Dear Pensioners,

As per the guidelines in vogue Ex-employee pensioners / Family pensioners are required to submit their Life certificate (LC) in the month of November every year on or before 30th of November for continuation of disbursement of monthly pension. Ex-employee pensioners have been provided with various channels for the updation of Life certificate, which has been furnished below for ready reference:

- Updation of LC digitally at Branches through Jeevan Pramaan portal
- Updation of LC through "UMANG" Mobile app
- Updation of LC through Doorstep Banking (DSB) Agent
- Updation of LC through Biometric devices at Post offices
- Updation of LC through physical Life Certificate forms at Branches
- Updation of LC through VCIP (Video based customer identification process)

The SOPs for updation of Life Certificate through Jeevan Pramaan, Doorstep Banking (DSB) and VCIP are provided in the below mentioned links:

SOP for Jeevan Pramaan: https://canarabank.com/media/10036/VISHRANTHI.pdf

SOP for DSB: https://canarabank.com/media/4588/VISHRANTHI%20Vol%2031%20-%20Oct_28102021.pdf

SOP for VCIP: https://canarabank.com/media/4588/Vishranthi%20Vol%2033%20dtd%2008022022.pdf

LIFE CERTIFICATE THROUGH FACE AUTHENTICATION:

Recently, Department of Pension and Pensioners Welfare, Government of India has introduced a new option of Life certificate submission through **"Face Authentication"**. In this process, Pensioner's Face is authenticated and Digital Life Certificate is submitted. This facility is very useful in case of Pensioners whose biometric data cannot be captured due to various reasons.

BENEFITS OF SUBMISSION OF LIFE CERTIFICATE THROUGH FACE AUTHENTICATION:

- It can be accessed from any of the Android Phone
- There is no dependency on any of the external device and pensioners can submit DLC at his/her convenience
- It avoids visiting to Branch or any other Service Centres
- No charges is being levied for submission
- It is instant and DLC is uploaded in the Jeevan Pramaan portal

PRE-REQUISITIES FOR USING FACE AUTHENTICATION FACILITY:

- ➢ Android Smartphone (version 7.0 & above) (un-rooted device)
- ➢ Internet connection
- ➢ RAM 4 GB & above
- ➢ Storage 64GB (Minimum 500 MB free storage space required)
- ➢ Aadhaar number to be registered with Pension Disbursing Authority
- ➢ Camera resolution 5 Mega Pixels or more

STEPS FOR USING FACE AUTHENTICATION FACILITY:

- ➢ Download and Install "**AadhaarFaceRd App**" from Google Play Store
- ➢ Download and Install "Jeevan Pramaan Face Application" available in the download menu of website "www.jeevanpramaan.gov.in"
- ➢ Operator Authentication: This is a one-time process. In case of Pensioner visiting Bank, for submission of DLC, then the Bank can be an operator else Pensioner himself/herself can be the Operator if he/she is submitting at his/her convenience.
- ➢ Pensioner Authentication: Pensioner has to fill in all the details like Name, PPO No., Account Number, Pension Sanctioning Authority, Disbursing Agency and select all declarations given and click on Submit. Next a pop up appears asking to proceed with the Face Scan. Click on YES to proceed. The next screen shows the instructions the pensioner need to follow while scanning face. It will ask to hold the camera still and blink the eyes once the lighting is right and the camera is stable. Immediately the software will do Face Authentication, DLC is generated and uploaded in the Jeevan Pramaan Portal.

❖ **USAGE OF CANARITES APP TO VIEW THE LC UPDATION STATUS**: Ex-employee pensioners can verify their LC updation status through Canarites app. Hence, they are suggested to download, use and popularize the app. Ex-employee pensioners can download the "Canarites" Mobile App by visiting Google Play Store (Android Phone Users) Or App Store (IPhone Users) and search for "Canarites" or they can download the same by visiting the below mentioned link:

   ANDROID USERS : https://play.google.com/store/apps/details?id=com.canarabank.Canarites
   IPHONE USERS : https://apps.apple.com/in/app/canarites/id1358599661

In addition to the above, Ex-employee pensioners can view their Profile, Pension details, Investment details, last 12 months pension disbursement details, name of their spouse etc. In case of any discrepancy, they are advised to take up with Employees' Pension Fund Section.

❖ **SUBMISSION OF INVESTMENT PROOF FOR THE FY 2022-23:** Pensioners who have already submitted the investment declaration for the FY 2022-23 are required to submit Proof of Investments for the same, to reach Pension Fund Section on or before 31.12.2022. Please note that the Pension from January 2023 onwards will be paid on the basis of Proof of Investments submitted and not on the basis of Investment declaration. Pensioners may submit the scanned copy of the investment proof through email to hopenfund@canarabank.com or submit hardcopies of the same by post/courier to Pension Fund Section. We request the Pensioners to adhere to the timelines and submit the proof of investment by 31.12.2022.

WISH YOU AND YOUR FAMILY MEMBERS A VERY HAPPY DEEPAVALI

With Warm Regards

SHANKAR S
CHIEF GENERAL MANAGER

"A positive mindset brings positive things."

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