



Guidelines to COs/ROs/Branches/Contact Centres on Migration of UPI

*CBS Migration Date 02-01-2021

- Migration of UPI from eSyndicate to Canara will be in sync with CBS Migration Phases.
- All Qualified e-Syndicate Bank Customers will be restricted to use UPI services 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 shall use any of their existing PSP apps (like Google Pay, Phonepe etc) and register again for UPI by choosing Canara Bank in the list of Banks displayed. UPI Pin will be set by validating their existing debit card details.
- On successful validation of debit card details, the UPI PIN will be set and the customer can then use UPI services normally like before..
- 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
- For customer using Google Pay QR payment for their Merchant Establishments to receiving payments have to login to their Google Pay merchant app and go to Settlement Settings and change the IFSC code to CNRB0000033 instead of the existing SYNB000000.
- For any queries on refund of failed transactions kindly mail us at horeconupi@canarabank.com or call us on 1800 425 8395

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