

# **FAQs on Corporate Portability in NACH**

**1. What is corporate portability?**

An option provided by NPCI to the corporate to participate from a different sponsor bank for a mandate registered with another.

**2. What happens to a mandate, if the sponsor bank to a mandate is blocked?**

The mandate remains active in NPCI system however the blocked sponsor bank will not be allowed to initiate transaction on the mandate.

**3. Can a corporate initiate transactions from a sponsor bank not part of mandate registration?**

No, a corporate cannot initiate a transaction from any sponsor bank as a matter of routine. This is possible only if the corporate using the option of corporate portability get the existing mandates mapped to a new sponsor bank as well.

**4. Corporate sponsor bank is currently blocked or disabled. Can corporate execute portability option?**

Yes, corporate can use portability option even if their current sponsor bank is blocked or disabled to map the mandates to a new sponsor bank and initiate the transactions.

**5. What actions can be performed by new sponsor bank once mandates are ported?**

- The new sponsor bank can initiate transactions of mandates registered with old sponsor bank however amendment or cancellation of mandates will not be allowed for such mandates.
- The corporate can use new sponsor bank to initiate registration or register subsequent mandates taken from customer to NPCI.

**6. What are the documents to be submitted to NPCI for executing the portability?**

A corporate through its new sponsor bank has to submit a request to NPCI. The request should be on their letter head. The request should be duly authenticated by the new sponsor with the authorized signatory signing all the pages and bank seal duly affixed. Format provided in **Annexure I**.

**7. What is the fees/charge applicable for the portability?**

NPCI does not charge any fee for portability.

**8. We are (Corporate) participating in API E-Mandate by connecting to NPCI and my sponsor bank is blocked. What should I do?**

Corporate has to get into an agreement with a new sponsor bank and submit the on-boarding documents to NPCI to participate in E-mandate platform. The sponsor bank should be participating in both the variants of E-mandate platform (please refer to our Circular no.37 dated Dec 06, 2018)

**9. What are the documents to be submitted to change the sponsor bank in API E-mandate?**

- If the user number or utility code used by corporate in API E-mandate is already mapped to new sponsor bank. Corporate has to submit “Corporate request eMandate – **Annexure II**” and “Sponsor bank letter – **Annexure III**”. The request should be duly authenticated by the new sponsor with the authorized signatory signing all the pages and bank seal duly affixed
- If the user number or utility code used by the corporate in API E-mandate **is not mapped** to new sponsor bank. Corporate has to submit “Corporate form – **Annexure I**”, “Corporate request eMandate – **Annexure II**” and “Sponsor bank letter - **Annexure III**”. The documents should contain the sign and seal of the authorized signatories in all pages.

**10. Any change in API E-Mandate request to be done after changing sponsor bank?**

All the new mandate requests should capture the details of the new sponsor bank.