

STANDARD OPERATING PROCEDURE (SOP) FOR RE-REGISTRATION OF E-MANDATES BY RUPAY CARD HOLDERS

- As per RBI Guidelines Bank is transitioning to a new platform for Rupay E-Mandates, aimed at enhancing user experience with Standing Instructions on Rupay Cards. Customers will need to re-register their e-Mandate with their respective Merchants once this functionality is moved to our SI Hub, as all existing active e-Mandates will be rendered invalid starting October 24, 2024.
- **Standard Operating Procedure to be followed for Rupay cardholder with e-mandate re-registration:**
 - To complete the re-registration, customers should visit their respective merchant's app or website and create a fresh mandate on Rupay Card starting October 24, 2024.
 - After successful e-mandate re-registration, customer can visit SI Hub portal <https://www.sihub.in/managesi/canara> to manage their e-mandates.
 - Customer shall register in the portal as per the details required. Once Logged in, Cardholder will have options available for managing their mandates, including viewing, modifying, or canceling e-mandates.
 - SI Hub portal can also be accessed from our website www.canarabank.com under **DIGITAL PRODUCTS>CARDS>Standing Instructions on Cards.**
