



# **NRI NEWS BULLETIN**

**MARCH- 2019**

Volume No: 03-2019

***We wish all our NRI customers Season's Greetings!***



Now you can authenticate your entire internet banking transactions with the OTP generated using this app instead of SMS OTP, even when you are out of mobile network coverage area. This is a secure and convenient way of generating OTP especially for NRI customers and frequent travellers.

## **SIMPLE REGISTRATION STEPS TO REGISTER FOR CANARA OTP BY LOGIN INTO CANARA BANK INTERNET BANKING:-**

- ✓ Login to your Internet Banking, go to Funds Transfer tab
- ✓ Click on 'OFFLINE OTP' section

- ✓ Select Register/ De-register option.
- ✓ Click on Register -> Confirm.
- ✓ Your 10-character Activation Code which has to be entered in the Canara OTP app will be shown on the internet banking screen
- ✓ Enter the details asked and set your new 5-digit Pass code to complete the one-time registration for the App

## ADVANTAGES OF CANARA OTP

- ✓ Canara OTP app works without Mobile Network and generates the OTP offline.
- ✓ Do your internet banking transactions while you are travelling or out of mobile network coverage area since OTP can be generated offline.
- ✓ You will receive an SMS OTP for registering or de-registering the Offline OTP feature and internet connectivity is required for registration and de-registration
- ✓ Please complete the activation of this application before you travel to a location where your registered mobile number will not be active.
- ✓ In case of any issue in using the OTP generated using this app, you can easily switch to SMS OTP by clicking the “Send me an SMS OTP” option in the internet banking screen.
- ✓ Offline OTP facility will be only available for post login transactions, (not available for forgot user id, forgot password etc,)
- ✓ If you wish to de-register this facility, you can click on the de-register option provided on the login/pass code entry screen of the mobile app. The device has to be online for completion of the de-activation

Alternatively, if internet connectivity is unavailable, you can de-register from Internet Banking also. Login to Internet Banking and go to " Funds Transfer>> Offline OTP " and deregister Offline OTP for receiving SMS OTP.

## CANARA mServe



This simple yet powerful mobile app enables the customer to block/unblock/hotlist Credit / Debit Cards instantly without having the need to walk into a branch. It helps to prevent instances of theft.

### 1. Registration Process :

- ❖ Download Canara mServe from the Google/Apple store.
- ❖ Enter your 13 digit Canara Bank account number and registered Mobile Number in the application.
- ❖ An SMS will be sent to the Bank automatically from your device.
- ❖ If the Mobile number and account number combination matches the one in CBS, OTP will be sent to the registered mobile number. Enter the OTP and click on 'Verify OTP'. After authentication, enter new 5-digit PIN in the first row and re-enter the same PIN in the second row. Click on 'Set mServe PIN'.

NOTE : SMS charges applicable as per service provider tariff.

### 2. SERVICES OFFERED :

Switch On/Off Debit/Credit Card : User can switch off the card temporarily if he/she feels it has been compromised and turn it on only when need arises. Swipe left on the option to switch on the card and right to switch off the card.



- ❖ Hotlist Credit/Debit Card: In case of theft or a lost card, users can hotlist the card instantly. Swipe right on the option > block the card permanently.
- ❖ Limit change for Debit Card: In case of POS and ATM, users can set daily limit for debit card using this option.



**NON-RESIDENT (EXTERNAL) RUPEE ACCOUNT SCHEME [NRE ACCOUNT]**

PARTICULARS	Details
WHO CAN OPEN AN ACCOUNT	NRI/PIO Individuals  Individual/Entities of Pakistan and Bangladesh shall requires prior approval of the Reserve Bank of India
JOINT ACCOUNT	In the names of two or more (Maximum four individuals) non- resident individuals provided all the account holders are persons of Indian nationality or origin;  Account can be opened with resident relative (relative as defined in Companies Act, 2013) on 'former or survivor' basis. The resident relative shall be eligible to operate the account as a Power of Attorney holder in accordance with extant instructions during the life time of the NRI/ PIO account holder.
NOMINATION	Permitted
CURRENCY IN WHICH ACCOUNT IS DENOMINATED	Indian Rupees only
REPATRIABILITY	Repatriable
TYPE OF ACCOUNT	Savings, Current, Recurring, Fixed Deposit & KDR
MINIMUM PERIOD FOR FIXED DEPOSIT	1 year
MAXIMUM PERIOD FOR FIXED DEPOSIT	Fixed Deposit/ Recurring Deposit accounts 10 Years
RATE OF INTEREST	<u>Interest rates are displayed on our Web site. (click)</u>
OPERATIONS BY POWER OF ATTORNEY IN FAVOUR OF A RESIDENT BY THE NON-RESIDENT ACCOUNT HOLDER	Operations in the account in terms of Power of Attorney are restricted to withdrawals for permissible local payments or remittance to the account holder himself through normal banking channels.  Letter of Authority/Power of Attorney Holder shall not gift to another NRE/NRO accounts.
INCOME TAX/WEALTH TAX	Exempted
TAX DEDUCTED AT SOURCE (TDS)	Not Applicable
LOANS	Loans/OD facility is available in INDIA to the NRI's against security of Term Deposits

**CUSTOMER AWARENESS - Do's AND DON'Ts ON ELECTRONIC BANKING  
TRANSACTIONS**

 <p><b>DO'S</b></p>	 <p><b>DON'TS</b></p>
<ul style="list-style-type: none"><li>✓ <b>KEEP SECURE YOUR ATM DEBIT/ CREDIT CARD</b></li><li>✓ <b>MEMORISE THE PIN OF YOUR ATM DEBIT &amp; CREDIT CARD</b></li><li>✓ <b>CHANGE THE PIN/ INTERNET BANKING PASS WORD FREQUENTLY</b></li><li>✓ <b>BE CAREFUL WHEN YOU ARE DOING TRANSACTIONS AT ATM CENTERS – SEE ANY EXTRA FITTINGS ARE THERE OR ANY PERSON IS FOLLOWING YOU</b></li><li>✓ <b>USE CANARA MSERVE APP TO SWITCH OFF ATM DEBIT / CREDIT CARD WHEN YOU ARE NOT USING</b></li><li>✓ <b>CHECK TRANSACTIONS IN YOUR ACCOUNT REGULARLY AND INFORM THE BANK IF UNAUTHORISED TRANSACTIONS NOTICED</b></li><li>✓ <b>REPORT UNAUTHORISED ELECTRONIC BANKING TRANSACTION AS EARLY AS POSSIBLE THROUGH ANY ONE OF THE FOLLOWING CHANNELS;</b>  <b>CALL TOLL FREE NUMBER 1800 425 0018</b> <b>REPORT THROUGH E-MAIL –</b> <b>reportsuspect @canarabank.com</b> <b>SMS TO 56161 BY TYPING SUSPECT FOR DOMESTIC CUSTOMERS</b> <b>SMS TO “9980904040” BY TYPING WORD “SUSPECT” FOR NRI CUSTOMERS (PRODUCT CODE 103 &amp; 104)</b> <b>LOG IN TO OUR WEBSITE</b> <b>WWW.CANARABANK.COM AND LODGE THE COMPLAINT IN “CANARA PUBLIC GRIEVANCE REDRESSAL SYSTEM (CPGRS)”</b> <b>REPORT THROUGH PHONE BANKING/ IVRS</b> <b>REPORT TO THE BASE BRANCH OVER PHONE OR E-MAIL</b></li><li>✓ <b>KEEP YOUR MOBILE AND PC WITH UPDATED ANTI VIRUS SOLUTION</b></li><li>✓ <b>REPORT TO CYBER CRIME POLICE/POLICE AUTHORITY</b></li></ul>	<ul style="list-style-type: none"><li>✓ <b>DO NOT DISCLOSE YOUR ATM DEBIT CARD / CREDIT CARD NUMBER/PIN/CVV/OTP TO ANY PERSON</b></li><li>✓ <b>DO NOT SHARE YOUR INTERNET BANKING USER ID / PASSWORD/ OTP</b></li><li>✓ <b>NEVER RESPOND TO ANY TELEPHONE CALLS/ SMS/E- MAIL ASKING TO SHARE THE DETAILS OF YOUR CARD NUMBER ETC</b></li><li>✓ <b>DO NOT HAND OVER YOUR DEBIT CARD/ CREDIT CARD TO ANY UNKNOWN PERSON/ SALES PERSON IN A SHOP / MERCHANT LOCATION BEYOND YOUR SIGHT</b></li><li>✓ <b>DO NOT KEEP PIN/PASSWORD ALONG WITH THE ATM DEBIT CARD/ CREDIT CARD</b></li><li>✓ <b>MEMORISE IT</b></li><li>✓ <b>AVOID CYBER CAFES FOR DOING INTERNET BANKING TRANSACTIONS</b></li></ul>



For various Investment Facilities/Insurance/Mutual Fund Schemes, please refer following links:

**LIFE INSURANCE:**

<http://www.canarabank.com/english/bank-services/personal-banking/insurance-business/life-insurance/>

**HEALTH INSURANCE:**

<http://www.canarabank.com/english/bank-services/personal-banking/insurance-business/health-insurance/>

**GENERAL INSURANCE:**

<http://www.canarabank.com/english/bank-services/personal-banking/insurance-business/general-insurance/>

**INVESTMENT FACILITIES FOR NRIs:**

<http://www.canarabank.com/english/bank-services/nri-banking/investment-facilities/>

**MUTUAL FUNDS:**

<http://www.canarabank.com/english/bank-services/personal-banking/mutual-funds/>

**DEPOSITORY SERVICES:**

<http://www.canarabank.com/english/bank-services/personal-banking/depository-services/>



**Home Loan**  
Low And Attractive Interest Rate

केनरा बँक  
KARNATAKA BANKING CORPORATION

**Canara Bank**  
A Government of India Undertaking  
Together We Can

**Dreaming of owning your home ?**

**EXCLUSIVE HOUSING LOAN SCHEME FOR NON-RESIDENT INDIANS**

For details please visit:

<http://www.canarabank.com/english/bank-services/nri-banking/loans-advances/home-loan-for-nris-scheme/>



## **FACILITIES PROVIDED TO INTERNET BANKING RETAIL CUSTOMERS**

The following facilities have been enabled in our website:  
[www.canarabank.in](http://www.canarabank.in)

for Retail Net Banking customers to enhance customer convenience:

- 1. User Creation**
- 2. Reset**
- 3. Unlock**
- 4. Activation**
- 5. Generation of Transaction Password**

for Net Banking Demo click on following link:

<https://www.canarabank.in/English/SCripts/IMBTutorial/home.html>

For updation of Date of Birth (DOB), Passport details please take up with the Base Branch.

**FOR ANY QUERIES ON INTERNET BANKING PLEASE CONTACT TOLLFREE**

**NUMBER 1800-425-0018 or 080- 25129441**

**E mail to: [hodbsib@canarabank.com](mailto:hodbsib@canarabank.com)**



Internet Banking

## **Forgot Password?**

- ✓ Click forgot password option in the login page
- ✓ Fill the details in the screen which will appear as under:

### **Reset Password**

<b>User ID:</b>	<input type="text"/>	
<b>Date of Birth</b>	<input type="text"/>	(DD/MM/YYYY)
<b>PAN/PASSPORT Number:</b>	<input type="text"/>	
<b>Account Number:</b>	<input type="text"/>	( 13 Digits )
<b>New Password:</b>	<input type="text"/>	
<b>Confirm Password:</b>	<input type="text"/>	

**All fields are mandatory**

- ✓ Click the submit button after entering all the details.
- ✓ Enter the OTP and click submit

Instant remit money” - is a new instant account credit facility introduced by our bank to provide enhanced customer satisfaction, which facilitates speedier and hassle free remittances to beneficiaries (account holders of canara bank) in India from the partner exchange houses in the middle east region. in addition to existing “remit money” facility, expatriates in the gulf region can also transfer/remit money through “instant remit money” to our account holders which work as seamless flow of communication on a real-time basis, 24x7x365 days.





NRIs can avail benefits under the DTAA by timely submission of documents listed below to the deductor:

1. Tax Residency Certificate (TRC) certifying his/her residence abroad.
2. Xerox Copy of the PAN card of the Non Resident customer.
3. Request letter from the NRI customer
4. Self Declared Form 10F (download from the following link):  
<http://www.incometaxindia.gov.in/Forms/Income-Tax%20Rules/10312000000007197.pdf>





## **National Pension System (NPS) for Non-Resident Indians (NRIs)**

Reserve Bank of India has permitted Non-Resident Indians (NRIs) to subscribe to the National Pension System governed and administered by the Pension Fund Regulatory and Development Authority (PFRDA).

NRIs may subscribe to the NPS governed and administered by the Pension Fund Regulatory and Development Authority (PFRDA), provided such subscriptions are made through normal banking channels and the person is eligible to invest as per the provisions of the PFRDA Act.

The subscription amounts shall be paid by the NRIs either by inward remittance through normal banking channels or out of funds held in their NRE/FCNR/NRO account. *There shall be no restriction on repatriation of the annuity/accumulated savings.*

Follow us on  : [@canarabanktweet](https://twitter.com/canarabanktweet)

Subscribe to our  : [CanaraBankOfficial](https://www.youtube.com/CanaraBankOfficial)



**FOREIGN CURRENCY NON RESIDENT (FCNR) DEPOSIT RATES (% p.a.)\***  
(Effective 01.03.2019)

PERIOD OF DEPOSIT	CURRENCY OF DEPOSITS				
	USD	GBP	EUR	CAD	AUD
1 year & above but less than 2 years	3.44	1.45	0.32	2.89	2.33
2 years & above but less than 3 years	3.38	1.62	0.36	2.66	2.28
3 years & above but less than 4 years	3.28	1.70	0.45	2.67	2.28
4 years & above but less than 5 years	3.25	1.76	0.56	2.69	2.47
5 years only	3.27	1.81	0.66	2.71	2.54

Note: - The above interest rates are applicable only for FCNR deposits of amount less than USD 1 Million (or its equivalent in other currencies). For FCNR deposit of USD 1 Million & above (or its equivalent in other currencies) please contact our branch.

**Non Resident External (NRE) Rupee: Term Deposit Rates\* (Effective 01-11-2018)**

Period of Deposit	Rate of Interest (%)	
	Less than Rs.1.00 Crore	Rs.1.00 Crore to less than Rs.10 Crore #
1 Year only	7.00	6.50
Above 1 Year to less than 2 Years	7.00	6.25
2 Years & above to less than 3 Years	6.70	6.25
3 Years & above to less than 5 Years	6.20	4.90
5 Years & above to less than 8 Years	6.20	4.90
8 Years & above to 10 Years	6.20	4.90
444 Days (Canara Shikhar)	7.05	-NA-
555 Days (Canara Shikhar)	7.10	-NA-

Minimum period of NRE TERM DEPOSIT is 1 year and Maximum period is 10 years  
For interest rate on bulk deposit of Rs.1 Crore & above, please contact the Branch Manager.

NRE /NRO SAVINGS BANK DEPOSITS Rate of Interest- W.E.F. 01.09.2017	
For outstanding balances up to Rs. 50 lakh	3.50%
For outstanding balances of above Rs. 50 lakh	4.00%

**Non Resident Ordinary (NRO) Rupee:  
Term Deposit rates\* (Effective 01.11.2018)**

Period of Deposit	Less than Rs. 1.00 Crore	Rs.1 Crore to less than Rs.10 Crore #	
		(Callable)	Non Callable ++
7 Days to 14 Days *	5.75	5.30	-NA-
15 Days to 30 Days	5.75	5.30	-NA-
31 Days to 45 Days	5.75	5.30	-NA-
46 Days to 60 Days	6.25	6.30	6.35
61 Days to 90 Days	6.25	6.75	6.80
91 Days to 120 Days	6.25	6.75	6.80
121 Days to 179 Days	6.25	6.75	6.80
180 Days to 269 Days	6.35	6.75	6.80
270 Days to less than 1 Year	6.40	6.35	6.40
1 Year only	7.00	6.50	6.55
Above 1 Year to less than 2 Years	7.00	6.25	6.30
2 Years & above to less than 3 Years	6.70	6.25	6.30
3 Years & above to less than 5 Years	6.20	4.90	4.95
5 Years & above to less than 8 years	6.20	4.90	No Quote@
8 Years & above to 10 years	6.20	4.90	No Quote@
444 Days (Canara Shikhar)	7.05	-NA-	-NA-
555 Days(Canara Shikhar)	7.10	-NA-	-NA-

# For interest rate on bulk deposit of Rs.1 Crore & above, please contact the Branch Manager

\* Rates are applicable only for single deposit of Rs.5.00 lakh & above

++ Non callable term deposits are bulk deposits where **Premature Withdrawal is Not Permitted.**

@ Bank is not accepting Bulk term deposits under Non callable segment for maturities of 5 years & above.

\* The rates mentioned are subject to change from time to time. Please verify the latest rates in our Website (Link): <http://www.canarabank.com/english/quick-access/interest-rates/deposit-accounts-rates-at-a-quick-glance-as-per-rbi-format/>

**Canara Bank does not seek any information on its own through Email. Do not click on any link which has come through E-mail from an unexpected source. It may contain malicious code or could be an attempt to 'Phish'. Please note that bank would never ask you to verify your account information through an e-mail/phone/by any other communication. Such incidents have to reported immediately on [reportphishing@canarabank.com](mailto:reportphishing@canarabank.com); [cbgimb@canarabank.com](mailto:cbgimb@canarabank.com);**

Please look for our next News Bulletin for further information to make your banking experience easy and enjoyable. Your valuable feedback and suggestions are always welcome!

(E-mail: [nrihub@canarabank.com](mailto:nrihub@canarabank.com)) Contact Number - 080 22538565

**NRI CALL CENTRE 080-22064232**

Compiled by: Centralised NRI Hub, Marketing & Retail Resources Wing, Head Office, Bengaluru

Disclaimer clause: The contents of this news bulletin are based on information received from various sources and while compiling every effort has been made to ensure that the information is accurate and authentic. Canara Bank does not accept any responsibility for interpretation of various rules or any errors / omissions in the news bulletin.