Email1

From:vidhi@nsdl.co.in

To:support@hdfbcank.com, [manoj.karekar@hdfcbank.com](mailto:manoj.karekar@hdfcbank.com)

Subject: imps transaction got declined

Kindly take up to get the reason why IMPS transaction got declined  
  
Decline transaction through IMPS.  
IMPS RRN :        503614318446  
Amount:             Rs 11,000  
Date:                   05.02.2025

Email2

From:branchuser@hdfcbank.com

To:support@hdfbcank.com,dbquery@hdfcbank.com, parveen@hdfcbank.com

Subject: transaction not processed

The transaction is not processed. Kindly let me know the status of the transaction.

Client name: abcd co

Amount:100000

RRN: 503513418556

Email3

From:customer1@gmail.com

To:dbquery@hdfcbank.com, shashank@hdfcbank.com

Subject: alert not received

Hi,

I have received a credit of Rs 25000 in my account however there was no alert received on my mobile phone. I am registered for alerts to be received for my account.

Amount 25000

Mobile number 9876543210

Sample Response

**Template 1 – ideal Success**

From:

To:

Subject:

Dear User,

Thank you for your request. Please find the response. Incase of additional details kindly get in touch with your nearest Branch/helpdesk or your relationship manager.

Transaction reference no : 12345678

Status: Success

Date: 24-Feb-2025

Amount: Rs 25,000

Remarks:

**Template 2 – ideal Decline**

From:

To:

Subject:

Dear User,

Thank you for your request. Please find the response. In case of additional details kindly get in touch with your nearest Branch/helpdesk or your relationship manager.

Transaction reference no : 12345678

Status: Failure

Date: 24-Feb-2025

Amount: Rs 50,000

Remarks: decline due to account blocked

**Template 3 – Insufficient info**

From:

To:

Subject:

Dear User,

Thank you for your request. We are unable to fetch the details due to insufficient requested information.

Kindly share the basic details like UTR number, Amount and Transaction date. In case of additional details kindly get in touch with your nearest Branch/helpdesk or your relationship manager.

Transaction reference no :

Date:

Amount: Rs

Remarks: