



# NRI NEWS BULLETIN

*July 2015*

Vol No: 7/2015

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



## **Major Highlights - Financial Results Q1FY16 (June 2015)**

**Total Business at 7.96 lakh crore  
Net Profit for Q1 at 479 crore**

- Total Business at 7.96 lakh crore, up by 8.74% y.o.y.
- Total Deposits at 4.72 lakh crore, up by 10% y.o.y.
- CASA grew by 11.53% y.o.y to 109684 crore and CASA ratio (domestic) improved to 24.62% y.o.y from 24.15% last year.
- Advances (net) at 3.24 lakh crore, up by 6.96% y.o.y.
- Sustained good growth in retail business (y.o.y)- MSME (25.32%), MSE (27.48%), Retail Lending (15.97%), Housing (direct) (27.47%), Vehicle (14.12%), Education (15.54%) and Other Personal loans (40.88%).
- Operating Expenses reduced by 2.12% y.o.y. Interest expenses, including

- interest paid on deposits contained around March 2015 quarter level.
- Non-Interest Income at 1113 crore, up by 8.38% y.o.y.
  - Net Interest Margin (NIM) (Domestic) at 2.35% and NIM (Global) at 2.21%.
  - Cost-income ratio down to 44.80% from 48.06% last year.
  - Stabilized Gross NPA at 13081 crore over March 2015 level of 13040 crore.
  - Gross NPA Ratio stood at 3.98% from 3.89% at March 2015 and 2.67% as at June 2014.
  - Net NPA ratio at 2.74% from 2.03% as at June 2014.
  - Cash Recovery at 1056 crore.
  - Provision Coverage ratio at 59.02%.
  - Gross profit at 2004 crore, up by 11.62% y.o.y
  - With increase in provision, net profit for Q1FY16 stood at 479 crore.
  - 26 branches and 506 ATMs added during the Q1FY16, taking the global tally of branches to 5708 and ATMs to 9039.
  - Enhanced E-transactions to 51.10% from 44.34% last year.

### **Income and Expenses- Q1 FY16**

- **Total income** increased to 12253 crore compared to 11728 crore last year.
- **Income from loans/advances** increased to 8101 crore from 7905 crore last year.
- **Non-interest income** increased by 8.38% y.o.y to 1113 crore.
- **Total interest expenses** increased moderately by 4.25% y.o.y to 8623 crore. Interest expenses, including interest paid on deposits, contained around March 2015 quarter level.
- **Operating expenses** declined by 2.12% y.o.y to 1626 crore.
- **Net interest income** for the quarter increased to 2516 crore from 2429 crore last year.
- **Net Interest Margin (NIM)** (Domestic) stood at 2.35% and **NIM (Global)** was at 2.21%.
- **Cost-income ratio** came down by 326 basis points to 44.80% from 48.06% last year.

### **Profits and Profitability – Q1 FY16**

- **Total provision** for the quarter was at 1525 crore compared to 988 crore for Q1FY15. **The provision for NPAs** during the quarter was 1143 crore compared to 1125 crore For Q1FY15.
- **Gross profit** at 2004 crore increased by **11.62% y.o.y** and **Net profit** for Q1FY16 stood at 479 crore, on account of higher provisioning.
- While **Earnings per Share (EPS)** for the quarter was at 9.63, **Book Value** increased to 548.45 compared to 521.68 as at June 2014.

## Business Performance

- **Global Business** increased to 795940 crore, with a y.o.y growth of 8.74%.
- **Global Deposits** reached 471877 crore, with a y.o.y growth of 10%.
- **Advances (Net)** rose to 324063 crore, with a y.o.y growth of 6.96%.
- The Bank's **overseas business** constituted 6.44% of the total business. Total business Of the foreign branches increased to 51245 crore from 41194 crore a year ago.
- **CASA deposits** increased by 11.53% y.o.y to 109684 crore and CASA share (domestic) improved to 24.62% y.o.y from 24.15% last year.
- The Bank's **clientele accounts** increased to 6.75 crore, comprising 6 crore under Deposit accounts and 75 lakh under borrowal accounts. Over 1.1 crore clientele accounts added y.o.y
- While **Business per Employee** increased to 14.43 crore, **Business per Branch** stood At 139.44 crore.

## Enhanced Delivery Channels

- As at June 2015, the Bank had 5708 branches, including 7 overseas branches.
- The Bank added 506 ATMs during the quarter, taking the total number of ATMs to 9039 as at June 2015. The Bank's debit card base rose to 2.71 crore. As at June 2015, the Bank had 147 hi-tech e-lounges in major centres for customers to do banking transactions themselves. The ratio of e-transactions increased to 51.10% compared to 44.34% last year.

## Awards and Accolades

In recognition of the varied initiatives, the Bank was conferred with the following awards during the quarter:

- **Golden Peacock Business Excellence Award (GPBEA)**, 2015, by the Institute of Directors, New Delhi.
- **Special Award for the Best Financial Institution – Gold**, 2015, by the Federation of Karnataka Chamber of Commerce & Industry (FKCCI), Bengaluru.
- **Order of Merit** for SME Enablement during 2014-15 by SKOCH Group.
- **Reserve Bank Rajbhasha Shield** for effective implementation of Official Language in Region 'C' for the year 2013-14.

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## **E-mail Frauds:**

**Beware of Fraudulent E-mails requesting online banking security details!**

Internet Banking is a safe way to manage your money. However, there are Internet Fraudsters around who will try to gain access to accounts by E-mailing you and prompting you to disclose your on-line banking security details to them. Bank will never send E-mails that ask for confidential information. If you receive an E-mail requesting your Internet Banking security details, you should not respond.

### **How do Fraudulent E-mails work?**

Typically you will receive an E-mail claiming to be from your bank, either requesting your security details (perhaps as part of an update or confirmation process) or asking you to follow a link to a site where you will be encouraged to provide a range of information such as your credit card number, personal identification number (PIN), passwords or personal information.

Clicking on the link then takes you to a fake website, designed to look like that of your bank, but operated by the Fraudster. Fraudulent E-mails and websites can be very convincing and Fraudsters are continually inventing new approaches to get you to divulge your security details.

### **How to be cautious?**

Treat all unsolicited emails with caution and never click on links from such emails and enter any personal information.

To ensure a legitimate and safe sign on, always enter Canara Bank's official web site, [www.canarabank.in](http://www.canarabank.in) in your browser's address field.



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/103120000000007197.pdf>

For DTAA rates of various countries click on following link:

<http://www.canarabank.com/English/Content/NRI%20NEWS%20BULLETIN%20%20SEPT%202014.pdf>

## **INTERNET BANKING RETAIL CUSTOMERS**

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: [imbhelpdesk@canarabank.com](mailto:imbhelpdesk@canarabank.com) or  
[hoabcsection@canarabank.com](mailto:hoabcsection@canarabank.com)**



## NRI SERVICE CENTERS

### CONTACT DETAILS

NRI Service Centres would play a supplementary role to the branches in NRI customer care, relationship management. Acting as second point of contact for NRI customers after branches, following up with concerned Section/Department/branches to attend to customer requirements. **For any information/Clarification/Grievance on matters connected with NRIs, please contact our BRANCHES spread across the country: NRIs may also contact the following NRI Service Centers/Offices.**

### NRI SERVICE CENTRES

<b>AHMEDABAD</b>	Canara Bank NRI Service Center, Circle Office, Ground Floor, Narayan Chamber, Near Nehru Bridge, Ashram Road, AHMEDABAD-380009 STATE: GUJRAT, INDIA 91 79-26574852/27544048 E MAIL ID : <a href="mailto:nricoahd@canarabank.com">nricoahd@canarabank.com</a> ;
<b>BENGALURU</b>	Canara Bank NRI Service Center, MIPD Section, Circle Office, 86, M G Road, Spencer Towers, BENGALURU- 560 001 STATE : KARNATAKA , INDIA 91 80-25587340 / 25582712 E MAIL ID : <a href="mailto:blrmipd@canarabank.com">blrmipd@canarabank.com</a> ;
<b>CALICUT</b>	Canara Bank NRI Service Center, Circle Office, Tali Sammoham Road, CALICUT -673002 STATE : KERALA INDIA 91 495- 2306116 /2701398 Email ID : <a href="mailto:mipdcoclt@canarabank.com">mipdcoclt@canarabank.com</a>

<b>CHANDIGARH</b>	<p>Canara Bank  NRI Service Center, Circle Office,  Plot No: 1, Sector 34A,  CHANDIGARH-160022  91 172-2620258/2604269      Email ID : <a href="mailto:mipdcochd@canarabank.com">mipdcochd@canarabank.com</a></p>
<b>CHENNAI</b>	<p>Canara Bank  NRI Service Center, MIPD Section, Circle Office,  No: 524 Anna Salai, Teynampet,  CHENNAI-600018  STATE : TAMILNADU, INDIA  91 44- 24312077 / 24349936/24351580      Email ID : <a href="mailto:mipdcochn@canarabank.com">mipdcochn@canarabank.com</a></p>
<b>DELHI</b>	<p>Canara Bank  NRI Service Center, MIPD&amp;PP Section,  Circle Office, 9th floor, 38, Ansal tower,  Nehru Place, NEW DELHI- 110019  91 11-26293214      Email ID : <a href="mailto:mipdcodel@canarabank.com">mipdcodel@canarabank.com</a></p>
<b>ERNAKULAM</b>	<p>Canara Bank  NRI Service Center, Circle Office,  Pukalakkattu Lakshmi Bai Towers,  TD Road North End,  ERNAKULAM-682035  STATE : KERALA, INDIA  91 484 -2352213 Mob: 8301897125      Email ID : <a href="mailto:nricoekm@canarabank.com">nricoekm@canarabank.com</a></p>
<b>PANAJI</b>	<p>Canara Bank  NRI Service Center: ,MIPD &amp; PP Section,  Circle Office, First Floor, Mathias Plaza,  18th June Road,  PANAJI, GOA – 403001  91 832 -2224254/2220050      Email ID : <a href="mailto:mipdcogoa@canarabank.com">mipdcogoa@canarabank.com</a></p>
<b>HYDERABAD</b>	<p>Canara Bank  NRI Service Center: Circle Office,  Opp. Old MLA Quarters, Himayathnagar,  HYDERABAD– 500 029  STATE : TELANGANA, INDIA  91 40-23436986      Email ID : <a href="mailto:cohydgovt@canarabank.com">cohydgovt@canarabank.com</a></p>
<b>JAIPUR</b>	<p>Canara Bank  NRI Service Center, MIPD Section, Circle Office,  1, Orbit Mall, Civil Lines, Ajmer Road,  JAIPUR-302006  STATE : RAJASTHAN, INDIA  91 141-2222990/2224776      Email ID : <a href="mailto:mipdcojpr@canarabank.com">mipdcojpr@canarabank.com</a></p>

<b>JALANDHAR</b>	<p>Canara Bank  NRI Service Center, Circle Office,  362 – 363, Lajpat Nagar, Shakti Mall,  JALANDHAR – 140001  STATE : PUNJAB, INDIA  91 181-2243369 / 2243320/ 2243318 Email ID : <a href="mailto:mipdcojIndr@canarabank.com">mipdcojIndr@canarabank.com</a></p>
<b>MADURAI</b>	<p>Canara Bank  NRI Service Center, MIPD&amp;PP Section,  Circle Office, St. Mary's Campus,  East Veli Street,  MADURAI-625001  STATE : TAMILNADU, INDIA  91 452-2334488/ 2339913 Email ID : <a href="mailto:nricellcomdu@canarabank.com">nricellcomdu@canarabank.com</a></p>
<b>MANGALURU</b>	<p>Canara Bank  NRI Service Center, Circle Office,  MIPD &amp; PP Section,  Light House Hill,Balmatta Road,  MANGALURU-575001  STATE : KANATAKA INDIA  91 824-2424576 / 2443920/ 2440319 Email ID : <a href="mailto:mipdcomlr@canarabank.com">mipdcomlr@canarabank.com</a></p>
<b>MUMBAI</b>	<p>Canara Bank  NRI Service Center, Circle Office,  Canara Bank Building, B Wing, 3rd Floor,  C-14,G-Block, Bandra-Kurla Complex, Bandra East, MUMBAI- 400051  STATE : MAHARASHTRA, INDIA  91 22- 26728634/ 26725352 Email ID : <a href="mailto:depmpdcomcity@canarabank.com">depmpdcomcity@canarabank.com</a></p>
<b>MYSURU</b>	<p>Canara Bank  NRI Service Centre, MIPD&amp;PP Section,  Circle Office, Guest House Road, Nazarbad,  MYSURU-570010  STATE : KARNATAKA INDIA  91 821-2528246 / 2528230/ 2528264 Email ID : <a href="mailto:mysmpd@canarabank.com">mysmpd@canarabank.com</a></p>
<b>PATNA</b>	<p>Canara Bank  NRI Service Centre, Circle Office, Illrd Floor,  Luv Kush Tower, Exhibition Road,  PATNA -800001  STATE : BIHAR, INDIA  91 612- 2320594 / 2320148/ 2320199 Email ID : <a href="mailto:mipdcopat@canarabank.com">mipdcopat@canarabank.com</a></p>
<b>PUNE</b>	<p>Canara Bank  NRI Service Center, Circle Office, F.P 790 (PART), Shivaji Road, Near Manala  Theatre, Shivaji Nagar,  PUNE – 411005  STATE : MAHARASHTRA, INDIA  91 20-25530621/25530636/ 25530617 Email ID : <a href="mailto:mipdcopne@canarabank.com">mipdcopne@canarabank.com</a></p>



<b>TRICHY</b>	<p>Canara Bank  NRI Service Centre, Circle Office,  No: 1 City Towers, Royal Road,  TRICHY-620001  STATE : TAMILNADU, INDIA  91 431-2410909/ 2460090 Email ID : <a href="mailto:mipdcotci@canarabank.com">mipdcotci@canarabank.com</a></p>
<b>TRIVANDRUM</b>	<p>Canara Bank  NRI Service Center, Circle Office,  TC26/173 (I), II Floor, Canara Bank Building,  M G Road, TRIVANDRUM - 695 001  STATE : KERALA, INDIA  91 471-2331563 / 2330346 Email ID : <a href="mailto:nricotvm@canarabank.com">nricotvm@canarabank.com</a></p>
<b>VARANASI</b>	<p>Canara Bank  NRI Service Centre, Circle Office, 3rd floor,  Varanasi Trade Centre, Maqbool Alam Road,  VARANASI- 221002  STATE : UTTAR PRADESH, INDIA  91 542-2510035/ 2510049 Email ID : <a href="mailto:mipdcovrnsi@canarabank.com">mipdcovrnsi@canarabank.com</a></p>

<b>CENTRALISED NRI HUB, BENGALURU</b>	<b>NRI &amp; MI (Forex) Division, MUMBAI</b>
<p>Canara Bank  Marketing &amp; Retail Resources Wing,  Head office (Annex), 3rd Floor,  No.14, Naveen Complex,  M G Road, BENGALURU-560001.  STATE: KARNATAKA,INDIA  Phone: 91-80-25599009  Email : <a href="mailto:nrihub@canarabank.com">nrihub@canarabank.com</a></p>	<p>Canara Bank  Integrated Treasury Wing,  6th floor, Canara Bank Building,  C-14,G-Block, Bandra -Kurla Complex,  MUMBAI-400051  STATE: MAHARASHTRA,INDIA  Phone: 91-22-26725118  Email : <a href="mailto:nriserviceidmum@canarabank.com">nriserviceidmum@canarabank.com</a></p>

**FOR ACCOUNT BALANCE ENQUIRY PLEASE CONTACT BASE  
BRANCH OPTED**

We are furnishing below the most competitive Interest Rates offered by us on various Non-resident Deposit Schemes, where you can securely invest your funds with your own Bank.

**FOREIGN CURRENCY NON RESIDENT (FCNR) DEPOSIT RATES (% p.a.)\***  
(Effective 01.08.2015)

PERIOD OF DEPOSIT	CURRENCY OF DEPOSITS				
	USD	GBP	EUR	CAD	AUD
1 year & above but less than 2 years	1.59	1.76	1.06	1.85	3.08
2 years & above but less than 3 years	1.97	2.16	1.10	1.79	3.10
3 years & above but less than 4 years	2.31	2.43	1.20	1.93	3.20
4 years & above but less than 5 years	2.56	2.62	1.29	2.09	3.45
5 years only	2.77	2.74	1.42	2.25	3.60

**Non Resident External (NRE) Term Deposit rates\* (Effective 03.08.2015)**

Period of Deposit	RATE OF INTEREST (% PA)	
	Less than Rs. 1.00 Crore	Rs. 1.00 Crore & above
1 Year only	8.00	7.50
Above 1 Year to less than 2 Years**	8.00	7.50
2 Years & above to less than 3 Years	8.00	7.50
3 Years & above to 5 Years	8.00	7.50
5 Years & above to 8 Years	8.00	7.50
8 Years & above to 10 Years	8.00	7.50
**444 Days/555 Days (Canara Shikhar)	8.10	--

**Non Resident Ordinary (NRO) Term Deposit rates\* (Effective 03.08.2015)**

<b>Period of Deposit</b>	<b>RATE OF INTEREST (% PA)</b>	
	<b>Less than Rs. 1.00 Crore</b>	<b>Rs. 1.00 Crore &amp; above</b>
7 Days to 14 Days #	4.00	4.50
15 Days to 30 Days	4.50	4.50
31 Days to 45 Days	6.00	6.00
46 Days to 60 Days	6.50	6.50
61 Days to 90 Days	6.50	6.50
91 Days to 120 Days	7.00	7.00
121 Days to 179 Days	7.00	7.00
180 Days to 269 Days	7.75	7.25
270 Days to less than 1 Year	7.90	7.25
1 Year only	8.00	7.50
Above 1 Year to less than 2 Years**	8.00	7.50
2 Years & above to less than 3 Years	8.00	7.50
3 Years & above to less than 5 Years	8.00	7.50
5 Years & above to less than 8 years	8.00	7.50
8 Years & above to 10 years	8.00	7.50
**444 Days/555 Days (Canara Shikhar)	8.10	--

# Rates are applicable only for single deposit of Rs.5.00 lakh & 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/Scripts/DepositAccounts.aspx>

**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.**



### EXCHANGE RATES FOR MAJOR CURRENCIES:

<i>CURRENCY</i>	Exchange Rate(INR)
USD	<b>64.10</b>
GBP	<b>100.08</b>
EUR	<b>70.17</b>
CAD	<b>49.21</b>
AUD	<b>45.72</b>
Bahraini Dinars	<b>169.59</b>
UAE Dirham	<b>17.41</b>
Saudi Riyals	<b>17.05</b>
Omani Riyals	<b>166.01</b>
Qatari Riyals	<b>17.56</b>
South African Rand (ZAR)	<b>5.04</b>

(TT buying rates as on 31<sup>st</sup> July 2015)

#### RATES ARE IN RUPEES FOR ONE UNIT OF FOREIGN CURRENCY

Please look for our next News Bulletin for further more 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); [nrihelpdesk@canarabank.com](mailto:nrihelpdesk@canarabank.com) )

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