

केनरा बैंक Canara Bank

भारत सरकार का उपक्रम

A Government of India Undertaking



Dear Customer,

Welcome onboard to Canara Alternate Banking Channels!

On account of Amalgamation, The Customer IDs of eSyndicate Customers are changed.

We request you add 20 Crores to your eSyndicate Customer ID for future communication. i.e., If your existing eSyndicate Customer id is 3456789, then add 20 Crores to arrive at the new customer ID as below:

Existing eSyndicate Customer ID:	3456789
Add 20 Crores	: 200000000
New Customer ID in Canara	: 203456789

However, Customers can continue using the existing eSyndicate Netbanking User ID in Canara Netbanking. 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)

Kindly click on the below link to access Alternate Banking Channels of Canara Bank.

1. **Direct Link to Download CANDI (Canara Bank Mobile Application) Android -**
<https://play.google.com/store/apps/details?id=com.canarabank.mobility>

2. **Direct Link to Download CANDI (Canara Bank Mobile Application) IOS -**
<https://apps.apple.com/in/app/candi-mobile-banking-app/id1408607550>
3. **Direct Link to access Internet Banking (Lite Version- Retail) -**
<https://candi.canarabank.in/omnichannel/>
4. **Official website of Canara Bank-** <https://canarabank.com/>
5. **Direct Link to Download Candigital (for Corporate Customers)-**
<https://canarabank.com/Canara-Bank-User-Manual.html>
6. **FAQ- Internet Banking -**
<https://netbanking.canarabank.in/entry/FAQ123.htm>
7. **FAQ- Mobile Banking -**
<https://www.canarabank.com/Upload/English/Content/CAPEX-Mobile-Banking-FAQs.html>
8. **FAQ- CanDigital -** <https://canarabank.com/Canara%20Bank%20FAQs.html>

We hope the FAQs mentioned above have addressed your concerns. In case of further clarifications/queries, you may contact us through the following channels:

The toll-free numbers are:

CANARA BANK	<u>1800 425 0018</u>
SYNDICATE BANK	: <u>1800 208 3333</u> <u>1800 3011 3333</u>

Customers are requested to reach us on above mentioned Toll Free Numbers for any complaints/issues. Bank shall not be responsible for any consequences arising out of customers calling other non-verified numbers.

Missed Call Balance Enquiry Numbers:

CANARA BANK	<u>8886610360</u>
SYNDICATE BANK	<u>9210332255</u>

For any further assistance, you can also visit your nearest bank branch.

Disclaimer: These FAQs are to answer general customer queries and are not to be considered as guidelines for operational and/or legal perspective of the amalgamated bank.

Canara Bank or its employees or any genuine company will never ask for your credit or debit card details, including confidential information like your card number, card expiry date, CVV, OTP or internet password. Do not share these details with anyone over phone or e-mail as this could lead to fraud.

“Canara Bank’s Founding Principles:

- *To remove Superstition and ignorance.*
- *To spread education among all to sub-serve the first principle.*
- *To inculcate the habit of thrift and savings.*
- *To transform the financial institution not only as the financial heart of the community but the social heart as well.”*