



FAQs on e-Mandate for Recurring transactions on Canara Card

FAQs on transaction decline for Recurring transactions on cards - Effective from 01 October 2021

1. What is a recurring transaction and how do I register the e-mandate on my Canara Card?

Recurring transactions is standing Instruction (SI) registered at merchant website/application on card to make bill payment (Mobile service providers, broadband payment, Insurance partners) and payment to utility service providers like Electricity, Gas, Water, etc on regular basis (monthly/quarterly/yearly).

E-mandate (SI) on Canara Bank Cards can be registered by customers where customer has provided the consent to merchant to debit their Canara Card for bills received from merchant against those SI registration.

2. Why are recurring transactions being declined by Canara Bank?

In accordance with regulatory regulations on e-mandate on cards, effective 01 October 2021, processing of e-mandate on cards for recurring transactions requires Additional Factor of Authentication (AFA) to be performed for E-mandate registration, first transaction, modification or deletion. AFA is required for subsequent recurring transactions subject to certain prescribed conditions.

Any recurring transactions (domestic or cross-border) for existing or new e-mandates not compliant with regulatory regulations will be declined by Canara Bank from 01 October 2021.

3. What is a non-compliant recurring transaction?

Any recurring transaction pertaining to a Standing Instruction registration done without AFA validation given at Merchant website/app platforms will be considered non-compliant from 01 October 2021.

4. I already have set e-mandate/SI at merchant/ prior to 01 October 2021. What happens to those setups?

As per regulatory regulations on e-mandate on cards, effective 01 October 2021 any transaction pertaining to an existing Standing Instruction on Canara Card registered at merchant website/app channels prior to 30 September 2021 not meeting the regulatory guidelines will be declined by Canara Card.

5. How do I make payments for existing SI payments that have been declined by Canara Bank to ensure uninterrupted service by merchant?

Customers can pay directly at the merchant website/app using their Canara card as per the billing frequency & bill value duly authenticated by additional factor of authentication i.e. One-time password (OTP).