



Guidelines to COs/ROs/Branches/Contact Centres on Migration of Internet Banking

* Guidelines for the CBS Migration Date 02-01-2021

- Migration of Internet Banking from eSyndicate to Canara will be in sync with CBS Migration Phases.
 - Internet Banking Customers qualified for CBS migration will be migrated from eSyndicate Internet Banking (<https://netbanking.syndicatebank.in/>) to Canara Internet Banking Application (<https://netbanking.canarabank.in/>).
 - All Qualified Customers will be restricted to login to eSyndicate Internet Banking from 02-01-2021 6:00 p.m.
 - After the completion of Migration on 04-01-2021 7:00 a.m., the migrated customers shall start using Canara Internet Banking.
 - The URL to access Canara Internet Banking Lite Version:
<https://candi.canarabank.in/omnichannel/>
 - The URL to access Canara Internet Banking Desktop Version(For Corporate Customers):
<https://netbanking.canarabank.in/>
 - Migrated IB Users should use their existing eSyndicate IB User ID and Login/Transaction Passwords.
 - Please note that if a customer is using his CBS Customer ID as his User ID in eSyndicate Internet Banking, then the customer should use the existing IB User ID in Canara Internet Banking and not the new CBS Customer ID.
(e.g., if a customer is using his Customer ID 45612378 as his IB User ID in eSyndicate IB, then he should continue using the same eSyndicate IB User ID in Canara IB, and not the new Customer ID 245612378)
 - If a migrated eSyndicate IB User is having a User ID which is already being used by a Canara IB User, then the migrated eSyndicate IB User should prefix 'SB' with his User ID while login in Canara Internet Banking.
(e.g., if a User ID 45612378 is used by both Canara IB and migrated eSyndicate IB Users, then the new User ID for migrated eSyndicate Customer will be SB45612378)
- The same will be communicated to specific common customers through SMS. The list will be shared to Offices/Branches/Contact centres/ for their reference.
- Transaction Limits availed by migrated customers in eSyndicate IB will continue in Canara IB.
 - Beneficiaries added in eSyndicate IB will be migrated to Canara IB and customers can access the same in Canara IB.
 - Corporate IB customers shall be educated to install **Can Digital**, a secured layer of accessing Corporate IB Facility. User Guide to install Can Digital is available shall be accessed from <https://www.canarabank.com/Canara-Bank-User-Manual.html>

Please educate the customers on the above points for seamless Internet Banking Customer Experience.

Customer can contact the below toll free numbers for any clarification:

CANARA BANK : 1800 425 0018

eSyndicate : 1800 208 3333 / 1800 3011 3333