

**FREQUENTLY ASKED QUESTIONS BY E-SYNDICATE CUSTOMERS
ON ACCOUNT OF MIGRATION**

Sl No	Frequently Asked Questions	Reply
1.	Whether my account number will be changed after migration?	No, existing account number will not change.
2.	Whether my Customer ID will be changed after Migration?	Yes, Twenty Crore will be added to the existing Customer IDs. For ex: If old customer ids: 12345678 then the new customer id will be 212345678
3.	Whether Passbook has to be changed after migration?	Yes, new Passbook has to be obtained from Branches. New pass book only to be used for printing of even old entries prior to migration.
4.	Whether cheque book has to be replaced?	No, already issued cheque books/unused cheque leaves can be continued till further communication. Customer can request for personalized cheque books through Mobile Banking, SMS Banking & Internet Banking.
5.	Whether existing Debit Card can be continued?	Yes, existing Debit Card can be used till expiry. Same PIN can be used
6.	Whether existing standing instruction in the CASA account will be continued?	Yes, existing standing instruction in the CASA account will be continued.
7.	Whether ECS/ NACH Mandate will be continued?	Yes, existing ECS/ NACH Mandate will be continued till the maturity as per the existing terms.
8.	Whether IFSC & MICR Code will be changed after Migration?	Yes, IFSC & MICR Code will be changed after Migration of Branches i.e., if the old IFSC is SYNB0005678, the corresponding new IFSC will be CNRB0015678 Old e-Syndicate IFSC code can be used till 31.03.2021. However, we request you to intimate the remitters about the change in IFSC. New IFSC/ MICR is published in our website https://www.canarabank.com/ under Amalgamation Tab, can also be obtained from Branches.
9.	Whether my existing Government Schemes account like PPF, SCSS, SSA etc., number will be changed after migration?	Yes, there will be a change in the account numbers. Customers will receive the communication to their registered mobile number and also can obtain the new account numbers from Branches.

**FREQUENTLY ASKED QUESTIONS BY E-SYNDICATE CUSTOMERS
 ON ACCOUNT OF MIGRATION**

Sl No	Frequently Asked Questions	Reply
10.	Whether I have to register as fresh to avail Internet Banking facilities?	No, once the customer is migrated during their login to e-Syndicate Internet Banking, then it will be redirected to Canara Bank Internet Banking. Customers can use the same User ID & Password, a separate communication is being sent to only those customers, where there is overlapping of User ID.
11.	What is URL for Canara Bank Internet Banking?	The URL to access Canara Internet Banking Lite Version (Retail) - https://candi.canarabank.in/omnichannel/ The URL to access Canara Internet Banking Desktop Version(Retail & Corporate Customers) - https://netbanking.canarabank.in/
12.	Whether my Beneficiaries will be available after migration?	Yes, all your existing beneficiaries will be available even after migration.
13.	What will be my Transactions limits after migration?	Existing Transactions limit will be retained. Also, customer can update the transactions limit with the Global limit in their Internet Banking itself.
14.	An additional security of Can Digital factor for Corporate Internet Banking has to be used.	After migration of Corporate Internet Banking customers has to install Can Digital, a secured layer of accessing Corporate Internet Banking Facility. User Guide to install Can Digital is available in https://www.canarabank.com/Canara-Bank-User-Manual.html
15.	Whether I have to register as fresh to avail Mobile Banking facilities?	Once the customer is migrated when they are login to e-Syndicate Mobile Banking, then it will be redirected to play store/ App store to download Canara Bank Mobile Banking app - 'CANDI'. Customer has to download the CANDI app afresh and they have to activate using the their Debit Card.
16.	Whether my Beneficiaries will be available after migration?	Yes, all your existing beneficiaries will be available even after migration.

**FREQUENTLY ASKED QUESTIONS BY E-SYNDICATE CUSTOMERS
ON ACCOUNT OF MIGRATION**

Sl No	Frequently Asked Questions	Reply
17.	Mobile Banking Customers can avail their Internet Banking facilities if they have a valid Internet Banking credentials.	Under Mobile Banking app, “ View Balance - Explore CANDI 360 ” option, the customers will be allowed to use the lite version of Internet Banking within the Mobile Banking App. However, this option is only for the retail customers. If a proprietorship account is registered for mobile banking then this option will not work.
18.	Whether I have to register as fresh to avail UPI facilities in Mobile Banking applications?	Canara ‘BHMI UPI’ application is available inside the Mobile Banking application. Customer has to register as fresh and activate it using Debit Card linked to their account.
19.	Whether I have to register as fresh to avail UPI facilities in other PSP applications (like Google pay, Paytm, Phonepe etc.,)?	With respect to other PSP UPI apps (like Google pay, Paytm, Phonepe etc.,) the customers has to delink their existing accounts and link their accounts as a fresh under Canara Bank and the default IFSC will be “CNRB0000033” in UPI Channels.
20.	I am an existing Merchant and using the QR code linked to my existing e-Syndicate accounts, what I have to do for continuing the services?	Wherever customers are using QR Payment of other PSP apps for their Merchant Establishments then they have to change the IFSC code to CNRB0000033 instead of the existing SYNBO0XXXX by login to their PSP merchant app (like Google pay, Paytm, Phonepe etc.,) under Settlement Settings for receiving the payments to their account.
21.	What bank should I select while using internet banking to make online payments on merchant websites (e.g., e-commerce, ticket booking etc.)?	Post-migration, please select Canara Bank
22.	Will DEMAT account transactions be affected in any way?	No, DEMAT services and transactions will not be affected in any way. You may continue to manage your DEMAT account via existing trading platform.
23.	Post-migration, will I be able to operate my account from any Canara Bank Branch?	Yes, post-migration, you may avail all account related services from any Canara Bank Branch

**FREQUENTLY ASKED QUESTIONS BY E-SYNDICATE CUSTOMERS
 ON ACCOUNT OF MIGRATION**

Sl No	Frequently Asked Questions	Reply
24.	Whom to contact in case of any query, complaint or support?	Customer can contact the toll free number for any clarification: 1800 425 0018
25.	What will happen if I do a transaction through NEFT / RTGS / IMPS/ ECS / NACH/ PDCs with the old account number/ IFSC Code/ MICR Code?	All your transactions through NEFT / RTGS / IMPS/ ECS / NACH/ PDCs with the old account number/ IFSC Code/ MICR Code will continue to be honoured until a communication is issued. However, we request you to notify/ update the above changes in mandate / instructions (SIPs, ECS, Auto Debit, Demat, Pension) & Service providers (Billers/ Institutions/ PPO/ Insurance) registered by you.