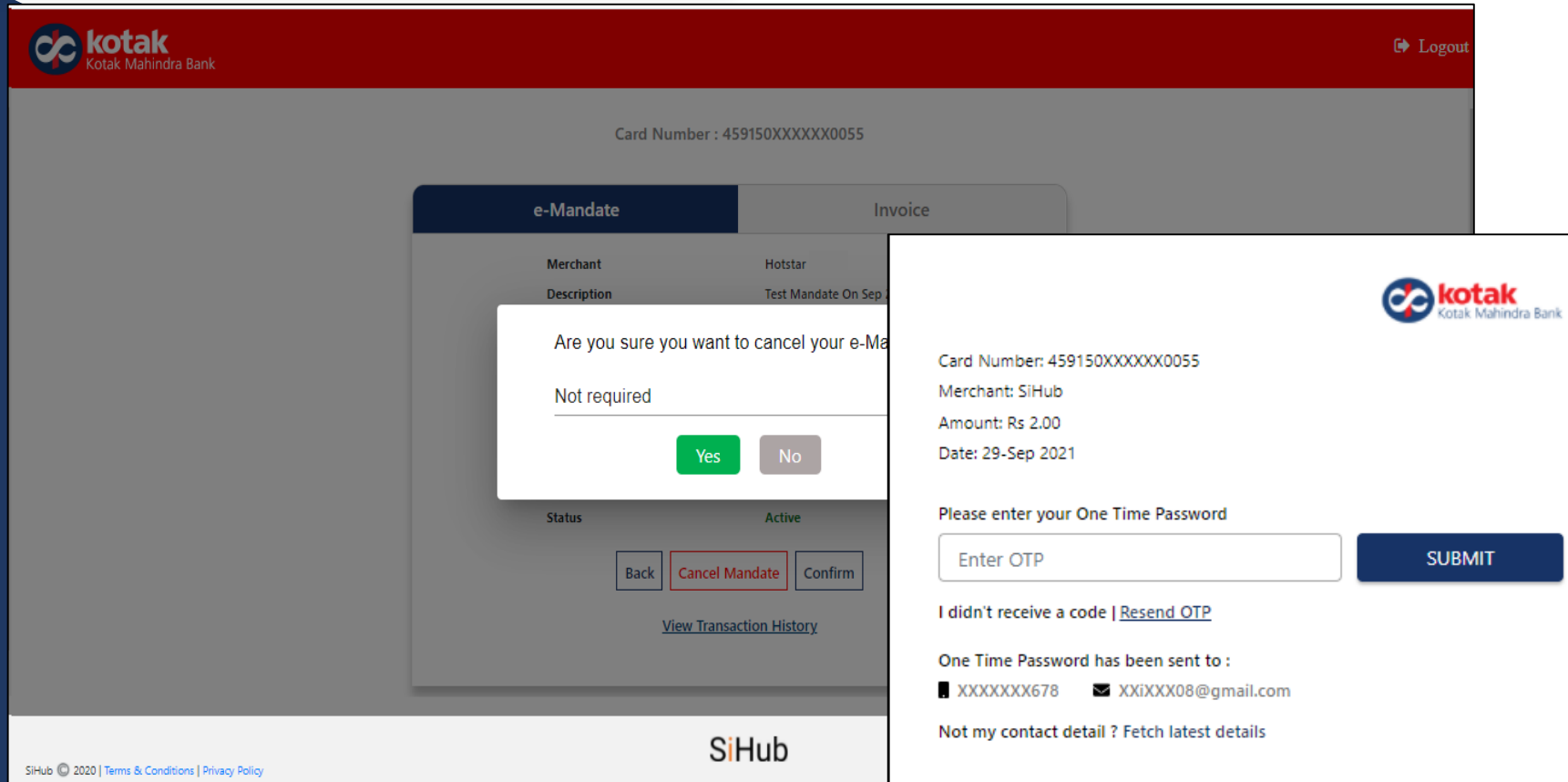
[View Transaction History](#)

SiHub

SiHub © 2020 | [Terms & Conditions](#) | [Privacy Policy](#)

On the pop-up
click on 'Yes'

Recurring E-mandate: Cancel



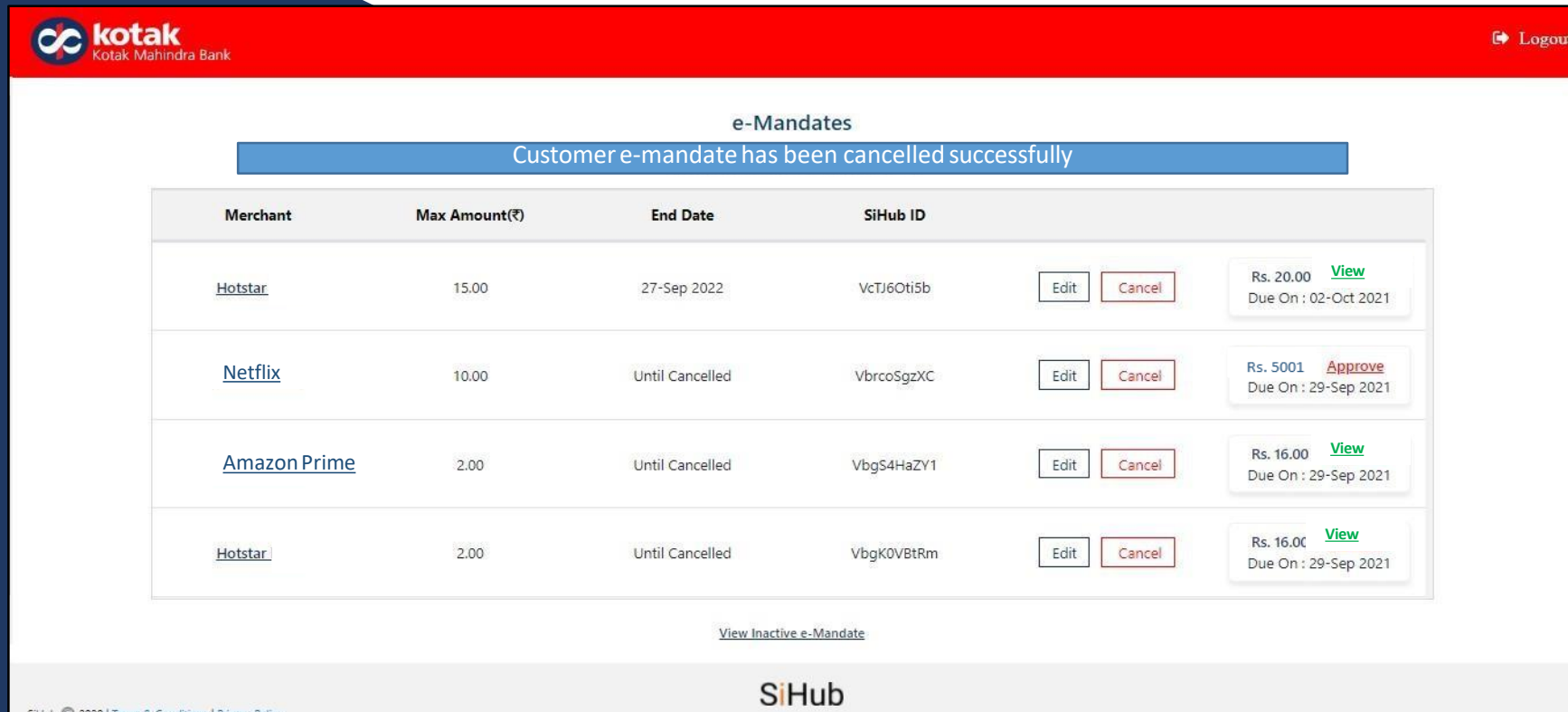
The screenshot shows the Kotak Mahindra Bank interface for cancelling a recurring e-mandate. At the top, the bank logo and 'Logout' link are visible. Below, the card number '459150XXXXXX0055' is displayed. The main content area is divided into 'e-Mandate' and 'Invoice' tabs. Under the 'e-Mandate' tab, a table lists the merchant 'Hotstar' and the description 'Test Mandate On Sep'. A confirmation dialog box asks, 'Are you sure you want to cancel your e-Mandate?' with 'Not required' text and 'Yes' and 'No' buttons. Below the dialog, the status is 'Active' and there are 'Back', 'Cancel Mandate', and 'Confirm' buttons. A 'View Transaction History' link is also present. A modal window for OTP verification is overlaid on the right, showing the card number, merchant 'SiHub', amount 'Rs 2.00', and date '29-Sep 2021'. It prompts the user to 'Please enter your One Time Password' with an input field and a 'SUBMIT' button. Below the input field, there is a link for 'Resend OTP' and a confirmation message: 'One Time Password has been sent to : XXXXXX678 | XXiXXX08@gmail.com'. A link to 'Fetch latest details' is also provided. The SiHub logo is at the bottom of the modal.

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



kotak
Kotak Mahindra Bank

Logout

e-Mandates

Customer e-mandate has been cancelled successfully

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

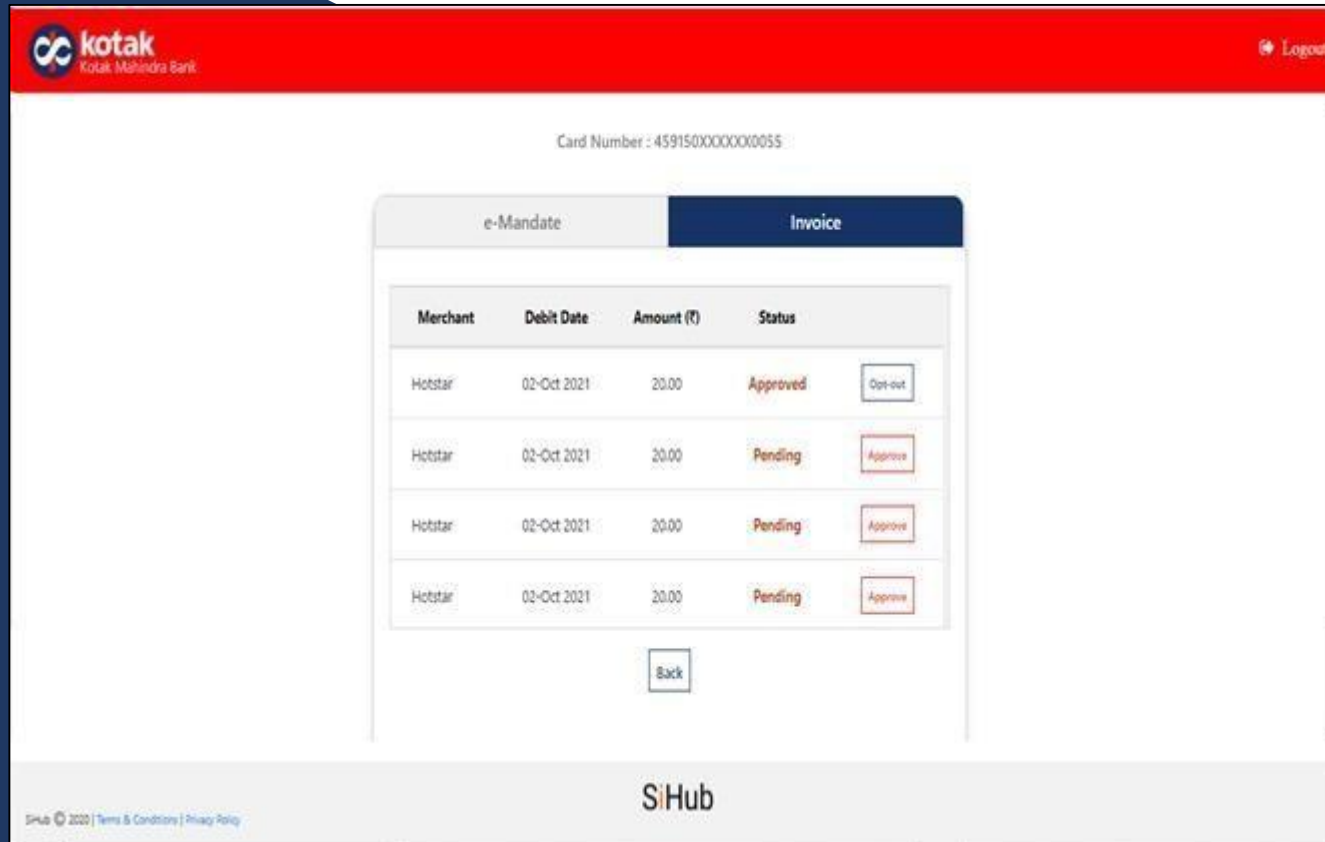
[View Inactive e-Mandate](#)

SiHub

SiHub © 2020 | Terms & Conditions | Privacy Policy

Recurring E-mandate: Invoice

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	Opt-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

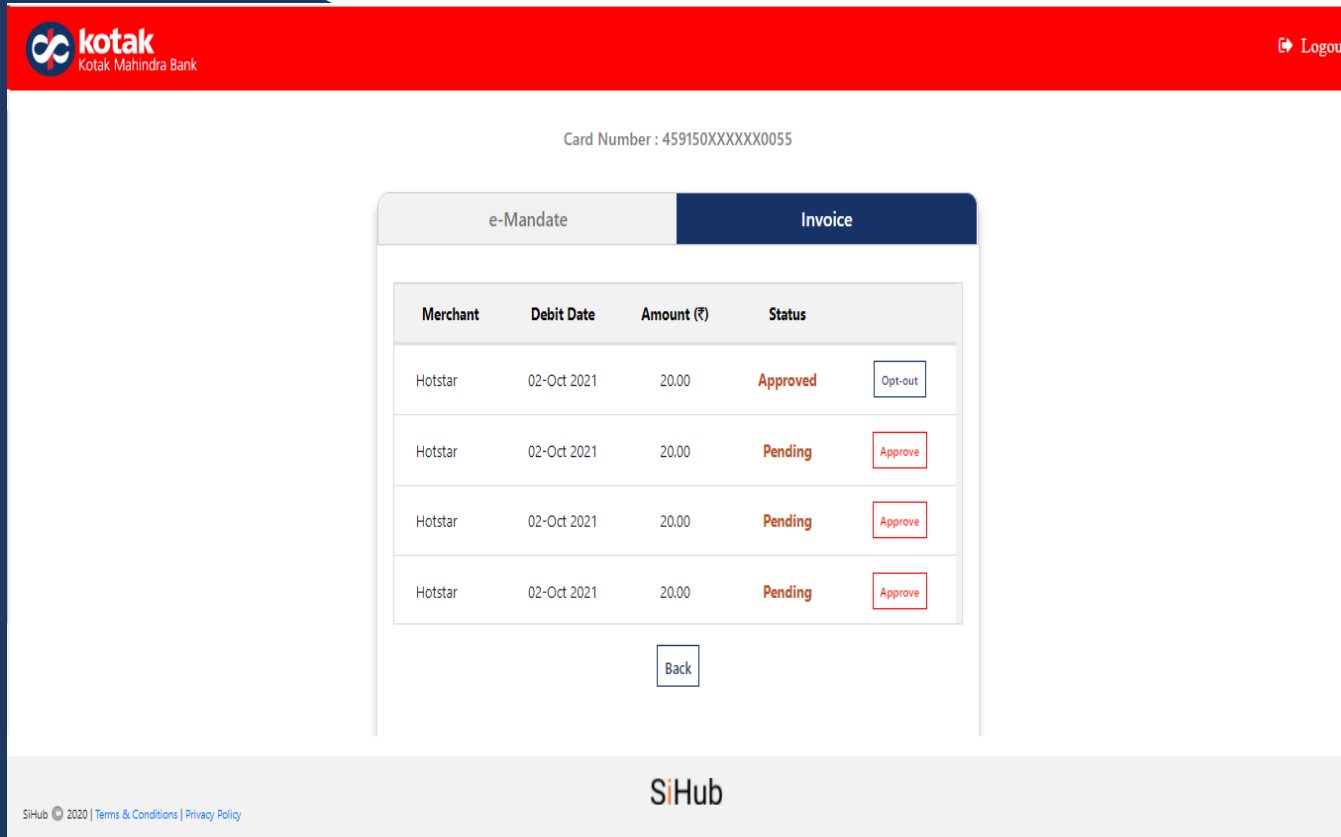
SiHub

SiHub © 2020 | Terms & Conditions | Privacy Policy

- 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

Logout

e-Mandate Invoice

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

Back

SiHub

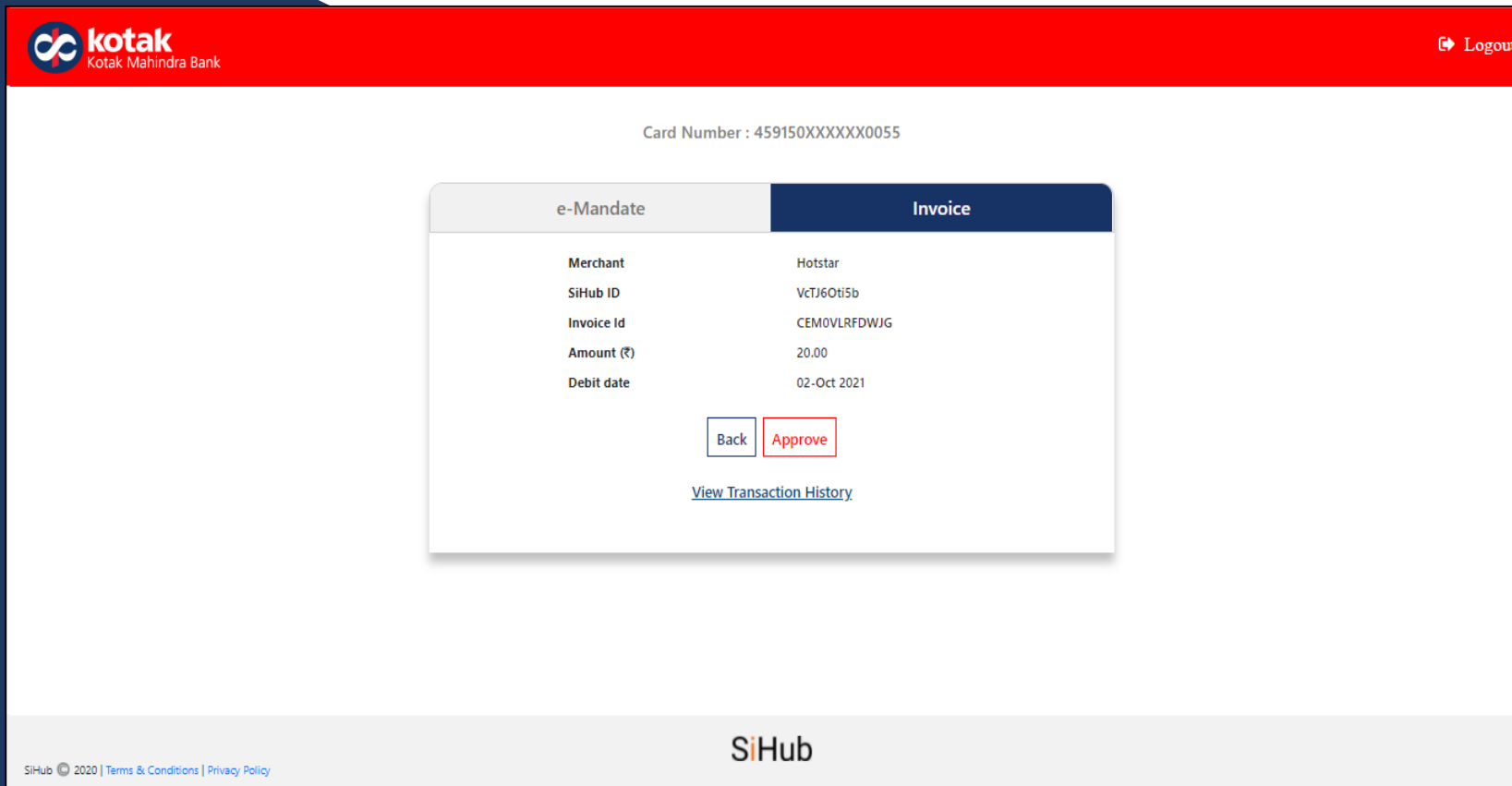
SiHub © 2020 | Terms & Conditions | Privacy Policy

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 needs to approve the Subscriptions/ Recurring Payments following successful OTP



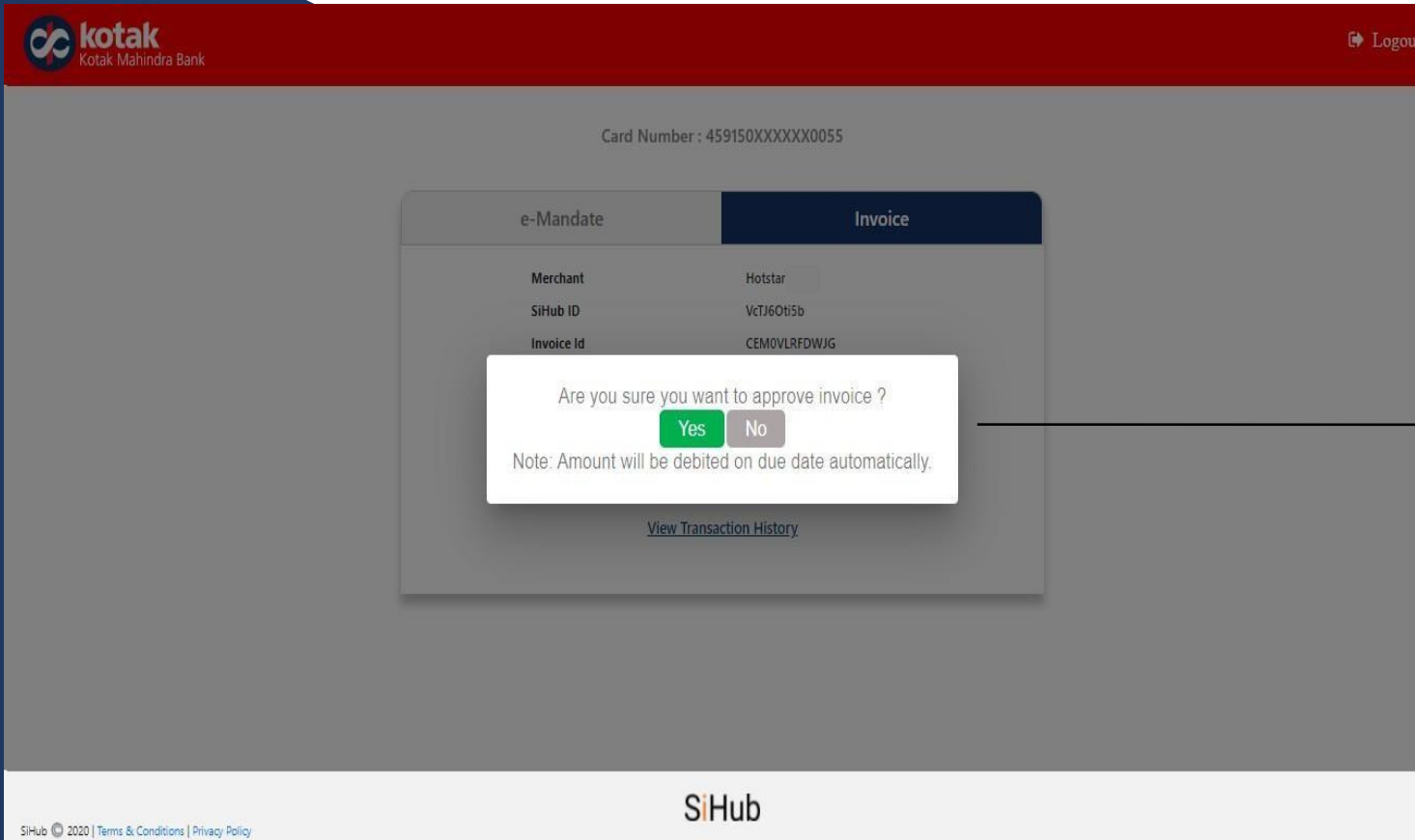
The screenshot displays the Kotak Mahindra Bank SiHub interface. At the top left is the bank logo and name. At the top right is a 'Logout' button. Below the header, the card number '459150XXXXXX0055' is shown. The main content area features a modal window with two tabs: 'e-Mandate' and 'Invoice'. The 'Invoice' tab is active, showing a table with the following details:

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

Below the table are two buttons: 'Back' and 'Approve'. At the bottom of the modal is a link for 'View Transaction History'. The footer of the page contains the SiHub logo and copyright information: 'SiHub © 2020 | Terms & Conditions | Privacy Policy'.

- 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:

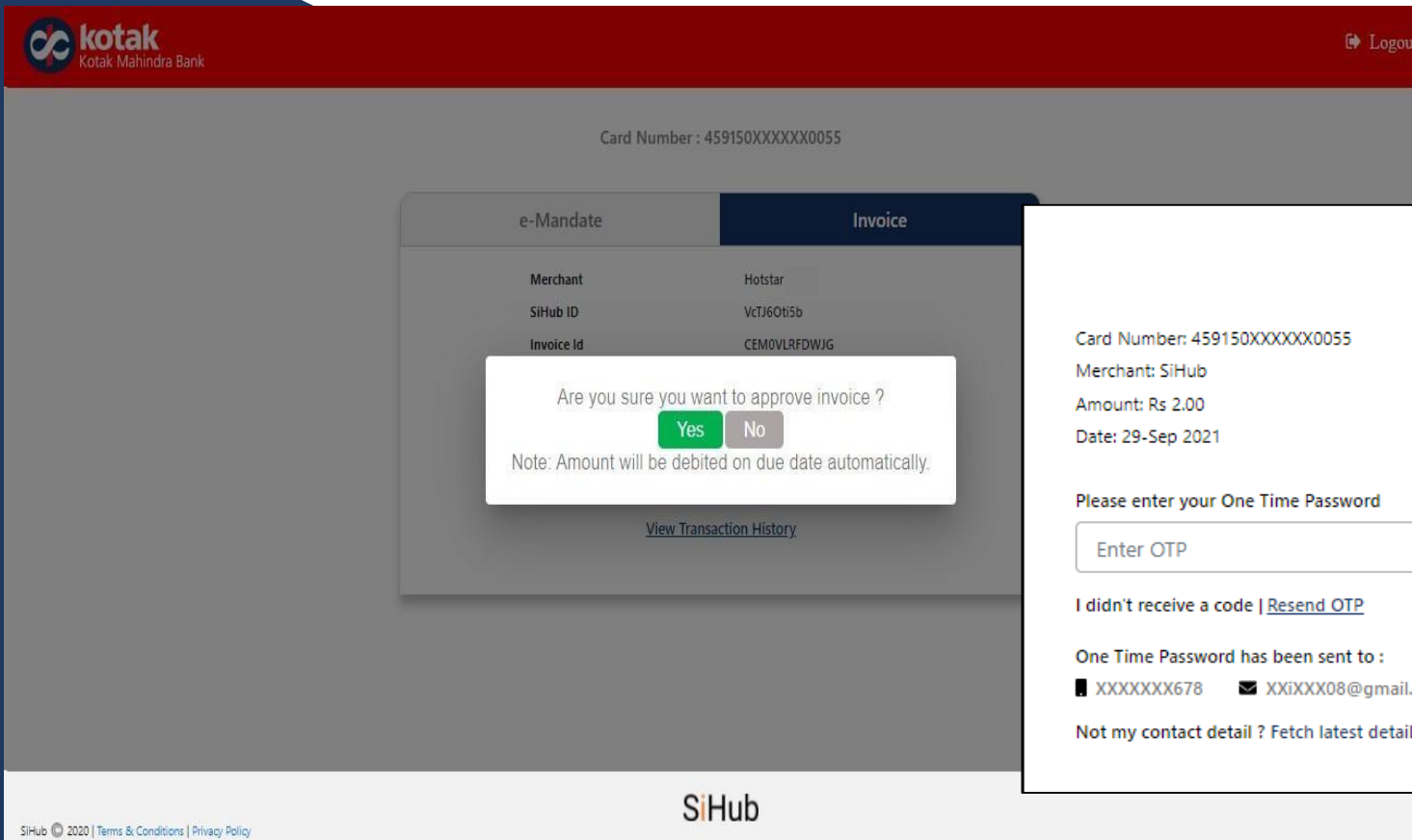
Merchant	Hotstar
SiHub ID	VcTJ60t5b
Invoice Id	CEM0VLRFDWJG

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.

SiHub © 2020 | Terms & Conditions | Privacy Policy

On the pop-up
customer clicks on 'Yes'

Recurring E-mandate: Invoice Approve

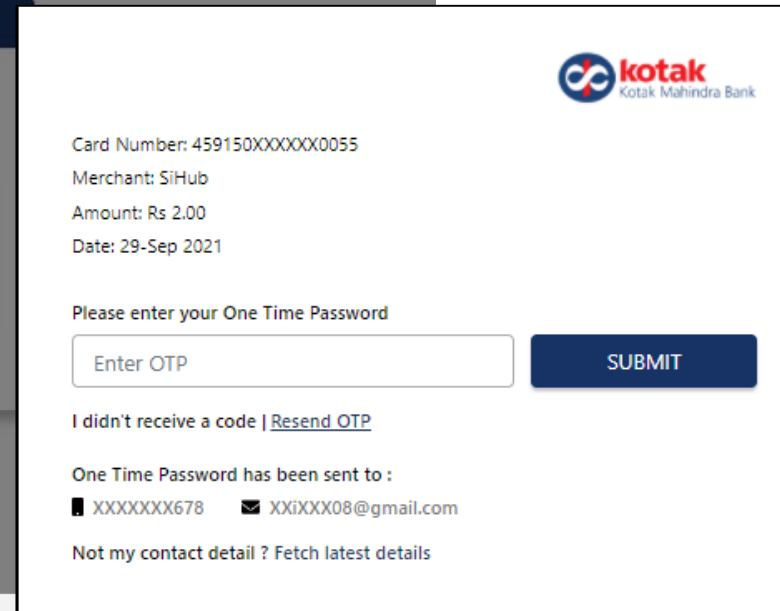


The screenshot shows the Kotak Mahindra Bank e-mandate approval interface. At the top, there is a header with the bank logo and a 'Logout' link. Below the header, the card number '459150XXXXXX0055' is displayed. The main content area is divided into two tabs: 'e-Mandate' and 'Invoice'. The 'Invoice' tab is active, showing a table with the following details:

Merchant	Hotstar
SiHub ID	VcTJ60ti5b
Invoice Id	CEM0VLRFDWJG

Below the table, there is a confirmation dialog box asking 'Are you sure you want to approve invoice?' with 'Yes' and 'No' buttons. A note below the dialog states: 'Note: Amount will be debited on due date automatically.' Below the note is a link for 'View Transaction History'.

At the bottom of the interface, the 'SiHub' logo is visible, along with a footer containing 'SiHub © 2020 | Terms & Conditions | Privacy Policy'.



The OTP verification overlay features the Kotak Mahindra Bank logo at the top right. It displays the following information:

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

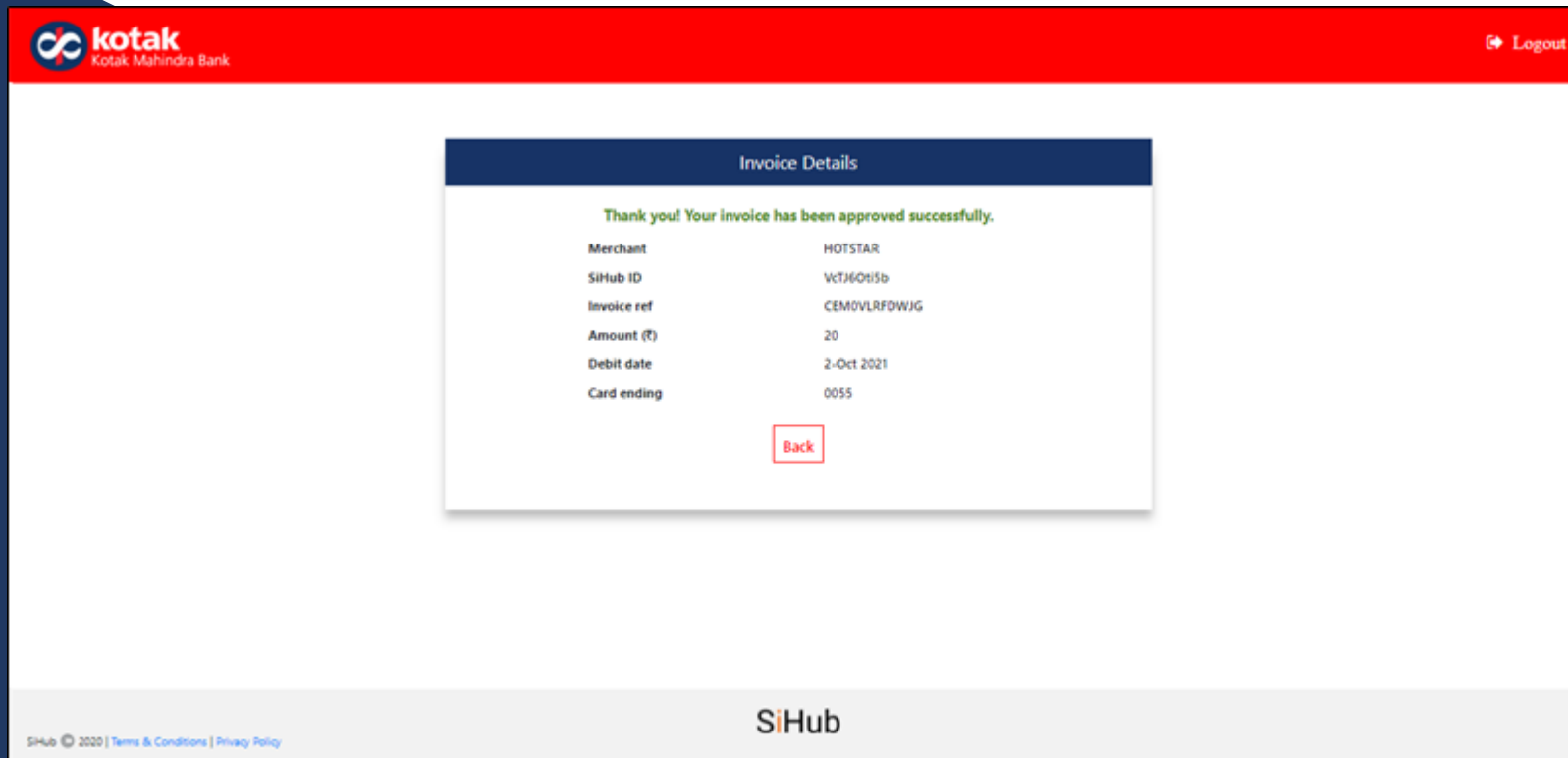
Below this information, there is a prompt: 'Please enter your One Time Password'. This is followed by an input field labeled 'Enter OTP' and a dark blue 'SUBMIT' button.

Underneath the input field, there is a link: 'I didn't receive a code | [Resend OTP](#)'.

At the bottom, it states: 'One Time Password has been sent to :
■ XXXXXX678 ✉ XXiXX08@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 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.' Underneath the message is a table with the following details:

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

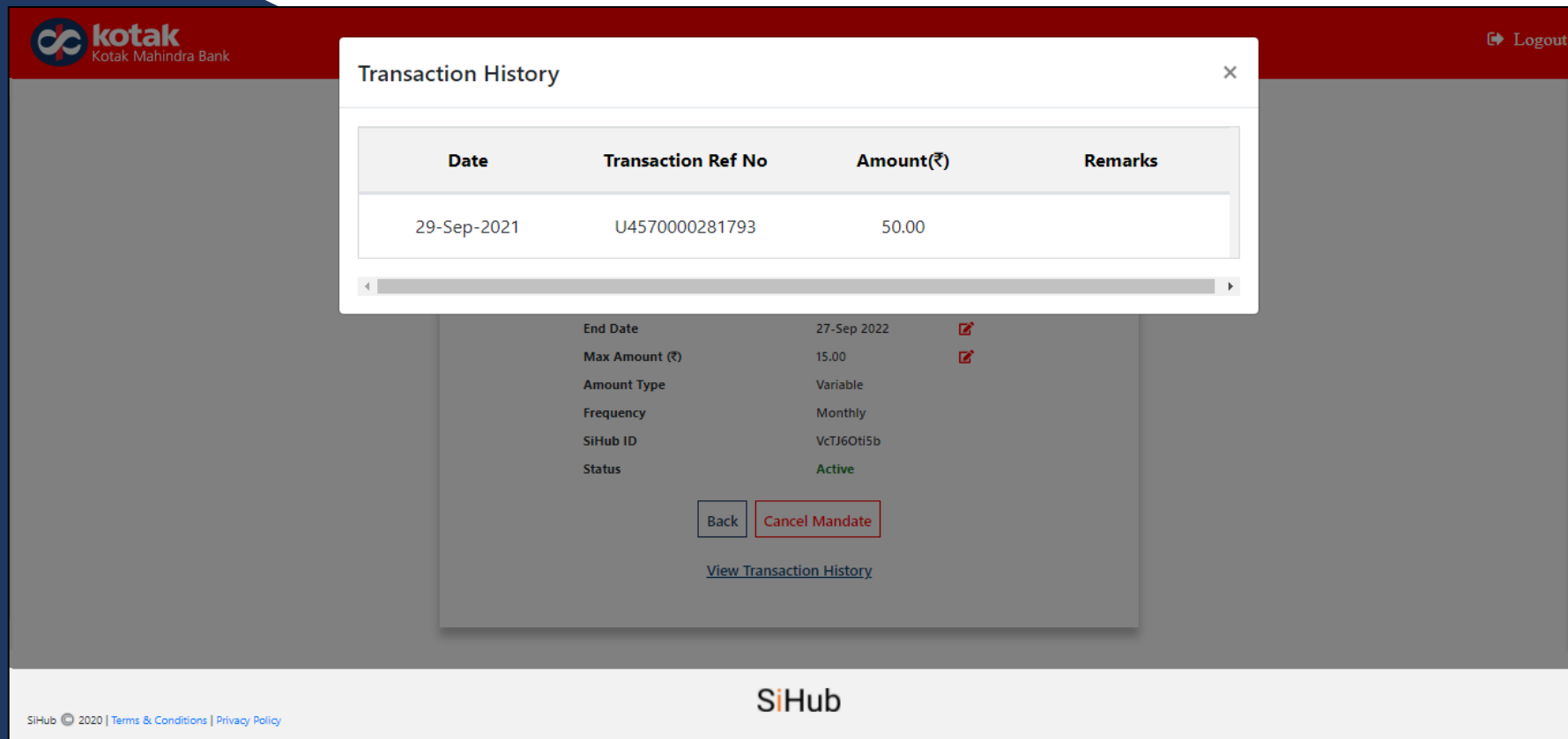
Below the table, there is a red 'Back' button. At the bottom of the page, there is a grey footer with the 'SIHub' logo and a small copyright notice: 'SIHub © 2020 | Terms & Conditions | Privacy Policy'.

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 shows the SiHub interface with a 'Transaction History' modal window. The modal contains a table with the following data:

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

Below the table, the subscription details are displayed:

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

Buttons: Back, Cancel Mandate

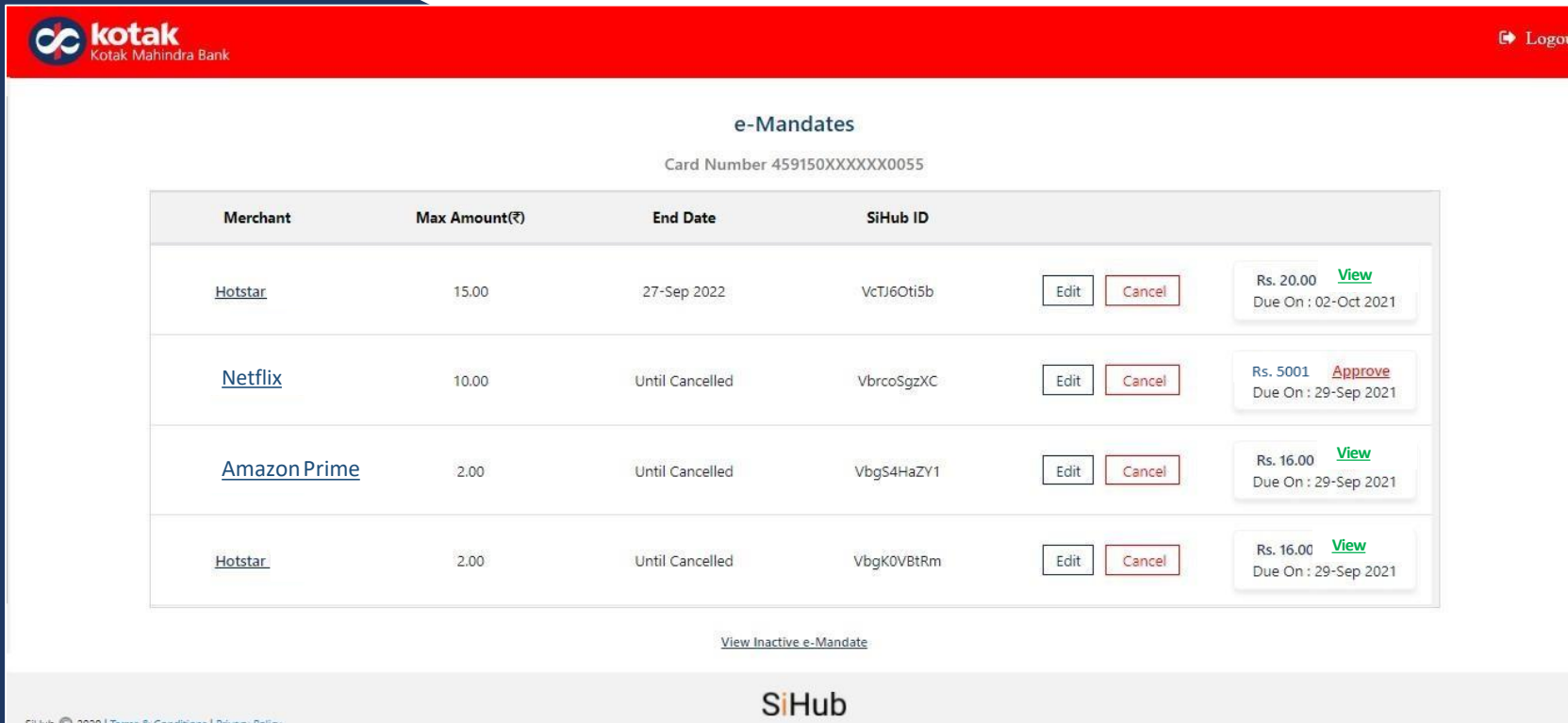
[View Transaction History](#)

Footer: SiHub | 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 displays 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 centered, followed by the card number 'Card Number 459150XXXXX0055'. A table lists four e-mandates, each with a merchant name, maximum amount, end date, SiHub ID, and action buttons. The first and fourth rows have 'View' buttons, while the second and third rows have 'Approve' buttons. 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	Actions	Amount & Status
Hotstar	15.00	27-Sep 2022	VcTJ6Oti5b	Edit Cancel	Rs. 20.00 View Due On : 02-Oct 2021
Netflix	10.00	Until Cancelled	VbrcoSgzXC	Edit Cancel	Rs. 5001 Approve Due On : 29-Sep 2021
Amazon Prime	2.00	Until Cancelled	VbgS4HaZY1	Edit Cancel	Rs. 16.00 View Due On : 29-Sep 2021
Hotstar	2.00	Until Cancelled	VbgK0VBtRm	Edit Cancel	Rs. 16.00 View 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!