



# **NRI NEWS BULLETIN**

**MAY - 2019**

Volume No: 05-2019

***We wish all our NRI customers Season's Greetings!***



**Financial Results for the Financial Year ended 31<sup>st</sup> March 2019**

## **FY - 2019 HIGHLIGHTS (Y-o-Y)**

- ✓ Gross Advances up by 10.82% at Rs.444216 Cr
- ✓ Gross Deposits up by 14.15% at Rs.599033 Cr
- ✓ Total Business up by 12.71% at Rs.1043249 Cr
- ✓ Operating Profit improved by 10.9% from Rs. 9548 Cr to Rs.10590 Cr
- ✓ Net Profit improved from Rs. (-) 4222 Cr to Rs. 347 Cr
- ✓ Gross NPA down from 11.84% to 8.83%
- ✓ Net NPA down from 7.48% to 5.37%

- ✓ Provision Coverage Ratio improved from 58.06% to 68.13%
- ✓ CRAR (Basel III) at 11.90%
- ✓ CD Ratio at 74.16%

## **FCNR(B) Deposits**

### **Foreign Currency (Non-Resident) Account (Banks) Scheme**

- Can be opened in 5 currencies - USD, GBP, EURO, AUD, CAD
- NRI (Non Resident Indian) / PIO (Person of Indian Origin) Individuals.
- Individual/Entities of Pakistan and Bangladesh shall requires prior Approval of the Reserve Bank of India
- FIXED DEPOSIT and KAMADHENU DEPOSIT only. Max Period: 5 years for all currencies.
- Minimum period: 1year 1 day for KD and 1 year for FD.
- One of the biggest benefits of FCNR (B) deposit is that, the account is maintained in foreign currency; therefore it eliminates the risk of constant fluctuating currency conversion rates.
- Repatriable.
- Nomination facility available.
- Income tax/wealth tax exempted. Interest earned is exempted from Indian income tax.
- If closed after 1 year, 1% penal cut on applicable interest.

- No interest for closure before one year
- NRIs may open FCNR (B) accounts with their resident close relatives on “former or survivor” ‘basis. The resident close relative shall be eligible to operate the account as a power of attorney holder in accordance with extant instructions during the life time of the NRI/PIO account holder.
- Loan against security of FCNR(B) term deposits can be granted to depositors or third parties without monetary ceiling subject to margin requirement, , execution of documents, interest rates, noting of lien, purpose of loan, repayment etc.

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## **CANARA SAATHI APP**

**(Canara Credit Card Self Service App)**

### **What is Canara Saathi app**

- Canara Saathi is a Mobile Application, available on Android & IOS platforms, intended to simplify the customer experience with Canara Credit Card.
- Browser version of the app is also available. It can be accessed through Laptop/Desktop.

### **Pre-requisites:**

- Customer must have Active Canara Credit Card.
- Mobile number & Email Id must be registered with Credit Card.
- Internet Connection must be available.

### **How to Download:**

- Visit the Google Play Store (Android User)/App Store (I Phone User) and install Canara Saathi app.

### Registration Procedure:

Tap “REGISTER” option available on login screen and Register in three Steps.

- **Step 1.** Enter mobile no. registered with the branch, last four digits of credit card & four digits verification code (available on Register screen) and tap next.
- **Step 2.** Enter Date of Birth in “DD MMM YYYY” format & enter OTP (One time password) and tap next.
- **Step 3.** Key in Username & Password of your choice and tap “Submit”.
- **Step 4.** It navigates to screen “Registration Completed Successfully”. Login the app by tapping “Proceed to Login” button.

### Features of App:

#### 1. Summary Details of Primary Credit Card & Add on credit Card (if any)

- Available Credit Limit
- Total Credit Limit
- Current Total Outstanding
- Last Billed Amount\*
- Last minimum Due Amount\*
- Payment Due Date\*

\*As per last statement.

#### 2. Credit Card Payments

- Total Payment Due
- Minimum Payment Due
- Current Total Outstanding
- Other Payment - Customer can pay any amount

Once Customer taps “Proceed to Pay”, it will navigate to Payment gateway screen, where payment can be done using following options:

- ✓ Debit Card
- ✓ Debit Card + ATM Pin
- ✓ Internet Banking.

#### 3. Card Statement (Downloadable & Password Protected)

- Monthly Statement (up to 6 months) - Monthly statements can be generated using drop down menu option.
- Date Range (up to 6 months) - Customer can view statement of previous 6 months from the date of statement generation.
- Statement can be downloaded on phone in pdf format.

4. Last Five Transactions
5. View Unbilled Transactions
6. Purchase to EMI - Purchase transactions above Rs.5000/-
7. Increased Card Limit - Limit Enhancement Request
8. Lost/Stolen Card Report
9. Card Replacement Request.
10. Card Block/Unblock or Card Hotlisting
11. Generate Pin/Change Pin - Card holders can generate pin for new credit card.



**Other Relevant information available at login Screen:**

- ❖ Card Privileges
- ❖ Payment Option
- ❖ Offers on Cards
- ❖ FAQ
- ❖ Resource Centre
- ❖ Steps to Apply for Canara Credit Card
- ❖ Terms & Conditions
- ❖ Contact Us

**Note:**

- ❖ Only Primary card holder can register for the app and access Primary card & add on card (if any). This facility is not available for Add on Card Holder.
- ❖ Canara Saathi registration is only for Individual Credit Card holders. (Corporate Credit card holders cannot get registered for Canara Saathi )
- ❖ Card Holder can also access **CANARA SAATHI** through web portal using following link. <https://ccapp.canarabank.in>

**CUSTOMER AWARENESS - Do's AND DON'Ts ON ELECTRONIC BANKING TRANSACTIONS**

	
<ul style="list-style-type: none"> <li>✓ KEEP SECURE YOUR ATM DEBIT/ CREDIT CARD</li> <li>✓ MEMORISE THE PIN OF YOUR ATM DEBIT &amp; CREDIT CARD</li> <li>✓ CHANGE THE PIN/ INTERNET BANKING PASS WORD FREQUENTLY</li> <li>✓ BE CAREFUL WHEN YOU ARE DOING TRANSACTIONS AT ATM CENTERS – SEE ANY EXTRA FITTINGS ARE THERE OR ANY PERSON IS FOLLOWING YOU</li> <li>✓ USE CANARA MSERVE APP TO SWITCH OFF ATM DEBIT / CREDIT CARD WHEN YOU ARE NOT USING</li> <li>✓ CHECK TRANSACTIONS IN YOUR ACCOUNT REGULARLY AND INFORM THE BANK IF UNAUTHORISED TRANSACTIONS NOTICED</li> <li>✓ REPORT UNAUTHORISED ELECTRONIC BANKING TRANSACTION AS EARLY AS POSSIBLE THROUGH ANY ONE OF THE FOLLOWING CHANNELS;</li> </ul> <p>CALL TOLL FREE NUMBER 1800 425 0018                  REPORT THROUGH E-MAIL –                  reportsuspect @canarabank.com                  SMS TO 56161 BY TYPING SUSPECT FOR DOMESTIC CUSTOMERS                  SMS TO “9980904040” BY TYPING WORD “SUSPECT” FOR NRI CUSTOMERS (PRODUCT CODE 103 &amp; 104)                  LOG IN TO OUR WEBSITE                  WWW.CANARABANK.COM AND LODGE THE COMPLAINT IN “CANARA PUBLIC GRIEVANCE REDRESSAL SYSTEM (CPGRS)”                  REPORT THROUGH PHONE BANKING/ IVRS                  REPORT TO THE BASE BRANCH OVER PHONE OR E-MAIL</p> <ul style="list-style-type: none"> <li>✓ KEEP YOUR MOBILE AND PC WITH UPDATED ANTI VIRUS SOLUTION</li> <li>✓ REPORT TO CYBER CRIME POLICE/POLICE AUTHORITY</li> </ul>	<ul style="list-style-type: none"> <li>✓ DO NOT DISCLOSE YOUR ATM DEBIT CARD / CREDIT CARD NUMBER/PIN/CVV/OTP TO ANY PERSON</li> <li>✓ DO NOT SHARE YOUR INTERNET BANKING USER ID / PASSWORD/ OTP</li> <li>✓ NEVER RESPOND TO ANY TELEPHONE CALLS/ SMS/E- MAIL ASKING TO SHARE THE DETAILS OF YOUR CARD NUMBER ETC</li> <li>✓ DO NOT HAND OVER YOUR DEBIT CARD/ CREDIT CARD TO ANY UNKNOWN PERSON/ SALES PERSON IN A SHOP / MERCHANT LOCATION BEYOND YOUR SIGHT</li> <li>✓ DO NOT KEEP PIN/PASSWORD ALONG WITH THE ATM DEBIT CARD/ CREDIT CARD</li> <li>✓ MEMORISE IT</li> <li>✓ AVOID CYBER CAFES FOR DOING INTERNET BANKING TRANSACTIONS</li> </ul>



**For various Investment Facilities/Insurance/Mutual Fund Schemes, please refer following links:**

**LIFE INSURANCE:**

<http://www.canarabank.com/english/bank-services/personal-banking/insurance-business/life-insurance/>

**HEALTH INSURANCE:**

<http://www.canarabank.com/english/bank-services/personal-banking/insurance-business/health-insurance/>

**GENERAL INSURANCE:**

<http://www.canarabank.com/english/bank-services/personal-banking/insurance-business/general-insurance/>

**INVESTMENT FACILITIES FOR NRIs:**

<http://www.canarabank.com/english/bank-services/nri-banking/investment-facilities/>

**MUTUAL FUNDS:**

<http://www.canarabank.com/english/bank-services/personal-banking/mutual-funds/>

**DEPOSITORY SERVICES:**

<http://www.canarabank.com/english/bank-services/personal-banking/depository-services/>



**EXCLUSIVE HOUSING LOAN SCHEME FOR NON-RESIDENT INDIANS**

For details please visit:

<http://www.canarabank.com/english/bank-services/nri-banking/loans-advances/home-loan-for-nris-scheme/>



## **FACILITIES PROVIDED TO INTERNET BANKING RETAIL CUSTOMERS**

The following facilities have been enabled in our website:  
[www.canarabank.in](http://www.canarabank.in)

for Retail Net Banking customers to enhance customer convenience:

1. User Creation
2. Reset
3. Unlock
4. Activation
5. Generation of Transaction Password

for Net Banking Demo click on following link:

<https://www.canarabank.in/English/SCripts/IMBTutorial/home.html>

For updation of Date of Birth (DOB), Passport details please take up with the Base Branch.

**FOR ANY QUERIES ON INTERNET BANKING PLEASE CONTACT TOLLFREE**

**NUMBER 1800-425-0018 or 080- 25129441**

**E mail to: [hodbsib@canarabank.com](mailto:hodbsib@canarabank.com)**





Internet Banking  
**Forgot Password?**

- ✓ Click forgot password option in the login page
- ✓ Fill the details in the screen which will appear as under:

**Reset Password**

<b>User ID:</b>	<input type="text"/>	
<b>Date of Birth</b>	<input type="text"/>	(DD/MM/YYYY)
<b>PAN/PASSPORT Number:</b>	<input type="text"/>	
<b>Account Number:</b>	<input type="text"/>	( 13 Digits )
<b>New Password:</b>	<input type="text"/>	
<b>Confirm Password:</b>	<input type="text"/>	

All fields are mandatory

- ✓ Click the submit button after entering all the details.
- ✓ Enter the OTP and click submit

Instant remit money” - is a new instant account credit facility introduced by our bank to provide enhanced customer satisfaction, which facilitates speedier and hassle free remittances to beneficiaries (account holders of canara bank) in India from the partner exchange houses in the middle east region. in addition to existing “remit money” facility, expatriates in the gulf region can also transfer/remit money through “instant remit money” to our account holders which work as seamless flow of communication on a real-time basis, 24x7x365 days.



NRIs can avail benefits under the DTAA by timely submission of documents listed below to the deductor:

1. Tax Residency Certificate (TRC) certifying his/her residence abroad.
2. Xerox Copy of the PAN card of the Non Resident customer.
3. Request letter from the NRI customer
4. Self Declared Form 10F (download from the following link):

<http://www.incometaxindia.gov.in/Forms/Income-Tax%20Rules/10312000000007197.pdf>





**FOREIGN CURRENCY NON RESIDENT (FCNR) DEPOSIT RATES (% p.a.)\*  
(Effective 01.05.2019)**

PERIOD OF DEPOSIT	CURRENCY OF DEPOSITS				
	USD	GBP	EUR	CAD	AUD
1 year & above but less than 2 years	3.32	1.40	0.30	2.71	1.95
2 years & above but less than 3 years	3.19	1.56	0.32	2.42	1.89
3 years & above but less than 4 years	3.23	1.62	0.38	2.41	1.90
4 years & above but less than 5 years	3.22	1.67	0.46	2.42	2.09
5 years only	3.24	1.70	0.55	2.46	2.17

Note: - The above interest rates are applicable only for FCNR deposits of amount less than USD 1 Million (or its equivalent in other currencies). For FCNR deposit of USD 1 Million & above (or its equivalent in other currencies) please contact our branch.

**Non Resident External (NRE) Rupee: Term Deposit Rates\* (Effective 09-05-2019)**

Period of Deposit	Rate of Interest (%)	
	Less than Rs.2.00 Crore	Rs.2.00 Crore to less than Rs.10 Crore #
1 Year only	6.75	6.40
Above 1 Year to less than 2 Years	6.70	6.20
2 Years & above to less than 3 Years	6.70	6.20
3 Years & above to less than 5 Years	6.60	4.90
5 Years & above to less than 8 Years	6.00	4.90
8 Years & above to 10 Years	6.00	4.90
444 Days (Canara Shikhar)	6.65	-NA-
555 Days (Canara Shikhar)	6.70	-NA-

Minimum period of NRE TERM DEPOSIT is 1 year and Maximum period is 10 years  
For interest rate on bulk deposit of Rs.2 Crore & above, please contact the Branch Manager.

**Non Resident Ordinary (NRO) Rupee:  
Term Deposit rates\* (Effective 09-05-2019)**

Period of Deposit	Less than Rs.2.00 Crore	Rs.2 Crore to less than Rs.10 Crore #	
		(Callable)	Non Callable ++
7 Days to 14 Days *	5.75	5.30	-NA-
15 Days to 30 Days	5.75	5.30	-NA-
31 Days to 45 Days	5.75	5.30	-NA-
46 Days to 60 Days	6.00	6.00	6.05
61 Days to 90 Days	6.00	6.00	6.05
91 Days to 120 Days	6.00	6.00	6.05
121 Days to 179 Days	6.00	6.00	6.05
180 Days to 269 Days	6.00	6.00	6.05
270 Days to less than 1 Year	6.20	6.00	6.05
1 Year only	6.75	6.40	6.45
Above 1 Year to less than 2 Years	6.70	6.20	6.25
2 Years & above to less than 3 Years	6.70	6.20	6.25
3 Years & above to less than 5 Years	6.60	4.90	4.95
5 Years & above to less than 8 years	6.00	4.90	No Quote@
8 Years & above to 10 years	6.00	4.90	No Quote@
444 Days (Canara Shikhar)	6.65	-NA-	-NA-
555 Days(Canara Shikhar)	6.70	-NA-	-NA-

# For interest rate on bulk deposit of Rs.2 Crore & above, please contact the Branch Manager

\* Rates are applicable only for single deposit of Rs.5.00 lakh & above

++ Non callable term deposits are bulk deposits where **Premature Withdrawal is Not Permitted.**

@ Bank is not accepting Bulk term deposits under Non callable segment for maturities of 5 years & above.

\* The rates mentioned are subject to change from time to time. Please verify the latest rates in our

Website (Link): <http://www.canarabank.com/english/quick-access/interest-rates/deposit-accounts-rates-at-a-quick-glance-as-per-rbi-format/>

**Canara Bank does not seek any information on its own through Email. Do not click on any link which has come through E-mail from an unexpected source. It may contain malicious code or could be an attempt to 'Phish'. Please note that bank would never ask you to verify your account information through an e-mail/phone/by any other communication. Such incidents have to reported immediately on [reportphishing@canarabank.com](mailto:reportphishing@canarabank.com); [cbgimb@canarabank.com](mailto:cbgimb@canarabank.com);**

Please look for our next News Bulletin for further information to make your banking experience easy and enjoyable. Your valuable feedback and suggestions are always welcome!

(E-mail: [nrihub@canarabank.com](mailto:nrihub@canarabank.com)) Contact Number - 080 22538565

# **NRI CALL CENTRE 080-22064232**

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