

Ref: CBUK/PSD2/2018/PH

Date:

To:

Dear Customer,

Sub: Information on Payment Services Directive 2 (PSD2)

The EU-wide **Payment Services Directive 2 (PSD2)** is effective from 13th January 2018. We would like to inform you the main features of the new legislation which may affect your banking account with us.

Item	How are we changing?
Payments made in error	If we receive a payment that has been paid into your account by error, we may return the money back to the payers account. If we're unable to return the funds, we will share details about you and your account to help the payer recover the funds. You will be notified in such cases.
Account Information	You can ask us at any time through any of our channels for information regarding your payment account including payments in and out of your account. We will continue to provide facility to view your transactions through our online banking platform, which you can access anytime. If you would like to receive your account statement, please complete and return the enclosed form in the attached Self Addressed Stamped Envelope. We normally send the statement by post. Please be vigilant if you opt for email mode as the same carries cyber risks.
3rd party access	Canara Bank is currently providing viewing facility through its online banking. Under PSD2, you will be entitled to use regulated Third Party Providers (TPPs), for account information services (AIS). We acknowledge that to benefit from the services offered by TPPs you may have to give your account security details to them. When you sign up with a company for account information services, the AIS provider should give you enough information to understand the nature of the service being provided and how it will use your data, including whether it will share your data with anyone else. We will treat any instruction from a TPP as if it was made directly by you. Our provision of data access to the TPP shall be subject to you providing us a written consent and also our internal risk assessment of that TPP. Should we decline access, we will notify you as well as the regulator FCA (Financial Conduct Authority) with reasons.

Refusing a payment	The bank may delay or even refuse to accept a payment into your account, where there are reasonable grounds, for example if there are any security concerns, suspected fraud or unauthorised use. We will notify you of any refusal, unless such notification would be otherwise unlawful.
Overseas Remittances	All cross-border payments are made in accordance with CBUK's reference exchange rates for the relevant currency. These exchange rates and the charges will be disclosed to you at the time of execution, and will also be available at the branch and on our website www.canbanklondon.com
Contacting in the case of fraud	If we become aware of any major operational or security incident that may affect you or your account, we will notify you as soon as practically possible.
Consent for use of data for payment services	We are updating our terms and conditions to make it explicitly clear that you give us your consent for the use to access, process and retain any personal information that you give for us to provide services relating to your payment account. This will not impact any rights under the Data Protection legislation. You can withdraw your consent by informing us in writing so that we can discuss on continuing our relationship.
Complaints <i>(This part is not applicable to corporate clients.)</i>	We'll aim to respond to your payment related complaints within 15 working days (35 working days in exceptional circumstances) of the complaint being submitted. If you do not hear from us or you are not happy with our response or if we reject your complaint, you may approach the Financial Ombudsman Service. Further details are available in the "Complaints" section of our website www.canbanklondon.com .

Should you have any queries, please do not hesitate to contact us

Yours faithfully

PAUL HYMAS
(MANAGER)

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- Authorized and Regulated by Financial Conduct Authority (FCA) & Prudential Regulation Authority (PRA) -

To,

DATE:

**The Manager,
Canara Bank, London**

Dear Sir,

I am in receipt of the information sent by you on the Payment Services Directive 2 (PSD2). In this regard, I request the following –

- 1. I do not wish to receive regular statement of my account/s with you. I will contact you whenever I need it.

OR

- 2. I wish to receive my account statement regularly AS BELOW –

Mode (choose one)	Periodicity (choose one)
<input type="checkbox"/> Email (please mention the email id below) <input type="checkbox"/> By Post	<input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Half Yearly <input type="checkbox"/> Yearly <input type="checkbox"/> Any other (please specify)

Yours faithfully,

(SIGNATURE)

Name

Address

.....

FOR OFFICE USE ONLY

Request received on (date)

Signature verified.

Noted the mode (**Email/Post**) and periodicity (**M/Q/HY/Y/.....**) of sending the statement.

(Clerk)

(Officer)

(Manager)