



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

*CBS Migration Date 02-01-2021

- Migration of Mobile Banking from eSyndicate to Canara will be in sync with CBS Migration Phases.
- Mobile Banking Customers qualified for CBS migration will be migrated from eSyndicate Mobile Banking to Canara Mobile Banking Application.
- All Qualified Customers will be restricted to login to eSyndicate Mobile Banking from 02-01-2021 6:00 p.m. There will not be any restriction for non-migrated customers.
- After the completion of Migration on 04-01-2021 7:00 a.m., the migrated customers while login to their eSynd Bank Mobile app will be displayed a message that their account is migrated to Canara Bank and redirect them to play store to download the Canara Bank Mobile Application,
- The customer shall then download Canara Banking Mobile banking application (CANDI) from the play store / App store and register.
- On successful login to the mobile banking app the migrated customers will be able to see their Beneficiaries migrated automatically in the app.
- The migrated customer will be prompted to activate their account for using any facility. The activation will be done by validating their existing debit card linked to their account.
- The migrated customers have to use the default IFSC “CNRB0000033” for receiving funds through IMPS and UPI channel.
- If the customer is getting message for multiple cust id then the same is to be merged at Branch under the option CIM39
- Under Mobile Banking app, “View Balance – Explore CANDI 360” option, the customers will be allowed to use the lite version of net banking within the Mobile 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.

Please educate the customers on the above points for seamless Mobile 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