



## **LEAD BANK & FINANCIAL INCLUSION WING, HEAD OFFICE, BANGALORE**

Educative Series 01/2024-25

Dt: 20/11/2024

### **ENABLING/DISABLING OF AADHAAR ENABLED PAYMENT SYSTEM (AePS)**

Aadhaar Enabled Payment System (AEPS) is a bank led model which allows online interoperable financial inclusion transaction wherein the Biometric authentication happens at UIDAI through NPCI.

Customers can enable/ disable AePS service in their account through the following modes/channels without visiting the branch.

#### **1. Canara Whatsapp Banking:**

Customer can enable/disable AePS through Whatsapp Banking as follows:

>> **Send whatsapp message 'hi' to 9076030001 from registered Mobile Number and select the option as follows:**

>> **All Services**

>> **Banking Services**

>> **Services**

>> **Enable/Disable AePS (OTP will be generated)**

>> **Enter the OTP (Customer can enable/disable AePS in his/her selected account)**

#### **2. SMS Banking:**

- Enable AePS: To enable AEPS, customer has to send SMS from their registered mobile number as:

**STARTAEPS <SPACE> LAST 4 DIGITS OF ACCOUNT NO. to 7799719408**

- Disable AePS: To disable AEPS, customer has to send SMS from their registered mobile number as:

**BLOCKAEPS to 7799719408**

#### **3. Canara Internet Banking:**

Customer can enable/disable AePS by logging in to internet banking and select the option as follows:

>> **Other Services**

>> **Enabling Disabling AePS**

#### **4. Mobile Banking (ai1):**

Customer can enable/disable AePS by logging in to Mobile Banking (**ai1**) and select the option as follows.

>> **Accounts & Services**

>> **Aadhaar Enabled Payment System**

#### **5. IVR & Customer Care:**

Customer can enable/disable AePS by dialling our Customer Care No **1800-1030** and follow the pre-installed instructions or speak to our Customer Care Executives.