



The Indian Coast Guard, represented by **DIG NARENDRA SINGH, TM, Principal Director (Administration), Coast Guard Headquarters** having its Headquarter at **National Stadium Complex, Purana Quila Road, New Delhi - 110 001**, Hereinafter called the **“The Indian Coast Guard”** which expression shall unless the context otherwise requires, include its successors and permitted assigns on the ONE PART.

**AND**

CANARA BANK, a body corporate constituted under the Banking Companies (Acquisition and Transfer of undertakings) Act, 1970, having its Head Office at 112, J. C. Road, Bangalore-560002 (hereinafter called the BANK which expression shall include its administrator, assigns and successors in business) through **Ms. SHEEBA SAHAJAN, General Manager, Government Services Vertical, Strategy, Resources & Govt. Services Wing, Head Office (Annex) , Scope Minar, Laxmi Nagar, New Delhi – 110092** of the other part.

WHEREAS

- (a) Canara Bank being a Banking Company engaged in the business of providing various financial services to its customers such as Bank Accounts, Loans and Deposits, etc. has offered a bundle of benefits under **Canara Premium Pay Roll Package and Canara SB Jeevandhara Package** to the personnel of The Indian Coast Guard, operating their salary accounts and Pension accounts with the Bank.
- (b) The Indian Coast Guard in its efforts to simplify and streamline the salary and pension disbursement procedure and to make available modern banking facilities to its personnel has decided to accept the proposal submitted by Canara Bank.

Canara Bank and The Indian Coast Guard may be individually referred to as **“Party”** and collectively as **“Parties”**.

**Now therefore this Memorandum of Understanding witnessed as under:**

**Both parties have agreed as follows:**

**1. PERIOD OF MOU:**

- 1.1 Period of MOU shall be operative initially for a period of 3 years with effect from **13<sup>th</sup> January 2026** and will be in force, unless terminated earlier as mutually agreed by both parties. However, the MOU shall be reviewed by Canara Bank every year for any amendment/ addition/ deletion of features of the Salary Package.



- 1.2 The benefits shall be valid for a period of 3 Years i.e., from 13<sup>th</sup> January 2026 to 12<sup>th</sup> January 2029. Renewal/Extension of the Sanction and MoU will have to be taken up two months before the expiry of this MOU either by any of the parties.
- 1.3 Now the Parties are willing to set forth their intention to support and facilitate each other in the manner hereinafter appearing.
- 1.4 The features/ terms and conditions of Canara SB Premium Payroll Package for Indian Coast Guard are Annexed to this MoU as Annexure - I and the same is an integral part of this MoU.

## 2. CANARA BANK SALARY PRODUCT- CANARA PREMIUM PAY ROLL PACKAGE:

- 2.1. All the Indian Coast Guard employees of age 18 Years and above to 65 years are eligible to open the account under Canara Premium Payroll Package. Existing salary accounts of The Indian Coast Guard personnel will be converted to Canara Bank Premium Payroll Package subject to an application-cum-undertaking to be submitted by the respective account holder to the Canara Bank Branch where they are maintaining Account. The benefits under the Payroll Package for the converted/Opening accounts will be applicable after 10 days from the date of conversion.
- 2.2. The account holder should check whether their account is properly categorized as per the eligibility under ORGANISATION CODE: PPP013569 & ORGANISATION NAME: INDIAN COAST GUARD FOR CORRECT COVERAGE OF INSURANCE AMOUNT, as Salary Package benefits are linked to the Gross Salary of the employees and corresponding Product Codes (Silver Variant: 148, Gold Variant: 144, Diamond Variant:145 , Platinum Variant: 146). Discrepancy observed, if any, should be brought to the notice of the concerned Branch immediately.
- 2.3. Any account being opened by Canara Bank in the training Academies/ Centres of The Indian Coast Guard will be opened as CANARA PREMIUM PAYROLL PACKAGE- Indian Coast Guard account under Organisation Code: PPP013569 on receipt of temporary number (for training) by the training academies/centres and on receipt of service numbers the requisite amendments in the numbers will be undertaken by Canara Bank on request of account holder.
- 2.4. Existing salary accounts of officers /employees of Indian Coast Guard will be converted to Corporate Salary Package (CSP) After signing MoU, and on receipt of list of Permanent serving employees along with Gross salary, DOB and Account detail Particulars of the existing Salary account holders and who are maintaining their accounts with Canara Bank (i.e., accounts opened/existing accounts till the date of execution of this MoU) are to be provided by Indian Coast Guard at earliest for correct classification and coverage



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under Corporate Salary Package (CSP). The benefits under the Payroll Package will be applicable only after 10 days from the date of sharing the information in the Banks format or signing the MoU, whichever is later.

- 2.5. The benefits under Canara Premium payroll package Silver, Gold, Diamond and Platinum variants are subject to regular credit of Salary in the account. In the event of non-credit of salary for consecutive 3 months, the facilities under the package will be terminated for that particular account and service charges as applicable will be recovered.
- 2.6. Canara Bank will provide Canara Budget Personal Loan to eligible Canara Premium Payroll Package account holders. The Canara Budget Loan will be sanctioned solely at the discretion of the Bank and will be subject to the fulfilment of conditions as laid down by the Bank from time to time.
- 2.7. Canara Bank will provide retail loans (i.e Housing Loan, Vehicle loan, Education Loan etc.) to Canara Bank Premium Payroll Package account holders of The Indian Coast Guard as per the guidelines of the Bank.
- 2.8. A 'No Dues Certificate' as per the extant norms of CANARA BANK, will be issued by CANARA BANK in the event of a Canara SB Premium Payroll Package Account holder is desirous of changing his/ her account to another Bank for credit of salary. Indian Coast Guard shall entertain such requests for change to another Bank, only upon submission of the CANARA BANK "No Dues Certificate" by the Indian Coast Guard personnel.
- 2.9. The detailed features under Canara Premium Payroll Package as per the variant of the account are explained in detail in Annexure I which form part of this MOU.

### 3. CANARA BANK PENSION PRODUCT- CANARA SB JEEVANDHARA (PRODUCT CODE 149 & 150)

- 3.1. Canara Bank has introduced Canara SB Jeevandhara- a pension product exclusively for pensioners.
- 3.2. The new pension variant SB Jeevandhara - Diamond (Product Code 149) & SB Jeevandhara - Platinum (Product Code 150) will be categorised based on monthly pension amount i.e. pension up to Rs.50000/- and Pension above Rs.50000/- respectively.
- 3.3. Pensioner/Prospective pensioner for the purpose of availing benefits under Jeevandhara Diamond & Jeevandhara Platinum will include all the employees retired on voluntary basis or normal retirement who has given mandate for credit of their pension in the account.



- 3.4. The pension package will be extended to the pensioners of The Indian Coast Guard in case they choose to draw their pensions through Canara Bank.
- 3.5. Account will be opened preferably jointly with spouse only with operational instructions of Former/Survivor. However, the benefits will be with the first holder as Pensioner. The account may be opened with single name of pensioner also.
- 3.6. The benefits under Jeevandhara Diamond & Jeevandhara Platinum are subject to regular credit of Pension in the account. In the event of non-credit of pension for consecutive 3 months or non-credit of pension for 4 occasions in a calendar year, the facilities provided will be chargeable (@Rs.500 per annum). The Insurance benefits will be stopped from subsequent year for such accounts in case pension credits are not there afterwards.
- 3.7. The insurance benefits being extended with the products will be available till the customer attains the age of 65 years.
- 3.8. The overdraft facility will be available subject to regular credit of pension for at least 2 consecutive months, under Jeevandhara Diamond and Jeevandhara Platinum products.
- 3.9. The Instant overdraft facility through Mobile App i.e. ai1 App/ Branches will be available till the customer attains the age of 75 years.
- 3.10. In case of demise of main pensioner, the existing benefits will cease to exist.
- 3.11. In the above case, if pension goes to spouse (i.e. Joint holder of the Pension Account) and spouse continues to draw the pension through the same account, the benefits shall be made available as per the revised pension.
- 3.12. The features & benefits to be provided to the Pension account holders are given as annexure-II which forms part of this MOU.

#### 4. OTHER CONDITIONS:

- 4.1. In the event of termination of the MOU before its term as per Point No. 1 earlier, the disbursement of salaries to the individual account holders may be done through the same account.
- 4.2. This MOU may be terminated by either party by giving three months' advance notice of termination.
- 4.3. Canara Bank will provide POS Machines to Defence Canteens of The Indian Coast Guard, whose accounts are with Canara Bank.



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- 4.4. The MOU, once entered into by both Parties, will be widely disseminated to all ranks, pensioners by means of service letters, The Indian Coast Guard Data Network, Internet and any other means
- 4.5. Education loan will be provided to eligible wards of Canara Premium Payroll Package account holders of The Indian Coast Guard personnel by Canara Bank subject to fulfilling of other Terms and Conditions.
- 4.6. Bank also has a very well laid down policy on redressal of Customer complaints. This policy covers all type of customers including pensioners. It also covers time frame for redressal as well as various channels available for lodging the complaints. The CANARA PREMIUM PAYROLL PACKAGE/CANARA JEEVANDHARA account holders have the option to use these channels for the redressal of their individual grievance/complaints against the bank.
- 4.7. Canara Bank may publish/market about its services extended to The Indian Coast Guard personnel under its MOU and/or promote its business activities from time to time.
- 4.8. Any provision of this MOU may be amended, waived, discharged or terminated (in each case) only by an instrument in writing signed by or on behalf of the party against whom enforcement of the amendment, waiver, discharged or termination is sought. No breach of or default under any of the provisions of this MOU by either party may be waived or discharged without the other party's written consent thereto.
- 4.9. Notice or other communications given or required to be given under the contract shall be in English and in writing and shall be hand-delivered with acknowledgement thereof, or transmitted by pre-paid registered post or official email, at the following address of the receiving party only, or at such other address as may be notified by the receiving party to the other in writing, provided such change of address has been notified at least ten days prior to the date on which such notice has been given under the terms of this Contract.

**CANARA BANK:**

**Address: Government Services Vertical, Strategy Resources & Government Services Wing , Head Office (Annex), Scope Minar, Laxminagar, Delhi-110092.**

**Designated Contact Person: Abhey**

**Phone: 8866228694**

**Email: abhey@canarabank.com**

**THE INDIAN COAST GUARD:**

**Address: Indian Coast Guard Head Quarters, National Stadium Complex, Purana Quila Road, New Delhi - 110 001.**



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**Designated Contact Person: Commandant (JG) Soniya Singh**  
**Phone: 011-23115025**  
**Email: dte-adm@indiancoastguard.nic.in**

Any notices or other communications shall be deemed to have been validly given on date of delivery if hand-delivered; if sent by registered post, then on the date of receipt and date of receipt if sent by e-mail.

- 4.10. As the benefits of the salary account variant are linked to Gross Salary, The Indian Coast Guard headquarter will communicate to all The Indian Coast Guard personnel that as and when there is a change in the Gross Salary (for upgrading from existing variant), the individual will intimate the new Gross Salary with service certificate to the Canara Bank branch where his/her Canara Payroll Package Scheme account is maintained.
- 4.11. In the event of non-credit of salary for more than three months in the Canara Premium Payroll Package account and default in loan account of any personnel, Bank has the discretion to convert such account to normal savings account and shall withdraw all benefits extended to the Canara Premium Payroll Package account holders.
- 4.12. Benefits of Salary Package Accounts available only to Canara Premium Payroll Package categorised accounts. The personnel of The Indian Coast Guard shall verify/ensure from their passbook/internet banking that their accounts are categorised under Canara Premium Payroll Package (Silver/Gold/Diamond/Platinum) as per their Gross Salary, and if the account is not categorized properly, they have to submit application with required documents at the concerned branch.
- 4.13. As regards “**Know Your Customer norms**”, a certificate/letter issued/counter signed by authorized signatory from the individual’s unit, certifying his identity and present address, will be acceptable to the Bank. In addition, as per RBI guidelines, PAN (mandatory) and one officially Valid documents (OVDs) to be provided for opening of Bank accounts.
- 4.14. This MOU will be governed by the law of India and will be subjected to the jurisdiction the competent court of Delhi.

## 5. Force Majeure:

- 5.1. If at any time during the continuance of this MoU, the performance in whole or in part by any of the parties to any of the objectives obligations under this MoU is prevented or delayed by reason of governmental decision, war, hostilities, act of a



*Soniya Singh*



public enemy, act of god, civil commotion, sabotage, fire, flood, epidemics, quarantine restrictions, disturbance in supplies from normally reliable sources including earthquake, explosion but not limited to electricity, water, fuel and the like), strike, lockout or other event beyond the reasonable control of the party concerned (hereinafter referred to as "Force Majeure"), then notice of such event shall be given by the affected party to the other parties within 15 days from the date of occurrence thereof.

5.2. In the event of any parties not being able to by reason of force majeure, meet any of its obligations under this MoU, such obligations shall be suspended for as long as the inability continues or any date mutually agreed between the parties. This MoU may be terminated by any of the parties by providing one (1) month's written notice if the inability to undertake activities under this MoU continues even after expiry of the notice period of one month.

**6. Personal Accident Insurance (Death) (PAI)/Term Insurance/AAI:**

6.1. All Canara SB Premium Payroll Package Account Holders will be covered under Personal Accidental Insurance (Death) Cover (PAI) with Additional Personal Accidental Insurance with Debit Card, Air Accident Insurance (death) Cover and Term Insurance (Details as per Annexure-I). All Personal Accident Insurance, Term Life Insurance and AAI, claims of the Canara SB Premium Payroll Package account holders should be submitted by the claimant in the proper forms along with the relevant documents as prescribed by the Insurance company with whom Canara Bank has a tie-up; the tie-up being subject to annual review and renewal. All the correspondence related to claim will be directly taken up between the Canara Bank Home/Base Branch and the claimant. All the settlement/disputes will be between the claimant and the insurance company and the bank shall actively help and facilitate Indian Coast Guard in respect of settlement of the claim with Insurance company. Claims will be settled by the Insurance Company as per Term and Conditions of the Insurance Policy and IRDA (Insurance Regulatory and Development Authority) guidelines.

6.2. Air Accident Insurance: Air ticket should have been purchased by debit card or credit card linked to Canara Bank Salary account.

6.3. All Debit Card related/NPCI Claim documents should be submitted by Claimant to branch of the Canara SB Premium Payroll Package Account Holder, only.

6.4. Broker hired by Canara Bank will monitor and assist in settlement of all legitimate claims.



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6.5. Claim benefits will be given to the nominee mentioned in the bank account or as per legal hires confirmation/Nominee confirmation form. In case of joint account, the benefits of claim will be given to surviving account holders.

6.6. Claim Intimation & Submission Timelines: Claim should be intimated with 60 days from the date of accident/ death to Canara Bank Home/Base Branch (where the salary account is maintained) & Claim documentation should be submitted within 150 days from the date of accident/ death to Canara Bank Home/Base Branch.

#### 7. Amendment of MoU:

The Parties to this MoU may, by mutual consent in writing, add, modify, amend or delete any words, phrases, sentences or Articles in this MoU, during the course of validity period of the MoU based on certain facts and circumstances.

#### 8. Communication:

Any notice or request given or made by one party to the other under this MoU shall be in writing in English language and shall be addressed by all means to the Party's principal office as is designated in writing hereinafter.

#### 9. Statutory Liabilities / obligations:

Both the Parties agree to comply with existing laws, Rules, and Regulation in India as applicable on them from time to time.

#### 10. Counterpart:

This MoU is executed in two counterparts, each of which shall constitute an original of this MoU.

#### 11. Transfer/Assignment:

The Indian Coast Guard shall not transfer or assign its rights/duties under this MoU to any Third Party, without the written consent of the Bank.

#### 12. Liability:

Each party shall be solely responsible for any and all claims and or damages of its own in connection with this MoU unless such claims and damages arise as a result of the wilful misconduct, fault, fraud and negligence of any of the parties or their employees by breach of any of the terms and conditions of this MoU.



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### 13. Indemnity:

13.1. The Indian Coast Guard will hold harmless, defend, and indemnify the Bank against all lawsuits, claims, costs, and liabilities resulting from any disputes occurring under this MoU and which arises out of acts or omissions of the Indian Coast Guard, its agents or employees.

13.2. Parties agree that this arrangement set out under this MoU is a non-exclusive arrangement. Parties shall be entitled to enter into any other similar arrangement(s) with any other party.

### 14. Severability:

In the event that any part of this MoU shall be held by a court of competent jurisdiction to be unlawful or otherwise unenforceable, the remainder of this MoU shall remain in full force and effect to the maximum extent possible.

### 15. Waiver:

If either Party fails to perform its obligations under any provision of this MoU or the other Party does not enforce such provision, failure to enforce on that occasion shall not prevent enforcement on later occasions.

### 16. Miscellaneous:

Claims settlement process is subjected to Insurance Regulatory and Development Authority (IRDA) guidelines adopted as standard by the Insurance Company and IRDA.

The accounts opened/converted will get all the said benefits if it is opened/converted under organisation name "Indian Coast Guard" and Organisation Code - PPP013569

IN WITNESS whereof, the parties in their free volition and full understanding with intent to legally bind themselves to this MoU executed. This MoU through their duly authorized representatives have signed this MoU in two original copies in English at the place and on the date indicated below:




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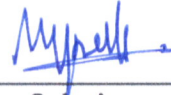
IN WITNESS THEREOF, EACH PARTY HAS SCRIBED THEIR RESPECTIVE HANDS THROUGH IT DULY AUTHORISED REPRESENTATIVES.

Signed on behalf of  
The Indian Coast Guard



DIG Narendra Singh, TM  
Principal Director (Administration)

Signed on behalf of  
Canara Bank



Sheeba Sahajan  
General Manager, Government  
Services vertical

Witness:

(1)



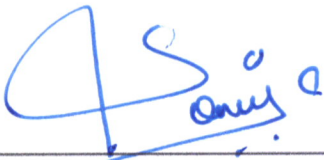
DIG JS Malik  
Director (Administration)

(2)



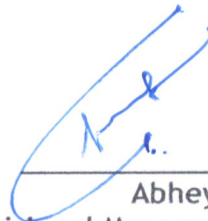
A. Venkata Elango  
Assistant General Manager  
Government Services Vertical

(3)



Commandant (JG) Soniya Singh  
Deputy Director (Administration)

(4)



Abhey  
Divisional Manager, Government  
Services vertical

Place: Delhi

Date: 13/01/2026



## ANNEXURE-I: PAYROLL PACKAGE SCHEME DETAILS

Services	SILVER	GOLD	DIAMOND	PLATINUM	
<b>Eligibility</b>	All employees of Indian Coast Guard having Gross Salary up to Rs.50000/-.	All employees of Indian Coast Guard having Gross Salary above Rs. 50000/ and up to Rs. 100000/-	All employees of Indian Coast Guard having Gross Salary above Rs. 100000/ and up to Rs. 150000/-	All employees of Indian Coast Guard having Gross Salary Rs. 150000/ & above	
<b>Minimum Balance</b>	No minimum balance requirement.	No minimum balance requirement.	No minimum balance requirement.	No minimum balance requirement	
<b>TERM LIFE INSURANCE</b>	Rs 1.00 Lacs	Rs 2.00 Lacs	Rs 4.00 Lacs	Rs.6.00 Lacs	
<b>INSURANCE COVERAGE FOR SELF AND SPOUSE</b> <small>(Cover including Rupay Platinum Debit Card)</small>	<b>Self</b>	Air Accident Cover- 100 Lacs	Air Accident Cover-100 Lacs	Air Accident Cover- 100 Lacs	Air Accident Cover-100 Lacs
		Personal Accident Insurance- 100 Lacs	Personal Accident Insurance- 100 Lacs	Personal Accident Insurance- 100 Lacs	Personal Accident Insurance- 100 Lacs
		Permanent total disability- 50 lacs	Permanent total disability- 50 lacs	Permanent total disability- 50 lacs	Permanent total disability- 50 lacs
		Permanent partial disability- 50 lacs	Permanent partial disability- 50 lacs	Permanent partial disability- 50 lacs	Permanent partial disability- 50 lacs
	<b>Spouse</b>	Air Accident Cover-4 Lacs	Air Accident Cover- 4 Lacs	Air Accident Cover- 4 Lacs	Air Accident Cover-4 Lacs
		Personal Accident Insurance- 2 Lacs	Personal Accident Insurance- 2 Lacs	Personal Accident Insurance- 2 Lacs	Personal Accident Insurance- 2 Lacs
<b>NEFT/RTGS/IMP S/SMS</b>	Free	Free	Free	Free	
<b>Cheque Book facility</b>	Free 200 Cheque leaves/annum	Free 200 Cheque leaves/annum	Free 200 Cheque leaves/annum	Free 200 Cheque leaves/annum	
<b>Demand Drafts</b>	Two DDs free/per month to the extent of average balance available in the account.	Free Unlimited (To the extent of average balance available in the account)	Free Unlimited (To the extent of average balance available in the account).	Free Unlimited (To the extent of average balance available in the account).	



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<b>Debit Card - Rupay Platinum Debit Card</b>	Rupay Platinum Debit Card - Issuance free	Rupay Platinum Debit Card - Issuance free	Rupay Select Debit Card Issuance - Free	Rupay Select Debit Card Issuance - Free
	Annual Maintenance Charges (AMC) -100% Waived.	Annual Maintenance Charges(AMC) -100% waiver.	Annual Maintenance Charges(AMC) -100% waiver.	Annual Maintenance Charges (AMC) -100% waiver.
	All the concession /features of debit will be available under Rupay Platinum Debit card only.	All the concession /features of debit will be available under Rupay Platinum Debit card only	All the concession /features of debit will be available under Rupay Select Debit card only	All the concession /features of debit will be available under Rupay Select Debit card only.
	In case of customer desires to have additional cards of other variant, applicable charges shall be collected.	In case of customer desires to have additional cards of other variant, applicable charges shall be collected.	In case of customer desires to have some other cards, applicable charges shall be collected.	In case of customer desires to have some other cards, applicable charges shall be collected.
	Cash Withdrawal/day- Rs.1,00,000 per day	Cash Withdrawal Limit/day - Rs.1,00,000 per day	Cash Withdrawal Limit/day - Rs.1,00,000 per day	Cash Withdrawal Limit/day - Rs.1,00,000 per day
	POS Limit/day-Rs.5,00,000 Perday	POS Limit/day - Rs.5,00,000 per day	POS Limit/day - Rs.5,00,000 per day	POS Limit/day - Rs.5,00,000 per day
	NFC(Contactless)/day Rs.25,000 per day	NFC(Contactless)/day- Rs.25,000 per day	NFC(Contactless)/day- Rs.25,000 per day	NFC(Contactless)/day- Rs.25,000 per day
	Debit Card transactions:	Debit Card transactions:	Debit Card transaction:	Debit Card transaction:
	Free unlimited at our Bank ATMs. At other Banks - 3 at Metro & Urban Centers 5 at Semi Urban & Rural Centers.	Free unlimited at our Bank ATMs. At other Banks - 3 at Metro & Urban Centers 5 at Semi Urban & Rural Centers.	Free unlimited at our Bank ATMs. At other Banks - 3 at Metro & Urban Centers 5 at Semi Urban & Rural Centers.	Free unlimited at our Bank ATMs. At other Banks - 3 at Metro & Urban Centers 5 at Semi Urban & Rural Centers.
Lounge access: As per Card Variant Prevailing guidelines	Lounge access: As per Card Variant Prevailing guidelines	Lounge access: As per Card Variant Prevailing guidelines	Lounge access: As per Card Variant Prevailing guidelines	
Baggage Cover-Rs.50000/-	Baggage Cover - Rs.50000/-	Baggage Cover - Rs.50000/-	Baggage Cover - Rs.50000/-	
Purchase Protection Rs.50000/-	Purchase Protection - Rs.50000/-	Purchase Protection - Rs.50000/-	Purchase Protection - Rs.50000/-	
<b>Credit card</b>	Will be issued free of charges, credit limit based on annual income. All other charges will be applicable.	Issuance Free Annual Maintenance Charges (AMC) - 25% waiver.	Issuance Free Annual Maintenance Charges (AMC) -50% waiver.	Issuance Free Annual Maintenance Charges (AMC) -100% waiver.
<b>Personal Loan</b>	Personal Loan facility is available with Competitive ROI.	Personal Loan facility is available with Competitive ROI.	Personal Loan facility is available with Competitive ROI.	Personal Loan facility is available with Competitive ROI.



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Processing Charges on Retail Loans	As per existing Guidelines.	25% concession in processing charges.	50% concession in processing charges	75% concession in processing charges
Temporary Overdrawing in case of emergency - To be permitted after the account completes 6 months from date of opening with satisfactory dealings.	Available Limit - 50% of previous month's net salary (maximum 2 occasions in a calendar year) up to Max - Rs. 10000/-. TOD facility is available at Branches only. TOD facility will not be available wherever active Personal Loan present.	Available Limit - 2 months net salary up to - Max Rs. 1 lakh. TOD facility is available in ai1 & at Branches as well. Tenure: Variant   ai1 App   Branch Gold   15 days   2 months Rate of interest: RLLR +2.40% After expiry of limit clean rate as per existing guidelines will be applicable. For the OD facility beyond 15 days required documents shall be obtained as per existing guidelines. TOD facility will not be available if customer already availed Personal Loan.	Available Limit- 3 month net salary up to - Rs. 2 lakh. TOD facility is available in ai1 & at Branches as well. Tenure: Variant   ai1 App   Branch Diamond   15 days   2 months Rate of interest: RLLR +2.40% After expiry of limit clean rate as per existing guidelines will be applicable. For the OD facility beyond 15 days required documents shall be obtained as per existing guidelines. TOD facility will not be available if customer already availed Personal Loan.	Available Limit- 3monthsnet salary upto-Rs.3lakh TOD facility is available in ai1 & at Branches as well. Tenure: Variant   ai1 App   Branch Platinum   15 days   3 months Rate of interest: RLLR +2.40% After expiry of limit clean rate as per existing guidelines will be applicable. For the OD facility beyond 15 days required documents shall be obtained as per existing guidelines. TOD facility will not be available if customer already availed Personal Loan.
	Locker Operations	Unlimited free	Unlimited free	Unlimited free
Concession on locker Rent	No Concession	5 % waiver	10 % waiver	15 % waiver
Concessions in processing charges under Retail Loans	No Concession	25% concession in processing charges	50% concession in processing charges	75% concession in processing charges
Account opening	Account Opening will be Through TAB Banking & Aadhar Based Insta A/c opening. KYC Norms - To be complied fully	Account Opening will be Through TAB Banking & Aadhar Based Insta A/c opening. KYC Norms - To be complied fully	Account Opening will be Through TAB Banking & Aadhar Based Insta A/c opening. KYC Norms - To be complied fully	Account Opening will be through TAB Banking & Aadhar Based Insta A/c opening. KYC Norms - To be complied fully.



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<p><b>Service Charges</b></p>	<p>In case of non-crediting of salary for three continuous months or four months in discrete way in the financial year or prorate basis thereon there shall be penalty Rs Rs.250 plus applicable GST.</p> <p>Logic to ensure salary credit: Min monthly credit of 25% of gross salary". If non-compliance(In case of non-crediting of Min 25% of gross salary(monthly) for three continuous months or four months in discrete way in the financial year or prorate basis thereon) of the same, penalty will be charged as above.</p>	<p>In case of non-crediting of salary for three continuous months or four months in discrete way in the financial year or prorate basis thereon there shall be penalty Rs.500 plus applicable GST.</p> <p>Logic to ensure salary credit: Min monthly credit of 25% of gross salary". If non-compliance (In case of non-crediting of Min 25% of gross salary (monthly) for three continuous months or four months in discrete way in the financial year or prorate basis Thereon) of the same, penalty will be charged as above.</p>	<p>In case of non-crediting of salary for three continuous months or four months in discrete way in the financial year or prorate basis thereon there shall be penalty Rs.750 plus applicable GST.</p> <p>Logic to ensure salary credit: Min monthly credit of 25% of gross salary". If non-compliance (In case of non-crediting of Min 25% of gross salary (monthly) for three continuous months or four months in discrete way in the financial year or prorate basis thereon) of the same, penalty will be charged as above.</p>	<p>In case of non-crediting of salary for three continuous months or four months in discrete way in the financial year or prorate basis thereon there shall be penalty Rs.1000 plus applicable GST.</p> <p>Logic to ensure salary credit: Min monthly credit of 25% of gross salary". If non-compliance (In case of non-crediting of Min 25% of gross salary (monthly) for three continuous months or four months in discrete way in the financial year or prorate basis thereon) of the same, penalty will be charged as above.</p>
<p><b>Portability</b></p>	<p>Portability is available for existing salaried accounts to the proposed product.</p> <p>Portability from variant to variant under Premium Payroll Package Scheme shall be allowed after one year of account opening only.</p> <p>Reverse portability is also available from this product to other general SB products in case of resignation/termination etc.</p>	<p>Portability is available for existing salaried accounts to the proposed product.</p> <p>Portability from variant to variant under Premium Payroll Package Scheme shall be allowed after one year of account opening only.</p> <p>Reverse portability is also available from this product to other general SB products in case of resignation/termination etc .</p>	<p>Portability is available for existing salaried accounts to the proposed product.</p> <p>Portability from variant to variant under Premium Payroll Package Scheme shall be allowed after one year of account opening only.</p> <p>Reverse portability is also available from this product to other general SB products in case of resignation/termination etc</p>	<p>Portability is available for existing salaried accounts to the proposed product.</p> <p>Portability from variant to variant under Premium Payroll Package Scheme shall be allowed after one year of account opening only.</p> <p>Reverse portability is also available from this product to other general SB products in case of resignation/termination etc</p>
<p><b>Additional Feature</b></p>	<p>NIL</p>	<p>Free Zero balance Family Accounts (Spouse+ 1 Child).</p>	<p>Free Zero balance Family Accounts (Spouse+ 2 Children)</p>	<p>Free Zero balance Family Accounts (Spouse+ 2 Children).</p>



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➤ **ADD ON COVERS**

- Plastic Surgery – 2 lacs
- Transportation of imported medicine -5 lacs
- Death after coma – 5 lacs
- Air Ambulance cover – 10 lacs
- Ambulance charges – 15000/-
- Higher education benefit (for one child up to 25 years of age or till graduation whichever is earlier) – 50000/-
- Girl child cover (for marriage as an additional benefit between up to 25 years of age) – 5 lacs

➤ **IMPORTANT TERMS & CONDITIONS REGARDING INSURANCE:**

- Insurance will be made effective after 10 days from the date of account opening.
- PAI-Personal Accidental Insurance & Permanent Total Disability. Rs. 2 lakhs from NPCI with Condition: Min. one successful Rupay Platinum Debit Card induced financial Transaction at any PoS/E-com, both intra and Interbank i.e on us or off us within 30 days, prior to date of accident including accident date. Insurance from NPCI will be subject to change from time to time
- **PAI Salient Features:**
  - Personal Accident (Death)/ Air Accident (Death)/ Disability Cover will be available only if solely and directly from accident caused by external, violent, and visible means.
  - Minimum one Salary Credit within six months prior to the date of accident, except for the accounts opened in last six months.
  - Maximum pay out per account in case of death claim will be restricted to INR 1 crore (subject to sum insured eligibility).
  - The salary account should be with Canara Bank only.
  - Claim benefits will be given to the Nominee mentioned in the Bank Account or as per Legal Heir confirmation/Nominee confirmation form. In case of Joint account, the benefits of claim will be given to surviving account holders.
  - Air Accident Insurance: Air ticket should have been purchased by debit to—Canara Bank Premium Payroll Package Salary/Jeevandhara Pension Account or credit card attached to Canara Bank Premium Payroll Package Salary/Jeevandhara Pension account.
- Claim Intimation & Submission Timelines: Claim should be intimated within 60 days from the date of accident/ death to insurance Company
- Claim documentation should be submitted within 150 days from the date of accident/ death to insurance Company
- **Shifting of employment: -**
  - The benefits will continue other than concessions embedded in credit facility, provided salary continues in the existing salary account. There will not be any change in the existing variant.
- **Retirement/cessation from the service etc.:-**
  - Insurance benefits (PAI, Air Accident/ Term Insurance or any other Insurance if available will continue till validity with maximum up to one year from the date of last renewal/issuance.
  - Other features like Digital /General Banking other than Retail Credit facilities like embedded OD/PL will continue in case same is continued as pension account on average balance of Rs. 50000/- & above. The average balance conditions may vary based on the product stipulation from time to time



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## ANNEXURE-II: PENSION PACKAGE SCHEME DETAILS

	JEEVANDHARA PLATINUM		JEEVANDHARA DIAMOND	
<b>Eligibility</b>	"Pensioner/Prospective pensioner including all the employees retired on voluntary basis dor normal retirement, who has given mandate for credit of their pension in the account including Defence personnel.  Account will be opened preferably jointly with spouse only, with operational instructions of Former/Survivor. However, the benefits will be with the first holder as Pensioner. The account may be opened with single name of pensioner also.		""Pensioner/Prospective pensioner including all the employees retired on voluntary basis or normal retirement, who has given mandate for credit of their pension in the account including Defence personnel.  Account will be opened preferably jointly with spouse only, with operational instructions of Former/Survivor. However, the benefits will be with the first holder as Pensioner. The account may be opened with single name of pensioner also.	
<b>Initial Balance</b>	Zero		Zero	
<b>Minimum balance</b>	No minimum balance requirement		No minimum balance requirement	
<b>Loan against Deposits</b>	0.75% over & above the contractual deposit rate		1% over & above the contractual deposit rate	
<b>Monthly Pension credit</b>	Monthly pension above Rs.50000.		Monthly pension UptoRs.50000.	
<b>Debit Card</b>	Rupay Select Debit Card.		Rupay Platinum Debit Card.	
	ATM Cash Withdrawal.	Rs100000/per day.	ATM Cash Withdrawal.	Rs.100000/ per day.
	Debit card Charges/AMC.	Free	Debit card Charges/AMC.	Free
	ATM Transactions	Free unlimited at our Bank ATMs. Transactions at other Banks- 3 at Metro & Urban Centers. 5 at Semi Urban & Rural centers.	ATM Transactions	Free unlimited at our Bank ATMs. Transactions at other Banks- 3 at Metro & Urban Centers. 5 at Semi Urban & Rural centers.
	Airport Lounge (Domestic Airport).	2 per quarter.	Airport Lounge (Domestic Airport).	2 per quarter
	Airport Lounge (International Airport)	2 per Year	Airport Lounge(International Airport)	2 per Year
<b>CREDIT CARD</b>	Issuance	Free	Issuance	Free.
	AMC	Free	AMC	Free.



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NEFT/ RTGS/ NET Banking/ SMS Alerts/IMPS/DD	Free	Free
Locker Facility	<b>50% concession. (Allotment Priority subject to availability)</b>	25% concession. (Allotment Priority subject to availability)
Personal/ Air Accident Insurance Cover*	a. PAI 24 lakhs, AAI 30 lakhs including Rupay Select Debit Card. b. <u>Insurance will be available till pensioner attains the age of 65 years.</u>	a. PAI 16 lakhs, AAI 20 lakhs including Rupay Platinum Debit Card. b. <u>Insurance will be available till pensioner attains the age of 65 years.</u>
Health Insurance	Health Insurance policy from Associated partners.	Health Insurance policy from Associated partners.
Concession for Medicine	Up to 25% as per Bank Tie-ups on Time to time basis through ai1 app at present.	Up to 25% as per Bank Tie-ups on Time to time basis through ai1 app at present.
Processing Fees	a. No Processing charge for Pension loan. b. 50% waiver of Processing Fees may be provided for HL,VL loan.	a. No Processing charge for Pension loan. b. 25% waiver of Processing Fees may be provided for HL,VL loan.
Loan facility	Canara Pension loan as per existing guidelines.  Apart from this, the scheme may be modified with - TOP UP FACILITY of the loan limit where ever the limit /balance is repaid to 50 %and /or half of the repayment period is over (subject to no irregularity in repayment and subject to eligibility as per scheme, based on maximum limit/age).	Canara Pension loan as per existing guidelines.  Apart from this, the scheme may be modified with - TOP UP FACILITY of the loan limit where ever the limit /balance is repaid to 50 %and /or half of there payment period is over (subject to no irregularity in repayment and subject to eligibility as per scheme, based on maximum limit/age).
Instant Overdraft facility	<ul style="list-style-type: none"> <li>The overdraft facility will be subject to regular credit of pension for at least 2 consecutive months.</li> <li>Overdraft facility: Three-month net pension credited in the account, subject to max of Rs.200000/-.</li> <li>Max age for availing the benefits: 75 years.</li> <li>May be availed through Mobile banking- ai1app/Branches</li> <li>Valid for 90 days</li> <li>Rate of Interest: -RLLR+2.50%</li> <li>Option available for Canara Pension loan, with customer request.</li> </ul>	<ul style="list-style-type: none"> <li>The overdraft facility will be subject to regular credit of pension for at least 2 consecutive months.</li> <li>Overdraft facility: Two-month net pension credited in the account, subject to max of Rs.100000/-.</li> <li>Max age for availing the benefits: 75years.</li> <li>May be availed through Mobile banking- ai1app/Branches</li> <li>Valid for 90 days</li> <li>Rate of Interest: -RLLR+2.50%</li> <li>Option available for Canara Pension loan, with customer request.</li> </ul>
TD	Sweep in/Sweep Out facility available.	Sweep in/Sweep Out facility available
MISC service	<ul style="list-style-type: none"> <li>Form16 Free delivery of physical copy to be delivered through courier/ Post through CPPC, apart from downloading through ai1.</li> <li>Online15G/15H Updation.</li> <li>Pension Slip can be generated via SMS/Email.</li> </ul>	<ul style="list-style-type: none"> <li>Form16 Free delivery of physical copy to be delivered through courier/ Post through CPPC, apart from downloading through ai1.</li> <li>Online15G/15H Updation.</li> <li>Pension Slip can be generated via SMS/Email.</li> </ul>
Pension Slip	Pension Slip can be generated via SMS/Email.	Pension Slip can be generated via SMS/Email



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Statement of A/c	Once in a Month through Email.	Once in a Month through Email.
Personalized Cheque Books	Unlimited Cheque leaves free.	Name printed up to 60 leaves per annum.
Certificate Updation	<ul style="list-style-type: none"> <li>- Free of cost Doorstep Banking service for Life Certificate Collection may be provided, apart from Jeevan Praman available through ai1 App.</li> <li>- Acknowledgement through SMS on submitting Life Certificate/Reminder in case of non-submission.</li> <li>- Facility to submit other certificate like re-employment, re-marriage etc. is also available in video life certificate.</li> <li>- Branches to have facility to accept Digital Life Certificate (DLC) and Life Certificate (LC) in printed forms.</li> </ul>	<ul style="list-style-type: none"> <li>- Free of cost Doorstep Banking service for Life Certificate Collection may be provided, apart from Jeevan Praman available through ai1 App.</li> <li>- Acknowledgement through SMS on submitting Life Certificate/Reminder in case of non-submission.</li> <li>- Facility to submit other certificate like re-employment, re-marriage etc. is also available in video life certificate.</li> <li>- Branches to have facility to accept Digital Life Certificate (DLC) and Life Certificate (LC) in printed forms.</li> </ul>
Investment Declaration	Option to declare investment through ai1 Mobile app. Requirements of TDS on pension through ai1 app is taken care of.	Option to declare investment through ai1 Mobile app. Requirements of TDS on pension through ai1 app is taken care of
Physically challenged/incapacitated	Special facility to physically challenged/incapacitated and pensioners unable to be present at the branch. In such cases the bank official visits the pensioner's residence/hospital for the purpose of obtaining the life certificate.	Special facility to physically challenged/incapacitated and pensioners unable to be present at the branch. In such cases the bank official visits the pensioner's residence/hospital for the purpose of obtaining the life certificate..
CPPC Helpline	<ul style="list-style-type: none"> <li>- Dedicated help line number of all CPPC.</li> <li>- Designated Nodal Officer at all CO/CPPCs.</li> </ul>	<ul style="list-style-type: none"> <li>- Dedicated help line number of all CPPC.</li> <li>- Designated Nodal Officer at all CO/CPPCs.</li> </ul>
Pension Seva portal	<ul style="list-style-type: none"> <li>- Pension related data &amp; information is available at Pension Seva website.</li> <li>- Life certificate can be submitted through VCIP.</li> <li>- Status of Life Certificate can be viewed.</li> <li>- Door step banking facility is available.</li> <li>- Access to Grievance Redressal System (GRS).</li> <li>- Pension slip can be viewed/downloaded.</li> <li>- Form16 may be downloaded.</li> <li>- Investment Declaration can be downloaded.</li> </ul>	<ul style="list-style-type: none"> <li>- Pension related data &amp; information is available at Pension Seva website.</li> <li>- Life certificate can be submitted through VCIP.</li> <li>- Status of Life Certificate can be viewed.</li> <li>- Door step banking facility is available.</li> <li>- Access to Grievance Redressal System (GRS).</li> <li>- Pension slip can be viewed/downloaded.</li> <li>- Form16 may be downloaded.</li> <li>- Investment Declaration can be downloaded.</li> </ul>
Pension Grievance Redressal System (GRS)	<ul style="list-style-type: none"> <li>- Maximum timeline of two weeks for resolution of Grievances.</li> <li>- SMS acknowledgment for resolution of Grievance.</li> <li>- Option for re-raising of tickets within 10 days.</li> </ul>	<ul style="list-style-type: none"> <li>- Maximum timeline of two weeks for resolution of Grievances.</li> <li>- SMS acknowledgment for resolution of Grievance.</li> <li>- Option for re-raising of tickets within 10 days.</li> </ul>
Portability	<ul style="list-style-type: none"> <li>➤ The existing pension accounts opened under any product codes, including existing Jeevandhara may be ported in to new variants "Jeevandhara-Diamond" &amp; "Jeevandhara-Platinum" as per customer request.</li> </ul>	<ul style="list-style-type: none"> <li>➤ The existing pension accounts opened under any product codes, including existing Jeevandhara may be ported in to new variants "Jeevandhara-Diamond" &amp; "Jeevandhara-Platinum" as per customer request.</li> </ul>



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	<ul style="list-style-type: none"> <li>➤ Portability within the pension product is available .Reverse portability to general products is also available.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Portability within the pension product is available .Reverse portability to general products is also available..</li> </ul>
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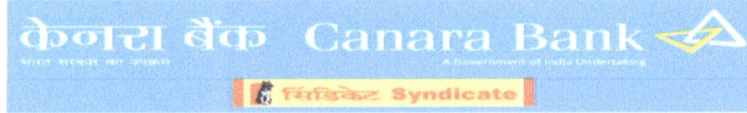
➤ **IMPORTANT TERMS & CONDITIONS REGARDING INSURANCE:**

- Insurance will be made available in 30 days from the date of account opening/conversion
- Insurance from the Bank under Can Care policy will be subject to change from time to time

PAI Salient Features:

- Personal Accident (Death)/ Air Accident (Death)/Disability Cover will be available only if solely and directly from accident caused by external, violent, and visible means.
- Minimum one Pension Credit within six months prior to the date of accident, except for the accounts opened in last six months.
- The pension account should be with Canara Bank only.
- Claim benefits will be given to the Nominee mentioned in the Bank Account or as per Legal Heir confirmation/Nominee confirmation form. In case of Joint account, the benefits of claim will be given to surviving account holders.
- Air Accident Insurance: Air ticket should have been purchased by debit to Pension Account or credit card attached to Canara Bank Pension account. **Claim Intimation & Submission Timelines:**
  - Claim should be intimated with 60 days from the date of accident/ death to Canara Bank Home/Base Branch (where the salary account is maintained) & Claim documentation should be submitted within 150 days from the date of accident/ death to Canara Bank Home/Base Branch.





## CANARA BANK PREMIUM PAYROLL PACKAGE SCHEME

Crafted Exclusively for Indian Coast Guard Employees

INSURANCE COVERAGE FOR SELF AND SPOUSE	
<b>SELF:</b> PERSONAL ACCIDENT INSURANCE- 100 Lacs AIR ACCIDENT COVER- 100 LACS, PERMANENT TOTAL DISABILITY- 50 LACS AND PERMANENT PARTIAL DISABILITY- 50 LACS AND TERM LIFE INSURANCE UP TO RS.6.00 LACS*	<b>FOR SPOUSE:</b> AIR ACCIDENT COVER- 4 LACS PERSONAL ACCIDENT INSURANCE- 2 LACS
ZERO BALANCE ACCOUNT WITH ZERO MAINTENANCE CHARGE LIKE FREE NEFT/RTGS/IMPS/SMS	FREE CHEQUE BOOK FACILITY: FREE 200 CHEQUE LEAVES/ANNUM
ZERO BALANCE ACCOUNT FOR SPOUSE AND 2 CHILDRENS	RUPAY PLATINUM/SELECT DEBIT CARD - ISSUANCE FREE AND FREE AMC* WITH VARIOUS ATTRACTIVE CARD BASED FEATURES
LOUNGE ACCESS: AVAILABLE WITH OUR PREMIUM DEBIT CARD AND CREDIT CARD	FREE CREDIT CARD ISSUANCE AND AMC*
PURCHASE PROTECTION 50000/-	BAGGAGE COVER-RS.50000/-
CONCESSION IN RETAIL LOANS PROCESSING CHARGES	FREE UNLIMITED LOCKER OPERATIONS
<b>ADD ON COVERS</b>	
<ul style="list-style-type: none"> <li>➤ PLASTIC SURGERY - 2 LACS</li> <li>➤ TRANSPORTATION OF IMPORTED MEDICINE -5 LACS</li> <li>➤ DEATH AFTER COMA - 5 LACS</li> <li>➤ AIR AMBULANCE COVER - 10 LACS</li> <li>➤ AMBULANCE CHARGES - 15000/-</li> <li>➤ HIGHER EDUCATION BENEFIT (FOR ONE CHILD UP TO 25 YEARS OF AGE OR TILL GRADUATION WHICHEVER IS EARLIER) - 50000/-</li> <li>➤ GIRL CHILD COVER (FOR MARRIAGE AS AN ADDITIONAL BENEFIT BETWEEN UP TO 25 YEARS OF AGE) - 5 LACS</li> <li>➤ INSTANT OVERDRAFT FACILITY USING OUR MOBILE BANKING APP AI1.</li> </ul>	