

**POLICY FOR SETTLEMENT OF CLAIMS OF DECEASED
DEPOSITORS/ MISSING PERSONS AND RETURN OF ARTICLES IN
SAFE DEPOSIT LOCKERS /SAFE CUSTODY
w.e.f. 01/01/2026 & for FY 2026-27**

The updated policy is based on the provisions of the *Banking Regulation Act, 1949*, the *Banking Companies (Nomination) Rules, 2025*, and the instructions issued by the Reserve Bank of India. Accordingly, the guidelines on settlement of deceased claims have been reviewed and updated under this Policy. The policy shall be reviewed annually in tune with the regulatory guidelines / internal requirements or as and when considered necessary. Policy to be modified in tune with regulatory requirements issued from time to time. All related statutory guidelines/ circulars issued by RBI/ GOI are incorporated in the policy. Further, if any amendments to the existing norms are made by the Reserve Bank of India or other Statutory Bodies/ Regulators, the same will be applicable and it will be treated as part of the policy.

POLICY FOR SETTLEMENT OF CLAIMS OF DECEASED DEPOSITORS/ MISSING PERSONS AND RETURN OF ARTICLES IN SAFE DEPOSIT LOCKERS /SAFE CUSTODY

w.e.f. 31/12/2025 & for FY 2026-27

Introduction

The legal position regarding the settlement of deceased claims is well established. In the absence of a valid nomination, a clear operational mandate in a joint account, or a Will left behind by the deceased depositor, banks are required to pay the balance outstanding at the time of death of the account holder(s) to all the legal heirs of the deceased.

Traditionally, considering the inherent risks involved, banks have sought legal representation — such as a succession certificate, letter of administration, or probate — for settlement of such claims. To address the operational difficulties encountered in settling deceased claims, the practice of obtaining operational mandates in joint accounts emerged as a standard banking procedure.

Subsequently, in 1985, statutory amendments were introduced to provide for a **nomination facility** in bank deposits, safe deposit lockers, and safe custody articles. However, as the nomination facility is optional and nominees may sometimes predecease the account holder, difficulties in the settlement of deceased claims have continued. Delays in such settlements often cause considerable hardship to the legal heirs and dependents of deceased customers.

The nomination facility is specifically intended to facilitate expeditious settlement of claims upon the death of a customer and to minimize hardship for family members. In this regard, the **Government of India** has notified the *Banking Laws (Amendment) Act, 2025*, which, inter alia, amends Sections **45ZA**, **45ZC**, and **45ZE** of the *Banking Regulation Act, 1949*. The corresponding *Banking Companies (Nomination) Rules, 2025* have also been notified, and both the amended provisions and the Rules have come into effect from **November 1, 2025**.

In view of these amendments, the **Reserve Bank of India**, vide circular no. **RBI/2025-26/95 DoR.MCS.REC.59/01.01.003/2025-26** dated **October 28, 2025**, has issued directions titled “*Nomination Facility in Deposit Accounts, Safe Deposit Lockers and Articles kept in Safe Custody with Banks Directions, 2025*.” Further, pursuant to the revised policy issued by the Reserve Bank of India vide circular no. **RBI/2025-26/82 DoR.MCS.REC.50/01.01.003/2025-26** dated **September 26, 2025**, titled “*Reserve Bank of India (Settlement of Claims in respect of Deceased Customers of Banks) Directions, 2025*,” the procedure for settlement of deceased claims has been further simplified and standardized.

Our Bank has accordingly adopted this modified policy to streamline procedures, standardize documentation, and enhance the overall quality of customer service. To mitigate hardships and facilitate smoother claim settlement at the branch level, the Customer Care Department has updated and consolidated all provisions related to the settlement of deceased claims in this Policy. This Policy provide a harmonized framework and to standardise the documentation for settlement of claims in respect of deposit accounts, safe deposit locker and articles in safe custody of a deceased customer and to minimise the difficulties faced by the nominees, survivors and legal heirs.

Review of the Policy: The updated policy is based on the provisions of the *Banking Regulation Act, 1949*, the *Banking Companies (Nomination) Rules, 2025*, and the instructions issued by the Reserve Bank of India. Accordingly, the guidelines on settlement of deceased claims have been reviewed and updated under this Policy. The policy shall be reviewed annually in tune with the regulatory guidelines / internal requirements or as and when considered necessary. Policy to be modified in tune with

regulatory requirements issued from time to time. All related statutory guidelines/ circulars issued by RBI/ GOI are incorporated in the policy. Further, if any amendments to the existing norms are made by the Reserve Bank of India or other Statutory Bodies/ Regulators, the same will be applicable and it will be treated as part of the policy.

Applicability

These rules & guidelines shall not be applicable in case of Government savings schemes administered by banks such as Senior Citizen Savings Scheme (SCSS), Public Provident Fund (PPF), etc. Settlement of claims in such cases shall be as per the provisions of the respective schemes.

Definitions

In this policy, unless the context otherwise requires,

- (a) **'Accounts with survivorship clause'** refers to joint deposit accounts styled as 'either or survivor', or 'anyone or survivor', or 'former or survivor' or 'latter or survivor' or any other such clause.
- (b) **'Apostille'** refers to a certificate that authenticates the origin of a public document (e.g., a birth, marriage or death certificate, a judgment, an extract of a register or a notarial attestation). Apostilles can only be issued for documents issued in one country party to the Hague Apostille Convention and that are to be used in another country which is also a party to the Convention. In India, such attestations are done by Ministry of External Affairs.
- (c) **'Bank Rate'** refers to the rate published by Reserve Bank in terms of Section 49 of the Banking Regulation Act, 1949.
- (d) **'Customer'** refers to a person who may be a depositor or a locker hirer or has placed articles in safe custody with a bank.
- (e) **'Depositor'** refers to an individual(s) who has any type of deposit account with a bank such as Savings account, Current account, Term Deposit account, etc.
- (f) **'Equivalent e-document'** shall have the same meaning as defined in paragraph 3(a)(x) of the [Master Direction - Know Your Customer \(KYC\) Direction, 2016](#) as amended from time to time.
- (g) **'Officially Valid Document'** refers to the documents as detailed in paragraph 3(a)(xiv) of the [Master Direction - Know Your Customer \(KYC\) Direction, 2016](#) as amended from time to time.
- (h) **'Threshold limit'** means ₹15 lakh or such higher limit as may be fixed by the bank..

All other expressions unless defined herein shall have the same meaning as have been assigned to them under the Banking Regulation Act, 1949 or the Reserve Bank of India Act, 1934 or any statutory modification or re-enactment thereto or as used in commercial parlance, as the case may be.

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CHAPTER I – Nomination Facility

1.1 Introduction: The concept of nomination in banking is an important customer-centric provision designed to ensure smooth and expeditious settlement of accounts, deposits, and articles held in safe custody or lockers in the event of the account holder's death. The nomination facility enables a depositor to formally designate an individual who will be entitled to receive the balance in the account or the contents of the locker/safe custody articles upon the death of the account holder, thereby simplifying the claim process for legal heirs and reducing administrative delays.

The facility of nomination was statutorily introduced through amendments to the Banking Regulation Act, 1949 in 1985, empowering banks to accept nominations for deposit accounts, safe deposit lockers, and articles kept in safe custody. Over time, this provision has evolved as a crucial mechanism to provide clarity and convenience in the transfer of ownership rights after the depositor's demise.

To further strengthen and standardize the framework, the Government of India has enacted the Banking Laws (Amendment) Act, 2025, which amends Sections **45ZA**, **45ZC**, and **45ZE** of the Banking Regulation Act, 1949, and has notified the Banking Companies (Nomination) Rules, 2025. These provisions, effective from **November 1, 2025**, aim to enhance the efficiency, transparency, and legal validity of the nomination process.

In alignment with these legislative changes, the Reserve Bank of India (RBI) has issued comprehensive guidelines under the circular RBI/2025-26/95 DoR.MCS.REC.59/01.01.003/2025-26 dated October 28, 2025, titled "Nomination Facility in Deposit Accounts, Safe Deposit Lockers and Articles kept in Safe Custody with Banks Directions, 2025." These Directions come into force with effect from November 1, 2025.

Nomination Facility in Deposit Accounts, Safe Deposit Lockers and Articles kept in Safe Custody

1.2 Nomination Facility

- (1) Bank offer nomination facility in deposit accounts in accordance with the provisions of sections 45ZA, 45ZB and 45ZG of the Act (read with section 56 of the Act when applied to cooperative banks) and the Rules.
- (2) Bank is guided by the provisions of sections 45ZC to 45ZG of the Act and the Rules in the matter of nomination in safe deposit lockers and articles kept in safe custody.

Explanation: For the purpose of these Directions, it is clarified that if an individual is keeping an account for his/ her proprietorship business, it will be deemed as that individual's account and the nomination facility shall be offered in such accounts.

1.3 Rules for Nomination in respect of deposits

- (1) The nomination by the depositor, or as the case may be, all the depositors together, in respect of a deposit held by the bank to the credit of one or more individuals, may be made in favour of one or more individuals, but not exceeding four, either successively or simultaneously.
- (2) The nomination shall be made either in, —
 - a) the Nomination Form as per annex-I; or
 - b) the electronic or digital mode ("e-nomination") in case the bank has made such a facility available.

- (3) A bank can permit e-nomination only, if it,
- enables the depositor, or as the case may be, all the depositors, to nominate one or more individuals not exceeding four, either successively or simultaneously;
 - obtains all necessary details prescribed in the Nomination Form or e-nomination;
 - ensures that the nomination is authenticated, validating and confirming the credentials of the depositor; and
 - has a system of alerting the depositor for all nominations made.
- (4) The methods of authentication of nomination shall include,
- electronic signature;
 - electronic authentication technique that is reliable and specified in the Second Schedule to the Information Technology Act, 2000; and
 - Internet or Mobile banking application: Provided that in case of methods (a) and (b) of authentication, a single factor authentication, which validates and confirms the credentials of the depositor making the nomination shall be sufficient, and in case of method (c), a minimum two factor authentication, that validates and confirms the credentials of the depositor making the nomination shall be mandatory.
- (5) The nomination shall be made only in respect of deposits which are held in the individual capacity of the depositor and not in any representative capacity as the holder of an office or otherwise.
- (6) Where the nominee is a minor, the depositor or, as the case may be, all the depositors together, may, while making the nomination, appoint another individual not being a minor, to receive the amount of the deposit on behalf of the nominee in the event of the death of the depositor or, as the case may be, all the depositors during the minority of the nominee.
- (7) In the case of a deposit made in the name of a minor, the nomination shall be made by an individual lawfully entitled to act on behalf of the minor.
- (8) The variation or cancellation of the previous nomination or e-nomination made by the depositor or all the depositors together shall be through subsequent nomination or e-nomination.
- (9) Every subsequent nomination shall cancel the previous nomination, or vary it, as the case may be.
- (10) A nomination, cancellation of nomination or variation of nomination may be made as aforesaid at any time during which the deposit is held by a bank to the credit of the depositor or depositors, as the case may be.
- (11) In the case of a deposit held to the credit of more than one depositor, the cancellation or variation of a nomination shall not be valid unless it is made by all the depositors.
- (12) The bank shall acknowledge in writing or in electronic or digital mode, to the concerned depositor or depositors, the filing of the Nomination Form, or e-nomination and also the fact of cancellation or variation of nomination.
- (13) The duly completed Nomination Form or e-nomination or subsequent cancellation or variation of nomination shall be registered in the books of the bank, either physically or electronically.
- (14) A nomination or cancellation of nomination or variation of nomination shall not cease to be in force merely by reason of the renewal of the deposit.
- (15) If an individual, or a group of individuals, as the case may be, who has made a nomination in respect of a deposit, desires to have that nomination extended to his or their other accounts in the same bank, a request may be made to the said effect to the bank, and once accepted by the bank, it shall be treated as if a separate nomination has been made for each of those accounts.
- (16) If, by mistake or otherwise, a nomination is made in the Nomination Form in favour of more than four individuals, the names of the first four individuals appearing in the order, shall be recognized.

1.4 Rules for Nomination in respect of articles in safe custody. —

- (1) The nomination to be made by an individual in respect of articles left in safe custody with a banking company shall be in favour of one or more individuals not exceeding four, successively.
- (2) Sub-rules (2) to (16) of rule 1.3 shall apply mutatis mutandis to nominations in respect of articles kept in safe custody.

1.5 Rules for Nomination in respect of safe deposit lockers. —

- (1) The nomination to be made by an individual or as the case may be, all the individuals together, who hire a locker whether such locker is located in the safe deposit vault of bank or elsewhere, shall be in favour of one or more individuals not exceeding four, successively.
- (2) Sub-rules (2) to (16) of rule 1.3 shall apply mutatis mutandis to nominations in respect of lockers

1.6 Option to the customers not to make a nomination

- (1) At the time of account opening, bank shall explicitly inform the prospective customer of the availability and purpose of the nomination facility and offer him/her the option to avail the same. The bank shall also clearly explain to the prospective customer the advantages of the nomination facility, including but not limited to simplification of the claim process in the event of the account holder's demise and facilitation of smooth and prompt transfer of funds to the nominee without legal complications.
- (2) If the prospective customer chooses not to avail the nomination facility despite being fully informed, the bank shall proceed to open the deposit account without imposing any restrictions, if otherwise found eligible, after obtaining a written declaration from the individual confirming that he/ she does not require the nomination facility at the time of account opening. If he/she refuses to provide the written declaration, the bank shall record the fact of refusal to submit written confirmation in the account opening records. The branch must invariably retain the customer's written signed declaration as per annexure –III (Declaration for Not Opting for Nomination Facility) by annexing it with the account opening form as a record of opting out of the nomination facility.
- (3) Under no circumstances shall a prospective customer be denied or delayed in opening an account solely on the ground of refusal to make a nomination, provided all other requirements for account opening are satisfactorily met.
- (4) **The application Form for Nomination / Cancellation of Nomination / Variation of Nomination in respect of Bank Deposits, Articles in Safe Custody, and Safe Deposit Lockers is to be taken from customer/s as specified in Anex- I**

1.7 Incidental Matters

- (1) In case of simultaneous nomination, if any nominee dies prior to receiving the deposit from the bank, the nomination in respect of such nominee alone shall become ineffective. Accordingly, bank shall settle the claims of the amount of deposit made in favour of such nominee in accordance with provisions applicable for accounts without nominee clause as contained in Reserve Bank of India (Settlement of Claims in respect of Deceased Customers of Banks) Directions, 2025 as amended from time to time.
- (2) Bank cannot claim a valid discharge under the provisions of the Act if payments are made to individuals based on nomination made under any other law for specified purposes.
- (3) Bank needs to register in its books the registration, cancellation and variation of the nomination, as per the request of the customers.

- (4) Bank should acknowledge the receipt of the duly completed forms of registration, cancellation and/ or variation of the nomination.
- (5) Bank should verify and ensure that the nomination(s) made by its customers are in accordance with relevant provisions of the Act and the Rules before providing acknowledgement to them.
- (6) Such acknowledgement shall be given to the customers within three working days of receiving the forms of registration, cancellation and/ or variation of nomination, irrespective of whether the same is asked for by the customers.
- (7) Where a nomination request is found not to be in conformity with the provisions of the Act or the Rules and is consequently rejected, the bank should inform the customer in writing, clearly indicating the reasons for such rejection, within three working days of the receipt of the request form.

1.8 Details of nomination and name of nominee in Passbook/ Statement of Account and Term Deposit Receipt (TDR)

- (1) Bank will record the status regarding registration of nomination on the face of the passbook/ Statement of Account and TDR, with the legend "Nomination Registered".
- (2) Bank will also indicate the name of the Nominee(s) in the Passbook/ Statement of Accounts and TDR in such cases.

1.9 Customer guidance and publicity of benefits of nomination

- (1) Bank will continue to give wide publicity and provide guidance to deposit account holders, locker hirers and depositors of articles in safe custody on the benefits of the nomination facility. This may include printing compatible messages on cheque book, passbook and other literature reaching the customers as well as launching periodical awareness drives.
- (2) Bank will ensure that the form for opening deposit accounts, hiring safe deposit lockers and depositing articles in safe custody contains space for getting the details of nomination, which also serves the purpose of educating the customers about availability of such facility.

CHAPTER II - Settlement of Claims in Deposit Accounts of Deceased Depositor Accounts with nominee(s)/ survivorship clause

2.1 A deposit account where a depositor had made nomination in terms of the provisions of the Banking Regulation Act, 1949 or where the account was opened with survivorship clause, the payment of the outstanding balance upon the death of the depositor(s) to the nominee(s)/ survivor(s) shall be considered a valid discharge of a bank's liability, provided:

- (i) the bank has exercised due care and caution in establishing the identity of the nominee(s)/ survivor(s) and the deceased status of the account holder(s) by obtaining appropriate documentary evidence (physical or equivalent e document);
- (ii) there is no order from the competent court in the knowledge of the bank, as on the date of settlement/ payment, restraining the nominee(s)/ survivor(s) from receiving or the bank from making the payment from the account of the deceased depositor(s); and
- (iii) it has been made clear in writing to the nominee(s)/ survivor(s) that they would be receiving the payment from the bank as a trustee of the legal heirs of the deceased depositor(s), i.e., such payment to them shall not affect the right or claim which any person may have against the nominee(s)/ survivor(s) to the extent of the payment made to them.

In the case of a joint deposit account with or without survivorship clause, the nominee's right arises only after the death of all the depositors.

2.2 Payment made to the nominee(s)/ survivor(s), subject to the foregoing conditions, shall constitute a full and valid discharge of a bank's liability. Therefore, in such cases, while making payment to the nominee(s)/ survivor(s) of the deceased depositor(s), the bank shall not insist on production of legal documents such as Succession Certificate, Letter of Administration, Probate of Will, etc., or seek any bond of indemnity/ surety from the nominee(s)/ survivor(s)/ third-party, irrespective of the amount standing to the credit of the deceased account holder(s). The bank shall require submission of the following documents in such cases:

- (i) Claim form, **as given in Annex I-A**, duly signed by the nominee(s)/ survivor(s);
- (ii) Death certificate of the deceased depositor(s); and
- (iii) Officially Valid Document of the nominee/ survivor towards verifying her/ his identity and address.

CHAPTER III- Settlement of Claims in Deposit Accounts of Deceased Depositor Accounts without nominee(s)/ survivorship clause

3.1 Simplified Procedure for settlement of claims

Keeping in view the imperative need to avoid inconvenience and undue hardship to the legal heir(s)/ claimant(s), bank follow a simplified procedure for settlement of claims in respect of deposit accounts where the aggregate amount payable, including accrued interest, as on the date of the application is less than the **threshold limit**, provided :

- (i) a deceased depositor(s) had not made any nomination or in case of a joint account, the account was without nominee/ survivorship clause,
- (ii) there is no Will left behind by the deceased depositor(s),
- (iii) there is no contesting claim, and
- (iv) there is no order from a competent court in the knowledge of the bank, restraining the claimant(s) from receiving nor the bank from making the payment.

The threshold limit, for expeditious settlement of claims without Nomination/Survivor clause, is Rs.15,00,000/-

(a) Claim amount up to the threshold limit

The bank shall settle the claim up to the threshold limit based on

- (i) Claim form, as given in **Annex I-B**, duly filled in and signed by the claimant(s) other than those who have signed the letter of disclaimer/ no objection;
- (ii) Death certificate of the deceased depositor(s);
- (iii) Officially Valid Document of the claimant(s) towards verifying his/ her identity and address;
- (iv) Bond of indemnity, as given in **Annex I-C**, signed by the claimant(s);
- (v) Letter of disclaimer/ no objection, as given in **Annex I-D**, from non-claimant legal heir(s), if applicable; and
- (vi) Legal Heir Certificate issued by a competent authority;

OR

Declaration, as given in **Annex I-E**, regarding the legal heir(s) of the deceased depositor(s) by an independent person who is well known to the family of the deceased, is not a party to the claim and is acceptable to the bank.

No bond of surety from a third-party shall be obtained in case of claims up to the threshold limit.

(b) Claim amount above the threshold limit

In cases where claim amount is above the threshold limit, the bank shall settle the claim based on

- (i) Succession Certificate and documents mentioned at clauses 3.1 (a) (i) to (iii) above;

OR

- (ii) Legal Heir Certificate issued by a competent authority; or
Affidavit, as given in **Annex I-E**, sworn before a Notary Public/ Judge/ Judicial Magistrate regarding the legal heir(s) of the deceased depositor, by an independent person who is well known to the family of the deceased, is not a party to the claim and is acceptable to the bank.

In such cases, the bank shall call for the documents at clauses 3.1 (a) (i) to (v) above. The bank may also call for a bond of surety, as given in **Annex IC**, from third-party individuals (which may include non-claimant legal heir(s)) who are acceptable to the bank and good for the claim amount.

3.2 Settlement of Claims not falling under the Simplified Procedure

(a) Claims involving 'Will' without any dispute

The bank shall settle claims involving 'Will' left behind by a deceased depositor on the basis of Probate of Will/ Letter of Administration, as applicable, in addition to documents mentioned at clauses 3.1 (a) (i) to (iii) above. In cases where a person other than a legal heir is named as a beneficiary in the Will, applicable documents shall also be obtained from her/ him.

However, the bank is free to exercise discretion and act as per 'Will' of the deceased without requiring production of the probate of such Will, provided the same is not inconsistent with applicable laws, there is no dispute regarding the Will amongst the legal heir(s) and/ or beneficiaries named in the Will and the bank is otherwise satisfied as to the genuineness of the Will. In such cases, the bank shall additionally call for the documents mentioned at clauses 3.1 (a) (iv) and (v) above.

(b) Cases involving contesting claims/ dispute

In case of contesting claims or dispute amongst the legal heir(s) and/ or the beneficiaries named in the Will of the deceased depositor, the bank shall settle claims on the basis of Probate of Will or Letter of Administration or Succession Certificate or Court order/ decree, as applicable, and the documents mentioned at clauses 3.1(a)(i) to (iii) above. Further, where there is an order from a Court restraining the bank from making the payment, the claim shall not be entertained during the period such restraining order is in force. The settlement of claim shall be considered based on subsequent Court order to that effect.

(c) No bond of surety shall be insisted from a third party in cases falling under either paragraph 3.2 (a) or 3.2 (b).

3.3 Treatment of credits in the name of a deceased depositor post settlement

Post settlement of the deposit account(s), in case any credit is received in the name of a deceased depositor, the bank will return the same to the remitter with the remark 'Account holder deceased' and intimate the nominee(s)/ survivor(s)/ legal heir(s).

3.4 Premature termination of term deposit accounts in case of depositor's death

(a) In the event of death of the depositor, premature termination of term deposits would be allowed without any penal charge, even if the deposit is within the lock-in period.

(b) Premature termination of term deposits opened jointly, with or without survivorship clause, shall require the consent of the surviving depositors and the legal heir(s) of the deceased joint holder, in case of death of one of the depositors. However, in case of joint accounts with survivorship clause, if a specific mandate is furnished by all the depositors jointly to the bank, either at the time of placing the term deposit or anytime subsequently during the tenure of the deposit, then premature withdrawal option shall be allowed to the survivors on the death of any of the depositors, without seeking the concurrence of the legal heir(s) of the deceased joint deposit holder.

3.5 Settlement of claims in respect of missing persons

- (a) The nominee(s)/ legal heir(s) of a missing person shall be required to get an order from the competent court under the provisions of Sections 110 or 111 of the Bharatiya Sakshya Adhiniyam, 2023. The claim in respect of such missing person shall be settled as per the procedure applicable for settlement of claims in respect of a deceased customer. In such cases, a copy of the court order declaring the civil death of the account holder shall be obtained in lieu of the death certificate.
- (b) Obtaining Court order regarding presumption of death is time consuming & costly for a customer. As per RBI directives, Banks are required to set the simplified procedure for settlement of claims received from nominee/legal heirs of missing person so as to avoid inconvenience and undue hardship to the common person by way of fixing of a threshold limit based on the aggregate amount payable, including accrued interest, as on the date of the application.
- (c) **Settlement of Claims in respect of missing persons within the threshold limit:** Where the claim amount involved is up to ₹1 lakh, Branches, in addition to the documents stipulated for Settlement of Death Claims up to threshold limit, are advised to follow the following procedure :
- i. Claimant should lodge a FIR in respect of missing person
 - ii. Copy of FIR from the concerned police authorities
 - iii. Non-traceability report from the concerned police authorities where FIR was filed and submit the same along with the claim form in lieu of death certificate.
- OR
- An order from a competent court declaring the civil death of the account holder for settling the claim.
- (d) **Settlement of Claims in respect of missing persons above the threshold limit:** In respect of claims of deceased depositors above the threshold limit i.e. Rs ₹ 100,000/-, in addition to the documents stipulated for Settlement of Death Claims at Para 3.5(c), a copy of an order from the competent court under the provisions of Sections 110 or 111 of the Bharatiya Sakshya Adhiniyam, 2023 in lieu of death certificate has to be produced by the claimants /nominee/legal heirs, so as to settle the claims to the nominee/legal heirs/survivor(s).

Chapter IV -Settlement of Claims in Safe Deposit Locker and Articles in Safe Custody by Deceased Customer

4.1. Claims with Nominee(s)/ Survivor(s)

- (a) If a sole locker hirer nominates an individual(s) to receive the contents in the locker in case of her/ his death, the bank shall give access of the locker to such nominee(s) with liberty to remove the contents of the locker.
- (b) in case the locker was hired jointly with the instructions to operate it under joint signatures, and the locker hirers nominate any other individual(s), in the event of death of any of the locker hirers, the bank shall give access of the locker and the liberty to remove the contents jointly to the nominee(s) and the survivor(s).
- (c) In case the locker was hired jointly with survivorship clause and the hirers instructed that the access of the locker should be given to "either or survivor", "anyone or survivor" or "former or survivor" or according to any other survivorship clause permissible under the provisions of the Banking Regulation Act, 1949, the bank shall follow the mandate in the event of death of one or more of the joint locker hirers.
- (d) In case of a minor nominee, the bank shall ensure that, the contents of locker, when sought to be removed on behalf of the minor nominee, are handed over to the guardian whose details have been provided in the nomination form. If the details of the guardian have not been provided in the nomination form, the bank shall hand over the contents of the locker to a person who is, in law, competent to receive the contents of safe deposit locker on behalf of such minor.
- (e) The following documents shall be obtained by a bank for processing the claim in cases falling under paragraphs 4.1 (a) and 4.1 (b) above:
 - I. Claim form, as given in **Annex I-A**, duly signed by the nominee(s)/ survivor(s);
 - II. Death certificate of the safe deposit locker hirer(s); and
 - III. Officially Valid Document of the nominee/ survivor towards verifying her/ his identity and address.
- (f) A bank shall, however, ensure the following before giving access to the contents to the nominee(s)/ survivor(s):
 - I. Exercise due care and caution in establishing the identity of the nominee(s)/ survivor(s) and deceased status of the locker hirer(s) by obtaining appropriate documentary evidence (physical or equivalent e document);
 - II. There is no order or direction as on date from a Court/ Forum in the knowledge of the bank, restraining the nominee(s)/ survivor(s) from having access or the bank from giving access to the locker of the deceased hirer(s) and liberty to remove the contents of such locker; and
 - III. Make it clear to the nominee(s)/ survivor(s) that access and liberty to remove the contents of the locker is given to them only as a trustee of the legal heir(s) of the deceased locker hirer(s), i.e., such access and liberty to remove the contents given to them shall not affect the right or claim which any person may have against the nominee(s)/ survivor(s) to whom the access is given.

- (g) After receipt of the documents mentioned at paragraph 4.1 (e) above and being satisfied to the genuineness of the claim, the bank shall correspond with the nominee(s)/ survivor(s) in writing and fix a date and time for making an inventory of the contents of the safe deposit locker. The same shall be undertaken in the presence of the nominee(s) and/or survivor(s) and/ or their authorised representatives, two independent witnesses (should not be employee or ex-employee of the bank), the safe deposit vault custodian and another employee of the bank not associated with locker operations, and recorded as per the inventory form given in **Annex I-F**.
- (h) The bank shall then hand over the possession of the contents of the locker to the nominee(s)/ survivor(s)/ the person competent to receive the contents on behalf of the minor, as the case may be, and obtain an acknowledgment, as given in **Annex I-F**, that all the contents in the locker of the deceased hirer(s) have been removed and the locker is empty, and they have no objection to allotment of the locker to any other locker hirer as per norms of the bank.
- (i) Production of legal documents, viz., Succession Certificate, Letter of Administration, Probate of Will, etc., or Bond of indemnity from the nominee(s)/ survivor(s) shall not be required unless there is any discrepancy in nomination.
- (j) Procedure, as prescribed in paragraphs 4.1 (a) to 4.1 (i) above, shall be followed *mutatis mutandis* for return of articles kept by the deceased customer in the safe custody of the bank. However, inventory form given in **Annex I-G** shall be used in such cases.

4.2 Cases without nominee/ survivorship clause

4.2.1 Settlement of claims falling under the simplified procedure

- (a) Keeping in view the imperative need to avoid inconvenience and undue hardship to the legal heir(s)/ claimant(s), the bank shall adopt a simplified procedure for settlement of claims in safe deposit lockers *provided* there is no dispute amongst the legal heir(s)/ claimant(s) and
- (i) the deceased locker hirer(s) had not made any nomination, or
 - (ii) the joint hirers had not given any mandate that the access may be given to one or more of the survivors by a clear survivorship clause, or
 - (iii) there is no 'Will' left behind by the deceased locker hirer.
- (b) In cases falling under the simplified procedure, the bank shall obtain the following documents to settle the claim without obtaining any legal documents such as Succession Certificate, Letter of Administration, Court order, etc.
- (i) Claim form, as given in **Annex I-B**, duly filled and signed by the claimant legal heir(s);
 - (ii) Death certificate of the safe deposit locker hirer(s);
 - (iii) Officially Valid Document of the claimant(s) towards verifying her/ his identity and address;
 - (iv) Letter of disclaimer/ no objection, as given in **Annex I-D**, from non-claimant legal heir(s), if applicable; and
 - (v) Legal Heir Certificate issued by a competent authority or Affidavit, as given in **Annex I-E**, sworn before a Notary Public/ Judge/ Judicial Magistrate regarding the legal heir(s) of the deceased locker hirer(s) by an independent person who is well known to the family of the deceased, is not a party to the claim and is acceptable to the bank.

4.2.2 Settlement of Claims not falling under the Simplified Procedure

(a) Claims involving 'Will' without any dispute

The bank shall settle claims involving 'Will' left behind by a deceased safe deposit locker hirer on the basis of Probate of Will/ Letter of Administration, as applicable, in addition to documents mentioned at clauses 4.2.1 (b)(i) to (iii) above. In cases where a person other than a legal heir is named as a beneficiary in the Will, applicable documents shall also be obtained from her/ him.

However, the bank may exercise discretion and act as per 'Will' of the deceased without requiring production of the probate of such Will, provided the same is not inconsistent with applicable laws, there is no dispute regarding the Will amongst the legal heir(s) and/ or beneficiaries named in the Will and the bank is otherwise satisfied as to the genuineness of the Will. In such cases, the bank shall additionally call for the documents mentioned at clauses 4.2.1 (b)(iv) and (v) above.

(b) Cases involving contesting claims/ dispute

Cases involving dispute amongst the legal heir(s) and/ or beneficiaries named in the Will, as applicable, shall be settled based on Probate of Will or Succession Certificate or Letter of Administration or Court order/ decree, as the case may be, and the documents mentioned at clauses 4.2.1 (b) (i) to (iii) above.

4.2.3. Procedure for taking inventory of contents of safe deposit locker

After receipt of the required documents in claims falling under categories at paragraphs 4.2.1 and 4.2.2 above and being satisfied to the genuineness of the claim, the bank shall correspond with the claimant(s) in writing and fix a date and time for making an inventory of the contents of the safe deposit locker, as given in form prescribed in **Annex I-F**, in the presence of all claimant(s) or their duly authorised representatives, two independent witnesses (should not be employee or ex-employee of the bank), the safe deposit vault custodian and another employee of the bank not associated with locker operations. Valuation of the contents of the safe deposit locker shall be carried out by an independent valuer and recorded in the Bond of Indemnity as given in **Annex I-H**. The claimant(s) or their duly authorised representative(s) may remove the contents of the locker subsequent to submission of the Bond of Indemnity. Bond of Indemnity shall not be required to be given in cases of claims settled on the basis of legal documents such as Probate of Will or Succession Certificate or Letter of Administration or Court order/ decree, etc.

4.2.4 Procedure, as prescribed in paragraphs 4.2.1 to 4.2.3 above, shall be followed *mutatis mutandis* for return of articles kept by the deceased customer in the safe custody of the bank. However, inventory form given in **Annex I-G** shall be used in such cases.

CHAPTER V - Delegated powers for approval of settlement of death claims in respect of deposit accounts/ Safe Deposit Locker / Articles in Safe Custody

5.1 DELEGATION OF POWERS * With a view to settle the claims speedily, the following powers are delegated for settlement of death claims in respect of deposit accounts/ Safe Deposit Locker / Articles in Safe Custody

5.1.1	Settlement of deceased claim	
	Authority	Amount in Rs.**
	BM (Scale-II)	15,00,000/-
	BM (Scale-III)	
	BM (Scale-IV)	
	Regional Head (V/VI) & respective AGM's/DGM's heading branch	Full Powers

5.1.2	Settlement of claim of Missing Person	
	Authority	Amount in Rs.
	BM (Scale-II)	1,00,000
	BM (Scale-III)	2,00,000
	BM (Scale-IV)	3,00,000
	Regional Head (V/VI) & respective AGM's/DGM's heading branches	Full Powers

* In case of nomination claim submitted by nominee wherever nomination is available or in cases where Probate of Will or Letter of Administration or Succession Certificate issued by the competent court or Court order/ decree is submitted by the claimant , Branch head can settle the claim irrespective of the amount by following the procedure narrated in chapter 3 of the policy.

** Value of total deposit along with interest as on receipt of complete documents from claimant/s in case of deposit /Valuation of the contents in case of the safe deposit locker /Articles in Safe Custody

Chapter VI. Operational and Compensation related aspects

6.1 Standardisation of procedure for submission of claims

- (a) A bank shall use the standardised forms for receiving the claims and other documents as per the formats provided in **Annex I-A to I-H**.
- (b) The standardised forms and other documents required for settlement of claims with respect to the deposit accounts/ safe deposit locker/ articles in safe custody kept by a deceased customer shall be made available in all the branches as well as on the bank's website for the convenience of the claimant(s). Further, the bank shall also display on its website, the list of documents to be submitted by a claimant and the procedure to be followed for settlement of claims in various scenarios.
- (c) A claimant shall be allowed to lodge the claim at any of the branches against acknowledgment. In case all required documents for processing of the claim have been submitted by the claimant, the bank shall also issue a confirmation in this regard. However, in case of any pending or incomplete/ incorrect documents, the bank shall intimate the claimant about the list of such documents while acknowledging the receipt of claim. On subsequent submission of all the required documents, the bank shall issue a confirmation to the claimant that all required documents have been received for processing of the claim.
- (d) The bank may provide the facility for online lodgement of such claims. Upon a claimant uploading the claim form along with the required documents, the bank shall send acknowledgement/ confirmation through appropriate channels and also make available the provision for online tracking of the status of the claim. In such cases, if the bank requires the claimant to produce original documents for submission/ verification, the same shall be allowed to be done at any of its branches

Our Bank has developed an **in-house online portal** to facilitate nominees/claimants for settlement of deceased claims. The portal can be accessed through the Bank's website by navigating to:
URL: [<https://www.centralbankofindia.bank.in/en>] → Other Services and Information → Deceased Claim Settlement Portal → Submit/Track Intimation of Deceased Claim**

Customer Module

- I. The nominee can lodge a deceased claim online by selecting "**New Claim**" or track an existing claim through "**Track Claim**" using the claim reference number.
- II. For a new claim, mobile authentication is required through OTP, after which a **claim registration number** is generated and status is updated as "*Claim registration started.*"
- III. The claimant must enter all required details and upload necessary documents to submit the claim successfully.
- IV. After online registration, the **claimant must visit the concerned branch with all the original documents** for verification and further processing.
- V. The claimant can track the claim status at any stage through the portal.

Branch Module

- I. Branch users can access claims through <https://dcsdclaimbr.centralbank.co.in/>.
- II. The branch maker can view pending claims, verify the details and documents, and if documents are incomplete or not acceptable, initiate **SMS/Email** communication to the claimant for rectification.
- III. Upon the claimant's visit with all **original documents**, the maker verifies them and, if found complete and in order, forwards the claim to the **Branch Checker (Branch Manager)** through the portal.

- IV. The checker has three options: **Approve**, **Reject**, or **Push Back** to the maker for correction.
- V. Approved claims are automatically updated in the system with the status “*Claim Approved.*”
- VI. Claims pending with the Branch Checker for more than **15 days** after submission by the maker are automatically flagged to the **Regional Head (RH)** as “*Claims that crossed TAT.*”

This portal enables **end-to-end digital claim initiation, document verification, tracking, and timely settlement** of deceased claims, ensuring greater transparency and operational efficiency.

6.2. Time limit for settlement of claims

- (a) A bank shall settle a claim in respect of deposit accounts of a deceased customer within a period not exceeding **15 calendar days** from the date of receipt of all the required documents associated with the claim.
- (b) In case of safe deposit locker/ articles in safe custody, the bank shall, within 15 calendar days of receipt of all the required documents, process the claim and communicate with the claimant(s) for fixing the date for making inventory of the locker/ articles in safe custody.

6.3 Compensation for delay in settlement of claims

- (a) If any deposit related claim is not settled within the timeframe stipulated at paragraph **6.2 (a)** above, then the bank shall communicate the reasons for such delay to the claimant(s). Further, in cases of delay attributable to the bank, compensation shall be paid by the bank in the form of interest, at a rate not less than the prevailing Bank Rate + 4% per annum, on the settlement amount due for the period of delay. The reference date for reckoning the amount due and the prevailing Bank Rate shall be the date of receipt of all required documents from the claimant.
- (b) For claims related to safe deposit locker/ articles in safe custody, the bank shall be required to pay compensation to the claimant(s) at the rate of ₹5,000 for each day of delay, in cases where it doesn't adhere to the timeline prescribed in paragraph **6.2 (b)** above.

Chapter VII Miscellaneous

7.1. Settlement of claims in respect of deposit accounts of a sole proprietary concern

Nomination facility is also available in respect of deposits held in the name of a sole proprietary concern. Accordingly, a bank shall follow the procedure for settlement of claims in respect of such accounts as has been prescribed above for the accounts with/ without nominee/ survivorship clause, as applicable.

7.2 Additional guidelines for Non-Resident Depositor / Claimant

(A) Modes for Certification of 'proof of death' document issued outside India

In cases involving death of a customer outside India, 'proof of death' document is issued by an authority outside the country. In such cases, a bank shall accept the original certified copy of the document issued for 'proof of death', certified in the country of its issuance in any one of the following modes:

- i. authorised officials of overseas branches of Scheduled Commercial Banks registered in India; or
- ii. branches of overseas banks with whom Indian banks have correspondent banking relationships; or
- iii. a Court Magistrate or Judge or Notary Public; or
- iv. consularised by Indian Embassy/ Consulate General in the country of issuance; or
- v. apostilled. *'Apostille' refers to a certificate that authenticates the origin of a public document (e.g., a birth, marriage or death certificate, a judgment, an extract of a register or a notarial attestation). Apostilles can only be issued for documents issued in one country party to the Hague Apostille Convention of 1961 and that are to be used in another country which is also a party to the Convention. In India, such attestations are done by Ministry of External Affairs.*

A death certificate accompanied by any of the following document as corroboratory evidence, confirming incidence of death shall be accepted as such:

- i. Evidence of settlement of an insurance claim at foreign centre on account of death of the account holder.
- ii. Evidence of settlement of proceeds of bank accounts at foreign centre on account of death of the account holder.
- iii. Evidence of settlement of terminal benefits by the employer at foreign centre on account of death of the account holder. However, the employer would have to be a government/multilateral organization only.
- iv. Evidence of death as provided by a hospital or local police authorities at the foreign centre. However, it may be ensured that any of these documents are issued from the same country as the death certificate.

(B) In case Claimants (NRIs or Foreign Nationals) stay abroad and it is not possible for them to come to India for completion of formalities –

- i. Execute the documents abroad in the presence of officials of Bank's foreign offices.
- ii. Execute the documents in the presence of Indian Embassy officials. The said document shall be submitted to the Stamp authorities for payment of stamp duty after it reaches India.
- iii. The claimant can appoint his attorney for obtaining proper legal representation and obtain payment against affidavit, indemnity, surety etc. The procedure for the same is that the claimant should execute valid Power of Attorney (POA) which is attested by the Indian Embassy officials.

- (C) The assets of deceased NRI account holder should be settled to the legal heirs as per the Personal Law of succession (Hindu, Muslim, Christian or any other community) applicable to the depositor. This is irrespective of whether the claimants happen to be a resident Indian, NRI, PIO or a foreign national. (However, if any court order/legal representation is obtained, the proceeds should be settled as ordered by Court. In the case of a foreign court order, ancillary orders/resealing should be obtained from Indian Court u/s 228 of the Indian Succession Act.)
- (D) Foreign nationals cannot be accepted as sureties while obtaining Letter of Indemnity as he/ she will not be governed by Indian law.
- (E) In case of legal representation –
- i. Will probated by Indian Court- Same as in resident case.
 - ii. Will probated by Foreign Court- properly authenticated copy of the will issued by Foreign Court is to be produced in the Courts of India who can then grant Letters of Administration.
 - iii. Succession Certificate / Certificate of inheritance / Letter of Administration by Indian Court- No additional due diligence except for KYC/proper identification of beneficiaries.
 - iv. Succession Certificate/ Certificate of inheritance / Letter of Administration by Foreign Court –
 - a) If issued by a Superior Court of a Reciprocating Territory (as notified by Central Govt in Official Gazette) Claimants to obtain a grant from competent District Court in India for executing the certificate.
 - b) In case, where such certificate is not issued by a Superior Court of Reciprocating Territory, Claimant may be advised to file an application before appropriate District Court in India for issuing a separate Certificate (afresh) by producing the Certificate issued by the Foreign Court.
 - v. If Succession Certificate does not mention the Bank account for which claim is being made- It will be treated as claim without legal representation and to be acted upon accordingly.
- (F) **The following points to be noted additionally in case of death claim settlement of a NRI customer holding NRE/FCNR/NRO accounts.**
- i. Repatriation of NRE/FCNR funds to non-resident nominee - Authorized dealers/Authorized banks may allow remittance of funds lying in the NRE/FCNR account of the deceased account holder to his non-resident nominee OR can be credited to NRI nominee's NRE/FCNR account
 - ii. Payment of NRO funds to Non-resident Nominee - The amount due/ payable to nonresident/NRO Account nominee from the account of a deceased account holder, shall be credited to NRO account of the nominee with an Authorized dealer/Authorized bank in India.
 - iii. Remittances abroad by Resident nominee - If nominee is resident Indian and if he wishes to remit death claim proceeds outside India for meeting the liabilities, if any, of the deceased account holder or for similar other purposes, he should obtain the permission of Reserve Bank of India.

7.3 Customer Awareness and Publicity

- (a) The bank shall continue to spread awareness among its customers about the benefits of the nomination facility/ survivorship clause and give wide publicity to these facilities along with the procedure for settlement of claims.

7.4 Payment of interest in case of term deposit accounts of deceased depositor (s)

- (a) In the event of the death of the depositor before the date of maturity of the deposit and the amount of the deposit is claimed after the date of maturity, the branch shall pay interest at the contracted rate till the date of maturity. From the date of maturity till the date of payment, the bank shall pay simple interest at the applicable rate operative on the date of maturity for the period for which the deposit remained with the bank beyond the date of maturity.
- (b) If the amount of deposit is claimed before the date of maturity, interest at the rate applicable to the period for which the deposit has remained with the bank will be paid without any penalty.
- (c) In the case of death of the depositor after the date of maturity of deposit, the bank shall pay interest at savings rate operative on the date of maturity, from the date of maturity till the date of payment.
- (d) As per the Policy on Bank Deposit no interest shall be paid on deposits held in current Accounts provided that balance lying in current accounts standing in the name of a deceased individual or sole proprietorship concern shall attract interest from the date of death of the depositor till the date of payment to the claimant/s at the rate of interest applicable to savings deposit as on date of payment.

7.5 Splitting of Term Deposit

If, on request from the claimant/s, the bank agrees to split the amount of term deposit and issues two or more receipts individually in the names of the claimant/s, it shall not be construed as premature withdrawal of the term deposit, provided the period and aggregate amount of the deposit do not undergo any change.

7.6 Treatment of flows in the name of the deceased depositor

In order to avoid hardship to the survivor (s)/ nominee of a deposit account, Branches may obtain appropriate agreement/authorization from the survivor (s) / nominee with regard to the treatment of pipeline flows in the name of the deceased account holder. In this regard, Branches could consider adopting either of the following two approaches:

- (a) The bank could be authorized by the survivor (s) / nominee of a deceased account holder to open an account styled as 'Estate of Shri __, the Deceased' where all the pipeline flows in the name of the deceased account holder could be allowed to be credited, provided no withdrawals are made.
- (b) The bank could be authorized by the survivor (s) / nominee to return the pipeline flows to the remitter with the remark "Account holder deceased" and to intimate the survivor (s)/ nominee accordingly. The survivor (s)/nominee/legal heir (s) could then approach the remitter to effect payment through a negotiable instrument or through ECS transfer in the name of the appropriate beneficiary.

7.7 Check Point for settlement of claims in deceased depositors' Accounts

- (a) Branch should exercise due care and caution in ascertaining the identity of the legal heir (s)/nominee(s) and the fact of death of the account holder, through appropriate documentary evidence. If necessary, any official of the Branch shall visit the place of the depositors to enquire about the genuineness of such claims.
- (b) It should be made clear to the survivor(s)/nominee(s) that he/they would be receiving payment from the bank as a trustee of the legal heirs of the deceased depositor, i.e. such payment to him/them shall not affect the right or claim which any person may have against the survivor (s) / nominee (s) to whom the payment is made.
- (c) It may be noted that irrespective of the amount of payment made to the survivor (s) / nominee (s), subject to the foregoing conditions, would constitute a full discharge of the bank's liability. Insistence on production of legal representation is superfluous and unwarranted and it would only serve to cause avoidable inconvenience to the survivor (s) / nominee (s). In such case, therefore, while making payment to the survivor (s) / nominee (s) of the deceased depositor, the branch should not insist on production of succession certificate, letter of administration or

probate, etc. or obtain any bond of indemnity or surety from the survivor (s)/ nominee (s) standing to the credit of the deceased account holder.

7.8 Customer Service-Related Issues

To reduce instances of customer complaints and ensure quick settlement of death claims, the following guidelines should be kept in mind:

- (a) The first and foremost requirement is to maintain a positive and helpful attitude while attending to any legal heirs who approach the branch for settlement of death claims. This is a crucial opportunity to create a lasting positive image of the Bank and its officials by demonstrating empathy and support during a time of great difficulty. Before responding to any queries regarding a death case, the amount/value of settlement in all accounts of the deceased should first be ascertained.
- (b) Depending on the amount involved, the documents required and the delegated authority for the claim—as per extant guidelines—should be clearly communicated to the legal heirs during their first visit or interaction with the branch. The entire procedure should be explained properly, and all required document formats should be handed over in one go.
- (c) Upon submission of the claim form along with relevant documents (with due acknowledgment), the claim should be processed on a priority basis. If the claim amount exceeds the delegation of the Branch Head, the proposal should be submitted urgently to the higher office, and proper follow-up must be ensured. Further, the beneficiary should be informed of the claim status in case of any procedural delay to avoid unnecessary anxiety.
- (d) Proper record-keeping of all documents is of utmost importance to prevent delays, especially in cases of change in branch officials.

7.9 Branches are required to submit the statement of death claim at quarterly intervals in March/June/September/December to their Regional Offices within 10 days of the quarterly closing in the format given in Annexure V The Regional Office should submit the consolidated statement in the same format to Zonal office which in turn submit zone wise consolidated statement to Central Office by 15th of the month following the end of the relevant quarter.

7.10 Record Keeping

- (a) Branch should maintain a Claim Register in which serial number, date of receipt of death claim, amount, date of settlement and transaction number should be recorded.
- (b) After settlement of the death claim, all claim forms/documents such as heir ship certificate, Indemnity Bond, Affidavit, Declaration, Death Certificate and other Documents along with Account Opening Form to be properly preserved as per Record Retention Policy of the Bank.
- (c) When legal heirs approach for any information for approaching court or for claiming against indemnity bond, such information may be given on production of death certificate and letter requesting for such information and after satisfying about bonafides of legal heirs and preserve the same for future reference.

7.11 Repeal Provisions

With the issuance of this modified policy, the instructions contained in the earlier circulars/guidelines/instructions issued by our Bank and or Reserve Bank, shall stand repealed from the effective date of this policy.

CHAPTER VIII - Provisions of Law regarding Legal heirs

8.1 Hindu

(a) If the deceased is a male Hindu, dying intestate, it must be ascertained whether there are one or more Class – I legal heirs. The following are called

i. **Class – I legal heirs:**

- a. Mother,
- b. Widow,
- c. Son(s),
- d. Daughter(s),
- e. widow of a predeceased son,
- f. Son(s) and Daughter (s) of a predeceased son,
- g. Son(s) and daughter (s) of a predeceased daughter
- h. Son(s) and daughter(s) and widow of a predeceased son of a predeceased son,
- i. Son(s) and daughter(s) of predeceased daughter of predeceased daughter,
- j. Daughter(s) of predeceased son of a predeceased daughter,
- k. Daughter (s) of predeceased daughter of predeceased son.

All Class-I legal heirs take simultaneously to the exclusion of any other legal heir and no one takes precedence over the other.

ii. **Class – II legal heirs** are classified in different Entries and legal heirs belonging to Entry-I will be preferred to the second entry and so on in succession. But there is no preference among these falling in the same entry and they take their share simultaneously

Entry – I Father

Entry – II (a) Son's daughter's son, (b) Son's daughter's daughter
(c) Daughter's daughter's son, (d) Daughter's daughter's daughter (e) brother and sister.

Entry – III Son/daughter of daughter's son and son/daughter of daughter's daughter

Entry – IV Gives son/daughter of brother or sister as the heirs and many more.

(b) In case, the deceased is a married female Hindu, who died intestate, the following are her legal heirs. (a) Sons & daughters (including the children of any predeceased son) & the husband (b) Heirs of husband (c) Mother & Father (d) Heirs of father (e) Heirs of Mother.

(c) If a female Hindu who dies intestate does not have son/daughter, the property inherited from her parents goes to heirs of father whereas if the same is inherited from husband or parents-in-law, heirs of husband will inherit the property.

8.2 Christian

(a) Where the deceased is a Christian, Indian Succession Act governs the intestate succession.

(b) As per the provision of this Act, the widow of the male intestate is entitled to one-third of the property while the remaining two-third goes to lineal descendants (i.e. sons & daughters) in equal shares. If he has none, whole property passes to his widow.

(c) If the male intestate has left no lineal descendant, one half goes to the widow and other half to the kindred (i.e. father, mother, brother, sister)

(d) In case a Christian female dies intestate, husband has the same right.

8.3.Mohammedan

Inheritance in the case of Muslims is governed by the Sunni or Shia law depending upon the sect in which they belong to.

(a) According to Sunni Law the class of heirs are:

- i. Sharers – Heirs by consanguinity
 1. Ascendants : Father, True grandfather, Mother, True Grandmother
 2. Descendants : Daughter, Son's daughter
 3. Collateral : Full/consanguine sister, uterine brother/sister

Heirs by affinity: Husband, wife

But these 12 sharers will inherit fixed shares subject to conditions. A sharer may be excluded by many reasons such as nearer in blood will exclude remote one in one class. Sometimes sharer may be converted as residuary or otherwise one sharer may be partly sharer and partly residuary.

ii. Residuary category:

After fixed share is allotted to the sharers the residue left is devolving upon the residuary:

1. Children male or female of deceased, of son of deceased, of father of deceased, male descendants of true grandfather
2. Son is always residuary. Daughter with son becomes residuary. Among these, descendants exclude all others. Ascendants exclude all others except descendants and descendants of nearer ascendants exclude those in remote.

In each class of residuary nearer blood excludes remote one. Division among these is according to the rule of double share to the male and if only one sex is there, then equally divided.

iii. In the absence of sharers and residuary, estate devolves upon his other blood relations i.e., distant kindred.

(b) According to Shia law the class of heirs are

- | | | |
|---------------------------|------|---|
| i. Heirs by consanguinity | by I | i. Parents |
| | II | ii. Children & descendants |
| | III | i. Grandparents (true / false) |
| | | ii. Brother or sister and descendants |
| | | Paternal or maternal uncle of him or his parents and grandparents |

ii. Heirs by Marriage: Husband, wife

Heirs by consanguinity and heirs by affinity succeed simultaneously. Among heirs by consanguinity, those in class I exclude those in class II. The heirs in two sections of class I succeed together. In each section, nearer in degree exclude the remote. The son always takes as a residuary.

iii. A certificate from Muslim Jama-I-eth in the letterhead signed by the head of the institution to which the deceased was affiliated should be obtained giving details of legal heirs with their age. In case of male deceased, a categorical certificate to the effect that the deceased had not married any woman other than the one named in the list is to be insisted upon.

8.4. Minor's Interest and Guardianship

- (a) Where the legal heir is a minor, his lawful guardian will represent his interest.
- (b) For Hindus and Christians, minor's father is the natural guardian and after him the mother. Regarding the guardianship of a minor (Hindu), it has been decided by the Supreme Court that even mother can be a natural guardian even during the lifetime of father since the welfare of child is of utmost importance.
- (c) For a minor, who is a Muslim father, then person appointed by father's will, then father's father and then person appointed by father's father will be guardian in order.

Annex I

Nomination Form

Form for Nomination / Cancellation of Nomination / Variation of Nomination (In respect of Bank Deposits, Articles in Safe Custody, and Safe Deposit Lockers)

(See Sections 45ZA, 45ZC, and 45ZE read with Section 56 of the Banking Regulation Act, 1949 and Rules 2 to 4 of the Banking Companies (Nomination) Rules, 2025)

Central Bank of India

Branch Name: _____

Customer ID / Account No. / Locker No.: _____

1. Bank Customer details including deposit/article in safe custody/locker: -

(*Nomination form is in respect of bank deposit/article in safe custody/locker)

***Name(s) of Depositor(s) / Individual(s) leaving articles in safe custody / Hirer(s) of locker:**

1. _____
2. _____
3. _____
4. _____

* Account Number/locker Number/Other identification number of bank customer:

* Nature of deposit/nature of articles/nature of locker:

Distinguishing Number:

Additional details, if any: -

*Strike out whatever is not relevant

2. Nomination Details

I/We, the undersigned, hereby nominate the following individual(s) to receive the amount of the deposits(s) or the articles in safe custody or the contents of the locker in respect of the particulars above mentioned in the event of my/our death

Serial Number	Name of Nominee.	&Address.	&Email/Mobile number, if any.	Relationship with bank customer, if any.	Age	Order of priority in case of successive nomination.	#Proportion of amount of deposit in percentage in case of bank deposit
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
1.						First Nominee	
2.						Second Nominee	
3.						Third Nominee	
4.						Fourth Nominee	

#In case of nomination in respect of the article in safe custody or locker, this column is to be deleted. & The bank may allow to modify these details in e-nomination from time to time, if required.

Note:

- (i) Simultaneous nomination refers to nomination of one more nominee but not exceeding four, with defined percentage and total amounting to 100%.
- (ii) Successive nomination refers to nomination in favour of one individual in order of priority and is also limited to four nominees; and the nominee lower in the order shall become effective only after the death of the nominee in the higher order.
- (iii) Column (H) above is not applicable in case of nomination in respect of the articles in safe custody/lockers.
- (iv) In respect of the deposits, out of column (G) and (H), only one column is to be filled.
- (v) Total percentage across all nominees in column (H) must equal 100%.
- (vi) If more than one individual is nominated, the order of priority shall be deemed to be in order in which names appear in column (B)

3. Cancellation of Nomination/Variation of Nomination:

I/We _____, the undersigned, hereby declare that the above nomination is made in supersession of all the previous nominations, if any, made by me/us in respect of the deposit/article in safe custody/locker described above. I/We declare that the above nomination has the effect of cancelling previous nominations in respect of the bank deposit/ article in custody of bank/locker.

4. Guardian Details (If any nominee is a minor)

Serial Number.	Name of Nominee.	Name of Guardian.	Relationship with Nominee.	Address.	Email/Mobile number of guardian, if any.
1.					
2.					

5. Declaration & Signature

I/We declare that the information provided above is true to the best of my/our knowledge and belief. I/We understand that this nomination will supersede any previous nominations for the above-mentioned accounts(s).

Name of Depositor(s)

@Signature/E-authentication date

@ In case of individual who cannot read and /or write, the signature means thumb-impression of such individual, which should be attested by two witnesses.

6. Acknowledgement (For Bank Use Only)

Received Nomination Form from: _____

Customer ID: _____

Date of Receipt: ____ / ____ / ____

Recorded on CBS / Core Banking System: Yes / No

Reference Number: _____

Signature of Bank Official: _____

Name & Designation: _____

Seal & Date: _____

Instructions for Bank Customer:

1. You may nominate **more than one individual**, with clearly defined share percentages.
2. You may appoint successive nominees. In case of successive nomination, nomination shall be effective **only in favour of one individual in order of priority** in which their name appears in above table of nomination details. It may be noted that nomination of any nominee lower in the order of nomination shall become effective only after the death of all the nominees whose names are higher in the order of nomination.
3. Nomination is applicable to **all bank accounts/lockers/articles detailed** above unless otherwise specified.
4. This form or the details in this form, as circumstances may admit, can be submitted electronically where the bank enables **e-nomination**.
5. If deposit is made in the name of minor or article is left in safe custody in the name of minor or locker is solely hired in the name of minor, this nomination form should be signed by an individual lawfully entitled to act on behalf of the minor.

Annex I-A

Application Form for Settlement of Claim in Deposit Accounts/ Release of Contents of Safe Deposit Lockers/ Return of Articles in Safe Custody kept by Deceased Customer (cases with Nomination or Joint Account with survivorship clause)

The Branch Manager
Central Bank of India

Date:

_____ Branch

Madam/ Dear Sir,

Claim as *Nominee/ Survivor for Payment of Balances in the *Deposit Accounts/ Release of Contents of Safe Deposit Lockers/ Return of Articles in Safe Custody kept by Shri/ Smt./ Kum. _____ (Name of *Deceased/ Missing Customer)

I/ We _____ (Nominee(s)/ Survivor(s)) hereby declare that I am/ we are the *Nominee(s)/ Survivor(s)/ appointed as Guardian of a Minor Nominee/ Survivor in the *Deposit Accounts/ Safe Deposit Lockers/ Articles in Safe Custody kept by Shri/ Smt./ Kum.

_____ (Name of Deceased/ Missing Customer) who *expired on _____ / is missing/ not traceable since _____.

2. I/ We furnish below the required information about the deceased customer:

(a) **Date and Place of Death** _____

(b) **Details of Death Certificate No.** _____ dated _____ Authority _____
/ in case of missing customer, a copy of FIR, Non-traceable Certificate, court order declaring civil death as applicable (copy enclosed). (Original to be produced for verification)

(c) **Age** (as on the date of death) : _____ Yrs.

(d) **Marital Status** (as on the date of death) : Married / Unmarried/ Widow(er)

(e) **Address:**

City/ District: _____ **PIN:** _____ **State:** _____ **Country:** _____

3. I/ We, therefore, submit my/ our Claim as Nominee(s)/ Survivor(s)/ Guardian on behalf of Minor Nominee/ Survivor for *payment of the balance with accrued interest in deposit accounts/ release of contents of safe deposit lockers/ return of articles in safe custody kept by deceased customer as per details given below:

a. Deposit Accounts

Sr. No.	Nature of Deposits (SB/ CA/ TD, etc.)	Account No.	Amount	Date of Maturity (in case of TD)
1.				
2.				
3.				
Total				

b. **Safe Deposit Locker No.** _____ **Mode of Holding:** _____

Details of Articles (if known): _____

c. **Safe Custody Article Receipt No.** _____

Details of Articles (if known): _____

4. Details of Nominee(s)/ Survivor(s):

4.1 I/ We request the bank to transfer the balance payable (after making the required adjustments, set-off, if any) in deposit accounts of the deceased to the account(s) given below:

Sr. No.	Detail of nominee(s)/ survivor(s)		Mobile Number	Email Address	Bank Name, Account Type & Number, and IFSC details
	Name	Address			
1					
2					
3					

4.2 I/ We request the bank to *release the contents of safe deposit lockers/ return the articles in safe custody to the following persons:

Sr. No.	Detail of nominee(s)/ survivor(s)		Mobile Number	Email Address
	Name	Address		
1				
2				
3				

4.3 For the minor nominee(s)/ survivor(s), name of such nominee(s)/ survivor(s) and his/ her natural/ legal guardian are given below:

Sr. No.	Name of the Minor Nominee(s)/ Survivor(s)	Date of Birth	Name of the Guardian	Relationship with Minor	Address of the Guardian	Mobile Number and Email address of the Guardian
1						
2						

5. I/ We undertake that

(i) I/ We shall hold/ receive the aforesaid amount/ articles in a fiduciary capacity as a trustee of the rightful beneficiary(ies) and any settlement made to me/ us shall not affect their rights.

(ii) The aforesaid *accounts/ safe deposit locker/ safe custody articles are not the subject matter of any dispute and that there is no Court order restraining me/ us from claiming or the bank from settling the claim in my/ our favour or otherwise.

(iii) I/ We authorise the bank to exercise its right to lien and set-off and accordingly, to deduct the outstanding dues which are payable to the bank in relation to credit facilities availed by the Deceased or any other dues payable to the bank, from the balance held by the Deceased in the aforementioned account(s).

6. I/ We have attached the following documents for the purpose of settlement of my/ our claim:

*Death certificate (of deceased customer)/ First Information Report (FIR) and the non-traceable report issued by police authorities (in case of missing person)

Officially Valid Document¹ in support of the identity and address of the Nominee(s)/ Survivor(s) making the claim.

7. The facts stated above are true and correct to the best of my/ our knowledge and belief.

8. Name and signature of the *nominee(s)/ survivor(s) who will receive the balance payable/ articles in safe deposit locker/ safe custody:

Sr. No.	Name of nominee(s)/ survivor(s)/ Guardian of Minor Nominee	Signature/ Thumb impression ²
1		
2		
3		
4		

Name and address of witness (in case of claimant(s) placing the thumb impression):

¹ "Officially Valid Document" (OVD) means the passport, the driving licence, proof of possession of Aadhaar number, the Voter's Identity Card issued by the Election Commission of India, job card issued by NREGA duly signed by an officer of the State Government and letter issued by the National Population Register containing details of name and address.

² In case a claimant is unable to sign, he/ she may place the thumb impression in the presence of a witness known to the bank.

Signature of witness:

*(Delete whichever is not applicable)

FOR OFFICE USE

Annex I-B

Application Form for Settlement of Claim in Deposit Accounts/ Release of Contents of Safe Deposit Lockers/ Return of Articles in Safe Custody kept by Deceased Customer (cases other than Nomination or Joint Account with survivorship clause)

The Branch Manager
Central Bank of India

Date:

_____ Branch

Madam/ Dear Sir,

Claim for Payment of Balances in the *Deposit Accounts/ Release of Contents of Safe Deposit Locker/ Return of Articles in Safe Custody kept by Shri/ Smt./ Kum. _____ (Name of Deceased/ Missing Customer)

I/ We _____ (Claimant(s)) hereby declare that I am/ we are the claimant(s) in the *Deposit Accounts/ Safe Deposit Locker/ Articles in Safe Custody kept by Shri/ Smt./ Kum. _____ (Name of Deceased/ Missing Customer) who *expired on _____ / is missing/ not traceable since _____.

2. I/ We furnish below the required information about the deceased customer:

(a) **Date and Place of Death:** _____

(b) **Details of Death Certificate No.** _____ **dated** _____ **Authority** _____ / in case of missing customer, a copy of FIR, Non-traceable Certificate, court order declaring civil death as applicable(copy enclosed). (Original to be produced for verification)

(c) **Age:** _____ Yrs.

(d) **Marital Status:** Married / Unmarried/ Widow(er)

(e) **Address:**

City/ District: _____ **PIN:** _____ **State:** _____ **Country:** _____

(f) **Religion:** _____

Mention which law of succession is applicable _____ (Hindu, Mohammedan, etc.)

(g) **Name, Relation & Age of the legal heir(s) of the deceased:**

Sr. No.	Name & Address	Age	Relation	Mobile Number & Email Address	Whether signing Letter of Disclaimer/ No Objection (Yes/ No)
1					
2					
3					
4					

(h) In case of minor legal heir(s), details of Natural Guardian/ Legal Guardian:

Sr. No.	Name of the Minor Legal Heir	Date of Birth	Name of the Guardian	Relationship with Minor	Address of the Guardian	Mobile Number and Email address of the Guardian
1						
2						

3. I/ We, therefore, submit my/ our Claim for *payment of the balance with accrued interest in deposit accounts/ release of contents of safe deposit lockers/ return of articles in safe custody kept by deceased customer as per details given below:

a. Deposit Accounts

Sr. No.	Nature of Deposits (SB/ CA/ TD, etc.)	Account No.	Amount	Date of Maturity (in case of TD)
1.				
2.				
3.				
4.				
Total				

b. Safe Deposit Locker No. _____ **Mode of Holding:** _____

Details of Articles (if known): _____

c. Safe Custody Article Receipt No. _____

Details of Articles (if known): _____

4.1 I/ We undertake that

(i) I/ We shall hold/ receive the aforesaid amount/ payment in a fiduciary capacity as a trustee of the rightful beneficiary(ies) and any settlement made to me/ us shall not affect their rights.

(ii) The aforesaid *accounts/ safe deposit lockers/ safe custody articles are not the subject matter of any dispute and that there is no Court order restraining me/ us from claiming or the bank from settling the claim in my/ our favour or otherwise.

(iii) I/ We authorise the bank to exercise its right to lien and set-off and accordingly, to deduct the outstanding dues which are payable to the bank in relation to credit facilities availed by the Deceased customer or any other dues payable to the bank, from the balance held by the Deceased customer in the aforementioned account(s).

(iv) To indemnify and hold the bank harmless against any claims, suits, legal proceedings by any legal heirs, executors, administrators, legal representatives, arising out of/ in connection with the settlement of this deceased claim in accordance to this request letter.

4.2 I/ We declare that

(Select the applicable option)

- there is **no** Will left behind by the Deceased to the best of my/ our knowledge and belief.
- The Will submitted by me/ us is the last Will left behind by the Deceased and the same is not the subject matter of any dispute.

4.3 I/ We lodge my/ our claim for the above *balance with accrued interest/ safe deposit locker/ articles in safe custody of the above-named deceased in terms of:

(Select the applicable option)

- Will of Late Shri/ Smt/ Kum. _____ dated _____ (copy enclosed). The Will has neither been Probated nor has any Letter of Administration been obtained with respect to the same.
- Will of Late Shri/ Smt/ Kum. _____ dated _____ and a probate granted by the court of _____ located at _____ vide order dated _____ (copy enclosed).
- Letter of Administration No. _____ dated _____ issued by _____ at _____ (copy enclosed).
- Succession Certificate dated _____ granted by the Court of _____ located at _____ vide order dated _____ (copy enclosed).
- Court decree dated _____ issued by the Court of _____ located at _____ (copy enclosed).
- Legal Heir Certificate granted by _____ at _____ vide order dated _____ (copy enclosed).
- Declaration/ Affidavit from an independent person regarding the legal heir(s) of the deceased depositor (copy enclosed).

5.1 I/ We request the bank to transfer the balance payable (after making the required adjustments, set-off, if any) to the account of claimant(s) given below:

Sr. No.	Name of Claimant	Bank Name and A/c No.	IFSC	Branch Details
1				
2				
3				
4				

For the minor claimant(s), name of such claimant(s) and his/ her natural/ legal guardian are given below:

Sr. No.	Name of the Minor Claimant(s)	Date of Birth	Name of the Guardian	Relationship with Minor
1				
2				

5.2 I/ We request the bank to * release the contents of safe deposit lockers/ return the articles in safe custody to the following persons:

Sr. No.	Name of Claimant
1	
2	
3	
4	

6. I/ We have attached the following documents for the purpose of settlement of my/ our claim (select the applicable documents):

- *Death certificate (of deceased customer)/ First Information Report (FIR) and the non-traceable report issued by police authorities (in case of missing person)
- Officially Valid Document³ in support of the identity and address of the Claimant(s) making the claim.
- Will/ Probate of Will
- Letter of Administration
- Succession Certificate
- Court Decree/ order
- Legal Heir Certificate
- Declaration/ Affidavit from an independent person regarding the legal heir(s) of the deceased customer
- Bond of indemnity signed by Claimant(s)
- Bond of indemnity/ surety signed by Third Party(ies)
- Letter of disclaimer/ no objection from non-claimant legal heir(s)

7. The facts stated above are true and correct to the best of my/ our knowledge and belief.

8. **Name and signature of the claimant(s) who will receive the balance payable/ articles in safe deposit locker/ safe custody:**

³ "Officially Valid Document" (OVD) means the passport, the driving licence, proof of possession of Aadhaar number, the Voter's Identity Card issued by the Election Commission of India, job card issued by NREGA duly signed by an officer of the State Government and letter issued by the National Population Register containing details of name and address.

Sr. No.	Name of the Claimant/ Guardian of Minor Claimant	Signature/ Thumb impression ⁴
1		
2		
3		
4		

Name and address of witness (in case of claimant(s) placing the thumb impression):

Signature of witness:

*(Delete whichever is not applicable)

Note :1. Bank is not responsible for any delay in disposal of the claim due to lack of full particulars furnished in this application and may insist on calling for a Legal Document in case there are disputes among legal heirs and all of them do not join in indemnifying the bank, or give Letter of Disclaimer/ No Objection, or where the bank has reasonable doubt about the genuineness of the claimant(s) being the only heirs of the deceased customer. The bank shall duly advise the claimant(s) in such cases.

2. In case the bank receives multiple claims from legal heirs of the deceased or in cases where there are inter se disputes amongst the legal heirs or a third party produces Will of the deceased, the bank shall not settle the claim unless the concerned party produces an Order/ Decree from Competent Court or Probate of the Will (as may be applicable), till such time the claim shall be kept on hold/ pending.

FOR OFFICE USE

⁴ In case a claimant is unable to sign, he/ she may place the thumb impression in the presence of a witness known to the bank

Annex I-C

BOND OF INDEMNITY/ SURETY*

(To be duly stamped as per the Stamp Act applicable to the State)

(For Settlement of Claim in Deposit Accounts of Deceased Customer without production of Legal Documents)

The Branch Manager
Central Bank of India

Date:

_____ Branch

IN CONSIDERATION of your paying or agreeing to pay us,

(Mention here the name of the claimant(s))

1. _____
2. _____
3. _____
4. _____

the sum of Rupees _____ standing at the

**credit of following deposit accounts with your bank in the name of Shri/ Smt./ Kum.

_____ since deceased, **without production of a Court Order or Probate of Will or Letter of Administration or a Succession Certificate** to his/ her estate:

Sr. No.	Nature of Deposits (SB/ CA/ TD, etc.)	Account No.	Amount	Date of Maturity (in case of TD)
1.				
2.				
3.				
4.				
Total				

We, _____, do hereby for

(Mention here the Name of the **claimant(s)/ surety(ies))

ourselves and our heirs, legal representatives, executors and administrators, jointly and severally UNDERTAKE AND AGREE to indemnify you, the bank, its officers/ Directors, and its successors and assignees against all claims, demands, proceedings, losses, damages, charges and expenses which may be raised against or incurred by you by reasons or in consequence of your having agreed to pay/ or paying the said sum to the claimant(s) as aforesaid.

SIGNED AND DELIVERED by the above named

1. _____

2. _____

3. _____

4. _____

(Heir(s)/ claimant(s) of the deceased customer)

Signed and delivered by the above named on this _____ day of _____
two thousand _____.

*SIGNED AND DELIVERED by the above named

1. _____

2. _____

(Sureties)

Signed and delivered by the above named on this _____ day of _____
two thousand _____.

* Surety is applicable only in case of claims above the threshold limit.

** (Delete whichever is not applicable)

Opinion Report on Surety
A. Details to be furnished by the surety

1.	Name in Full	
2.	Address	
3.	Academic Qualification	
4.	Age	
5.	Occupation (If employed, please state the name of the employer and since when employed).	
6.	Present Monthly Income/ Salary	
7.	Total yearly income from all sources	
8.	No. of dependents	
9.	Personal Assets	
a.	Immoveable Property, viz., land/ Building, etc. (please give details of acquisition, present value, etc.)	
b.	Investments (Term Deposits, Shares, etc., if any)	
c.	Life Insurance Policy	
d.	Other Assets	
e.	Details of Bank Accounts, if any (Name and address of Bank with Account No. (Savings bank/ Current) to be furnished).	
10.	Personal Liability, if any	
11.	Please indicate whether surety is related to claimant(s) Yes/No	
12.	Period for which claimant(s) are known	Yrs.

I confirm that all the statements made by me in this application are true and correct to the best of my knowledge and belief.

Place:

Date:

Signature
(Surety)

B. Remarks of the Bank Official

Annex I-D

LETTER OF DISCLAIMER/ NO OBJECTION
(To be duly stamped as per the Stamp Act applicable to the State)

The Branch Manager
 Central Bank of India

_____ Branch

Dear Sir,

Details of deposit account(s)/ safe custody articles/ safe deposit locker in the name of Shri/ Smt./ Kum. _____ since deceased are as follows:

a. Deposit Accounts

Sr. No.	Nature of Deposits (SB/ CA/ TD, etc.)	Account No.	Amount	Date of Maturity (in case of TD)
1.				
2.				
Total				

b. Safe Deposit Locker No. _____ Mode of Holding: _____

c. Safe Custody Article Receipt No. _____

Details of Articles (if known): _____

2. With reference to the above account(s)/ safe deposit locker/ safe custody articles, I/ We, the legal heirs of Shri/ Smt./ Kum. _____ (Name of deceased customer), have to advise that we have no interest in the above deposits/ assets and as such we have no objection to your paying the *balance amount in the above account(s)/ releasing the contents in safe deposit locker/ returning the safe custody articles lying with you in the name of the aforesaid Shri/ Smt./ Kum.

_____ (Name of the deceased customer) to Shri/ Smt./ Kum.:

1. _____

2. _____

Such payment of the *balance in the above account(s)/ release of the contents in safe deposit locker/ return of the safe custody articles would be completely binding on us and we will not question the bank's action in doing so. I/ We undertake to bind ourselves, our heirs and legal representatives not to revoke the declaration made herein.

Sr. No.	Name of the Non-claimant Legal Heir(s) (who relinquish their rights)	Age (yrs.)	Signature
1			
2			

Signed on this _____ day of _____ two thousand _____.

*(Delete whichever is not applicable)

Annex I-E

DECLARATION/ AFFIDAVIT

(To be duly stamped as per the Stamp Act applicable to the State)

I, _____ S/D/O _____
residing at _____

do hereby make oath*/solemnly affirm and say as follows:

That Shri/ Smt. /Kum. _____ (Name of the deceased customer) hereinafter, referred to as "the deceased" died intestate on _____ at _____.

2. That I know the deceased and his/ her family since the last _____ years.
3. That at the time of his/ her death, the deceased left surviving him/ her the following persons who according to the law by which they are governed, are the only legal heirs of the deceased entitled to succeed to the estate of the deceased on an intestate succession:

Sr. No	Name	Age (yrs.)	Relationship with the deceased
1			
2			

4. That I am not related in any manner whatsoever to the deceased or any of the above-mentioned persons nor have I any claim or interest of whatsoever nature in the estate of the deceased.
5. That I am informed, and I verily believe that the deceased has left certain *deposits/ safe deposit locker/ articles in safe custody with the _____ Bank _____ branch, to which the above-mentioned persons are entitled to claim.
6. That I am making this solemn declaration sincerely and conscientiously believing the same to be true and with full knowledge that it is on the strength of this declaration that the _____ Bank _____ branch, has agreed at my request to make payment of the amount of the deposits and *deliver the articles in safe deposit locker/ safe custody to the above mentioned persons without requiring production of a grant of legal document to the estate of the deceased from a competent Court by them.

*Sworn/ solemnly affirmed at this _____ day of _____ two thousand _____.

(Signature of Declarant)

in the presence of _____

before me

Notary Public/ Judge/ Magistrate**

*(Delete whichever is not applicable)

** The declaration is required to be sworn as an affidavit before a Notary Public/ Judge/ Magistrate only if the claim amount is above the threshold limit.

Annex I-F

Form of Inventory of Contents of Safe Deposit Locker

The following inventory of contents of Safe Deposit Locker No. _____ located at _____ Branch of Central Bank of India *hired in her/ his sole name by Shri/ Smt./ Kum. _____ (deceased),

*hired jointly by Shri/ Smt./ Kum. (i) _____ (deceased)

(ii) _____

(iii) _____

was taken on this _____ day of _____ two thousand_____.

Sr. No.	Description of Articles in Safe Deposit Locker	Other identifying particulars, if any
1		
2		
3		
4		
5		

2. For the purpose of inventory, access to the locker was given to the nominee/ survivor/ legal heirs/ beneficiary named in the Will or their duly authorised representative/s:

- *By breaking open the locker under her/ his/ their instructions.
- *Who produced the key to the locker

3. The above inventory was taken in the presence of:

(i) Nominee/ Legal heir/ Beneficiary named in the Will of deceased hirer(s) or their duly authorised representative

Shri/ Smt./ Kum. _____

Address _____

(Signature)

Shri/ Smt./ Kum. _____

Address _____

(Signature)

And

(ii) Survivors in case of Joint hirers (if applicable)

Shri/ Smt./ Kum. _____

Address _____

(Signature)

Shri/ Smt./ Kum. _____

Address _____

(Signature)

(iii) Witness(es)

Shri/ Smt./ Kum. _____

Address _____

(Signature)

Shri/ Smt./ Kum. _____

Address _____

(Signature)

(iv) On behalf of Bank

Custodian:

Shri/ Smt./ Kum. _____

Address _____

Bank employee other than Custodian:

Shri/ Smt./ Kum. _____

(Signature)

Address _____

(Signature)

*(Delete whichever is not applicable)

ACKNOWLEDGEMENT

*I/ We, Shri/ Smt./ Kum. _____

(Name of the nominee(s)/ legal heir(s)/ beneficiary named in the Will or their duly authorised representative and

Shri/ Smt./ Kum. _____

(surviving hirers, if applicable)

hereby acknowledge the receipt of the contents of the safe deposit locker comprised in as set out in the above inventory. Further, all the contents in the locker have been removed and the locker is empty, and I/ we have no objection to allotment of the locker to any other locker hirer as per norms of the bank.

Shri/Smt./ Kum. _____

Signature

Shri/ Smt./ Kum. _____

Signature

Shri/ Smt./ Kum. _____

Signature

Date and Place _____

(*Delete whichever is not applicable)

Annex I-G

Form of Inventory of Articles left in Safe Custody

The following inventory of articles left in safe custody with _____ Branch of Central Bank of India, by Shri/ Smt./ Kum. _____ (deceased), under an agreement/ receipt number dated _____ was taken on this _____ day of _____ two thousand _____

Sr. No.	Description of Articles in Safe Custody	Other identifying particulars, if any
1		
2		
3		
4		
5		
6		
7		
8		

2. The above inventory was taken in the presence of:

(i) Nominee or Legal Heir or Person mandated by Nominee (including Minor Nominee)/ Legal Heir

Shri/ Smt./ Kum. _____

Address _____ (Signature)

Shri/ Smt./ Kum. _____

Address _____ (Signature)

(ii) Witness(es)

Shri/ Smt./ Kum. _____

Address _____ (Signature)

Shri/ Smt./ Kum. _____

Address _____ (Signature)

(iii) On behalf of Bank

Custodian:

Shri/ Smt./ Kum. _____
Address _____ (Signature)

Bank employee other than Custodian:

Shri/ Smt./ Kum. _____
Address _____ (Signature)

ACKNOWLEDGEMENT

*I, Shri/ Smt./ Kum. _____ nominee/ legal heir/
mandate holder

*We, Shri/ Smt./ Kum. _____

_____ Legal heirs, and

Shri/ Smt./ Kum. _____

_____ surviving hirers

hereby, acknowledge the receipt of the articles kept in the safe custody comprised in as set out in the above inventory.

Shri/ Smt./ Kum _____
(Legal Heir/ Mandate Holder)

Shri/ Smt./ Kum. _____ Signature _____

Shri/ Smt./ Kum. _____ Signature _____

Shri/ Smt./ Kum. _____ Signature _____

Date and Place _____
(*Delete whichever is not applicable)

Annex I-H

BOND OF INDEMNITY WITH RESPECT TO DELIVERY OF CONTENTS OF SAFE DEPOSIT LOCKER/ ARTICLES KEPT IN SAFE CUSTODY BY THE DECEASED CUSTOMER

(to be submitted in case of claims settled without production of Legal Documents)

(To be stamped as per the Stamp Act applicable to the State)

The Branch Manager
Central Bank of India

_____ Branch

In consideration of your delivering or agreeing to deliver to me/ us,

(Claimant(s))

the articles mentioned hereunder:

Safe Deposit Locker No./ Safe Custody Article Receipt No.	Details of the articles	Description	Weight	Valuation (to be filled in by the bank)

and held in the name of Shri/ Smt./ Kum. _____ since deceased, without production of any probate of Will/ succession certificate/ letters of administration/ court order

I/ We _____ and

(Claimant(s))

do hereby for ourselves and our heirs, legal representatives, executors and administrators, jointly and severally undertake and agree to indemnify you, the bank, its officers/ Directors, and its successors and assignees against all claims, demands, proceedings, losses, damages, charges and expenses which may be raised against you or incurred by you by reason or in consequence of having delivered or agreed to have deliver to me/ us the above mentioned articles of the deceased from the safe deposit locker/ sealed boxes in safe custody.

Signed and delivered by the above named on this _____ day of _____ two thousand _____.

SIGNED AND DELIVERED by the above named

(1) _____

(2) _____

(Claimant(s))

Annexure-II

RECEIPT

Received with thanks from Central Bank of India,
_____branch, a sum of Rs.
_____(Rupees _____only) by
Demand draft / RTGS/NEFT No. _____dated _____in
favour of _____OR Transfer
to A/c no _____ of Central Bank Of India _____ Branch, in full and final
settlement of my/our claim as Nominee/successor on the balance in
_____(Account (s) No(s) _____ standing in the
name of the deceased Shri/Smt/Kum. _____

I/We do not have any other claim from the Bank henceforth.

Date:

Place :

Signature of Claimant over a revenue stamp
Name:

Declaration in case funds are settled in favour of a Minor

I, _____father and natural guardian
of _____hereby certify that the proceeds of your Demand draft /
RTGS/NEFT No. _____dated _____favouring
_____ OR Transfer to A/c No _____ of Central Bank Of
India _____ Branch, issued by you in settlement of the balance in account number
_____of Late _____will be utilized for the benefit
of the minor only.

Date:

Place :

(Signature of Guardian)over a revenue stamp
Name:

Annexure-III

Declaration for Not Opting for Nomination Facility

To

The Branch Manager

Central Bank of India

_____ (Branch Name)

Subject: Declaration for Not Availing Nomination Facility

I/We, _____ (Name of Account Holder/s), wish to open the following account with the bank:

- **Type of Account:** _____
- **Account Number:** _____

I/We have been duly informed by the bank about the availability and benefits of the nomination facility. However, I/We hereby **declare that I/We do not wish to avail the nomination facility** at the time of opening this account.

I/We understand that I/We may request nomination at any time in the future, if required.

Customer Details:

- Name(s): _____
- Address: _____
- Mobile No.: _____
- Signature(s): _____
- Date: _____

For Bank Use Only:

Declaration received and recorded on: _____

Signature of Bank Official: _____

Name & Employee PF No: _____

Annexure-IV

Settlement of Claims in various types of Operational instructions

RULES FOR NOMINATION

Nomination facility is available for all deposit accounts, safe deposit lockers, articles kept in safe custody, and deposits held in the name of a sole proprietorship concern. Nomination may be made only in respect of deposits held in the individual capacity of the depositor and not in any representative capacity, such as a holder of an office or in a fiduciary role. Accordingly, for example, nomination cannot be made for accounts held in the name of a Hindu Undivided Family (HUF).

Successive or Simultaneous Nomination has been introduced as under:

A) Successive Nomination

1. When nominations are made in favour of one or more individuals not exceeding four, only one nomination shall remain effective at a time, based on the order of priority specified. In this case, if “Successive Nomination” is selected, multiple nominees (not exceeding four) may be recorded, with each being assigned a 100% share. The nomination shall become effective in the following sequence:
 - ❖ The nomination of the **first nominee** shall be effective if he/she survives the account holder(s).
 - ❖ The nomination of the **second nominee** shall become effective only upon the death of the first nominee.
 - ❖ The nomination of any subsequent nominee shall become effective only upon the death of all nominees appearing before him/her in the prescribed order of nomination.
2. If no order of priority is specified, the nominees shall be deemed to have been nominated in the sequence in which their names appear in the nomination form.

(B) Simultaneous Nomination

1. When a nomination is made simultaneously in favour of more than one person, it shall be effective in favour of all such nominees in the proportion specified. The following conditions shall apply:
 - ❖ The nomination shall not be made in favour of more than four persons.
 - ❖ The nomination must clearly specify the percentage share of the deposit amount allotted to each nominee.
 - ❖ The nomination shall cover the entire amount of the deposit.
2. If any nominee dies before receiving his/her share of the deposit from the bank, the nomination in respect of that nominee shall become ineffective. The portion of the deposit that was allocated to the deceased nominee shall be treated as if no nomination had been made for that specific share. Accordingly, the Bank shall settle the claim for that portion of the deposit in accordance with the procedures applicable to accounts without a nomination.

(C) Either Simultaneous or Successive nominations is allowed for deposit accounts.

(D) Successive nomination is applicable in the Safe Custody Article / Safe Deposit lockers.

				<p>in his/her favour shall become ineffective. The portion of the deposit that was nominated to nominee P shall be treated as if no nomination had been made for that specific share. Accordingly, the Bank shall settle the claim for that portion of the deposit in accordance with the procedures applicable to accounts without a nomination.</p> <p>The remaining nominees Q, R, and S shall continue to receive their respective shares of the deposit as per the percentage allocation declared by the account holder at the time of nomination.</p>
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Table -2: For Deposits (With Nomination- Successive)

Account in the name of	Operational instructions	Nominee Successive in order	Situation	What is to be done
A	Self	P→Q→R→S	P dies	A can change the nomination.
A	Self	P→Q→R→S	A dies	P will receive entire amount of deposit.
A	Self	P→Q→R→S	A dies P Dies	Q will receive entire amount of deposit.
A,B	Either or Survivor	P→Q→R→S	A dies	Balance outstanding will be payable to B.
A,B	Either or Survivor	P→Q→R→S	B dies	Balance outstanding will be payable to A.
A,B	Either or Survivor	P→Q→R→S	A & B die	P will receive entire amount of deposit.
A, B	Jointly	P→Q→R→S	A dies	Payable to B and legal heirs of A jointly.
A, B	Jointly	P→Q→R→S	B dies	Payable to A and legal heirs of B jointly.
A, B	Jointly	P→Q→R→S	A & B die	P will receive entire amount of deposit.
A, B	Jointly	P→Q→R→S	A & B die P die	Q will receive entire amount of deposit.

Table -3: For Deposits (Without Nomination)

Account in the name of	Operational Instructions	Situation	What is to be done
A	Self	A dies	Outstanding will be payable to the legal heirs or any one of them mandated by all of the legal heirs.
A, B	Either or Survivor	A dies	Outstanding will be payable to B.
A, B	Either or Survivor	B dies	Outstanding will be payable to A.
A,B	Either or Survivor	A & B die	Jointly payable to legal heirs of A & B (or any of them mandated by all the legal heirs).
A, B	Jointly	A dies	Jointly payable to B and legal heirs of the A (or any one of them mandated by all the legal heirs).
A, B	Jointly	B dies	Jointly payable to A and legal heirs of the B (or any one of them mandated by all the legal heirs).
A, B	Jointly	A & B die	Jointly payable to legal heirs of A & B (or any of them mandated by all the legal heirs).

Table- 4: For Time Deposits (Without Nomination)

Account in the name of	Operational Instructions	Situation	Payable before Maturity	Payable After Maturity
A , B	Either or Survivor	Both are Alive	A or B as per the demand	A or B as per the demand
A, B	Either or Survivor	One is dead (say A)	Payable to B	Payable to B
A , B	Former or Survivor	Both are Alive	Payable to A	Payable to A only
A, B	Former or Survivor	One is dead (say A or B)	Payable to A (if B is dead) and payable to B (if A is dead) i.e. to the survivor.	Payable to A (if B is dead) or B (if A is dead) i.e. to the survivor.

Table -5: Lockers (With Nomination- Only Successive)

Locker in the name of	Operational instructions	Nominee Successive in order	Situation	What is to be done
A	Self	P→Q→R →S	P dies	A can change the nomination.
A	Self	P→Q→R →S	A dies	P will be given access to the locker and liberty to remove contents.
A, B	E/S	P→Q→R →S	A dies	B will be given access to the locker and liberty to remove the contents.
A, B	E/S	P→Q→R →S	B dies	A will be given access to the locker and liberty to remove the contents
A, B	E/S	P→Q→R →S	A & B die	P will be given access to the locker and liberty to remove the contents
A, B	E/S	P→Q→R →S	A & B die P die	Q will be given access to the locker and liberty to remove the contents
A, B	Jointly	P→Q→R →S	A dies	B and legal heirs of A will be given access to the locker and liberty to remove contents jointly.
A,B	Jointly	P→Q→R →S	B dies	A and legal heirs of B will be given access to the locker and liberty to remove contents jointly.
A,B	Jointly	P→Q→R →S	A & B die	P will be given access to the locker and liberty to remove the contents
A,B	Jointly	P→Q→R →S	A & B die P die	Q will be given access to the locker and liberty to remove the contents

Table -6: Lockers (Without Nomination)

Locker in the name of	Operational Instructions	Situation	What is to be done
A	Self	A dies	Legal heirs of A or any of them mandated by any of them.
A,B	Either or Survivor	A dies	B will be given access to the locker and liberty to remove the contents.
A,B	Either or Survivor	B dies	A will be given access to the locker and liberty to remove the contents.
A,B	Either or Survivor	A & B die	Legal heirs of A and B (or any one of them mandated by all legal heirs) will be given access to the locker and liberty to remove the contents.
A,B	Jointly	A dies	B and legal heirs of A (or any of them mandated by all legal heirs) will be given access to locker and liberty to remove the contents jointly.
A,B	Jointly	B dies	A and legal heirs of B (or any of them mandated by all legal heirs) will be given access to locker and liberty to remove the contents jointly.
A,B	Jointly	A & B die	Legal heirs of A & B (or any of them mandated by all legal heirs) will be given access to locker and liberty to remove the contents.

Documentation- list of documents in different scenarios

Following document required to be submitted by Nominee(s)/ Survivor(s) /legal Heirs(s)

With Nomination (in respect of deposit accounts)
<p><u>Documents to be submitted by Nominee(s):</u></p> <ul style="list-style-type: none"> ✓ Claim Form (Annexure-I-A) ✓ Death certificate of the deceased depositor(s); ✓ Officially Valid Document of the nominee/ survivor towards verifying her/ his identity and address ✓ Stamped receipt for amount received signed by nominee / person on behalf of minor nominee (Annexure-II)
Without Nomination(in respect of deposit accounts)
<p><u>Documents to be submitted by Legal Heir(s):</u></p> <p>Claim amount up to the threshold limit :</p> <ul style="list-style-type: none"> ✓ Claim form, as given in Annex I-B; ✓ Death certificate of the deceased depositor(s); ✓ Officially Valid Document of the claimant(s) towards verifying his/ her identity and address; ✓ Bond of indemnity, as given in Annex I-C, signed by the claimant(s); ✓ Letter of disclaimer/ no objection, as given in Annex I-D, from non-claimant legal heir(s), if applicable; and ✓ Legal Heir Certificate issued by a competent authority; <p style="text-align: center;">OR</p> <p>Declaration, as given in Annex I-E, regarding the legal heir(s) of the deceased depositor(s) by an independent person who is well known to the family of the deceased, is not a party to the claim and is acceptable to the bank.</p> <ul style="list-style-type: none"> ✓ Stamped receipt for amount received signed by person receiving payment on behalf of claimant (s) (Annexure-II) <p>Claim amount above the threshold limit without production of Legal Documents :</p> <ul style="list-style-type: none"> ✓ Claim form, as given in Annex I-B, duly filled in and signed by the claimant(s) other than those who have signed the letter of disclaimer/ no objection; ✓ Death certificate of the deceased depositor(s); ✓ Officially Valid Document of the claimant(s) towards verifying his/ her identity and address; ✓ Bond of indemnity/Surety, as given in Annex I-C, signed by the claimant(s) & from third-party individuals (which may include non-claimant legal heir(s)) who are acceptable to the bank and good for the claim amount;

- ✓ Opinion Report of Surety(ies) ,wherever applicable **Annex I-C-a**;
- ✓ Letter of disclaimer/ no objection, as given in **Annex I-D**, from non-claimant legal heir(s), if applicable; and
- ✓ Legal Heir Certificate issued by a competent authority;

OR

Declaration, as given in **Annex I-E**, regarding the legal heir(s) of the deceased depositor(s) by an independent person who is well known to the family of the deceased, is not a party to the claim and is acceptable to the bank.

- ✓ Stamped receipt for amount received signed by person receiving payment on behalf of claimant (s) (Annexure-II)

Claim amount above the threshold limit with production of Legal Documents :

- ✓ Claim form, as given in **Annex I-B**, duly filled in and signed by the claimant(s) other than those who have signed the letter of disclaimer/ no objection;
- ✓ Death certificate of the deceased depositor(s);
- ✓ Officially Valid Document of the claimant(s) towards verifying his/ her identity and address;
- ✓ Succession Certificate;
- ✓ Stamped receipt for amount received signed by person receiving payment on behalf of claimant (s) (**Annexure-II**)

With Nomination (in Safe Deposit Locker and Articles in Safe Custody)

Documents to be submitted by Nominee:

- ✓ Claim Form (**Annexure-I-A**)
- ✓ Death certificate of the safe deposit locker hirer(s)/ customer(s) of the safe custody;
- ✓ Officially Valid Document of the nominee/ survivor towards verifying her/ his identity and address;
- ✓ Form of Inventory of Contents of Safe Deposit Locker(**Annexure-I-F**)/ Form of Inventory of Articles left in Safe Custody(**Annexure-I-G**)

Without Nomination (in Safe Deposit Locker and Articles in Safe Custody)

Documents to be submitted by Legal Heir(s):

- ✓ Claim form, as given in **Annex I-B**, duly filled and signed by the claimant legal heir(s);
- ✓ Death certificate of the safe deposit locker hirer(s)/ customer(s) of the safe custody;
- ✓ Officially Valid Document of the claimant(s) towards verifying her/ his identity and address;
- ✓ Letter of disclaimer/ no objection, as given in **Annex I-D**, from non-claimant legal heir(s), if applicable; and
- ✓ Legal Heir Certificate issued by a competent authority or Affidavit, as given in **Annex I-E**, sworn before a Notary Public/ Judge/ Judicial Magistrate regarding the legal heir(s) of the deceased locker hirer(s) by an independent person who is well known to the family of the deceased, is not a party to the claim and is acceptable to the bank.
- ✓ Form of Inventory of Contents of Safe Deposit Locker(**Annexure-I-F**)/ Form of Inventory of Articles left in Safe Custody(**Annexure-I-G**)
- ✓ Bond of Indemnity as given in **Annex I-H**

Annexure-VI

**CENTRAL BANK OF INDIA , ZONE-
 QUARTERLY STATEMENT FOR DECEASED CLAIMS
 SETTLED DURING THE QUARTER ENDED**

- A. DEPOSIT A/CS**
B. ARTICLES KEPT IN SDV LOCKERS
C. ARTICLES KEPT IN SAFE CUSTODY OF BANK
 (PART-A)

A. DEPOSIT A/CS Amt in lac

Sr.No.	Contents	Claims Received At					
		Branch		Regional Office		Total	
		No.	Amt	No.	Amt	No.	Amt
1	Claims pending at close of last quarter						
2	Claims received during the quarter						
3	Total claims at the end of quarter						
4	Claims settle during the quarter						
5	Claims returned during the quarter						
6	Pending at close of the quarter#						
	TOTAL(4+5+6)						
7	Where there is delay in settlement beyond 15 days						
	Reason for delay						

(PART-B)

B.ARTICLES KEPT IN SDV LOCKERS

Sr.No.	Contents	Claims Received At					
		Branch		Regional Office		Total	
		No.	Amt	No.	Amt	No.	Amt
1	Claims pending at close of last quarter						
2	Claims received during the quarter						
3	Total claims at the end of quarter						
4	Claims settle during the quarter						
5	Pending at close of the quarter						
	TOTAL(4+5)						
6	Where there is delay in settlement beyond 15 days						
	Reason for delay						

(PART-C)

C.ARTICLES KEPT IN SAFE CUSTODY OF BANK

Sr.No.	Contents	Claims Received At					
		Branch		Regional Office		Total	
		No.	Amt	No.	Amt	No.	Amt
1	Claims pending at close of last quarter						
2	Claims received during the quarter						
3	Total claims at the end of quarter						
4	Claims settle during the quarter						
5	Pending at close of the quarter#						
	TOTAL(4+5)						
6	Where there is delay in settlement beyond 15 days						
	Reason for delay						

In case, any information reported at the point, please submit detailed information as under

Individual case wise detail for pending claims and reason for pendency		
Sr.No.	Particulars	Information
1	Name of the claimant	
2	Name of Deceased Person	
3	A/C No./Locker No./Safe Custody Receipt No.	
4	Name of the Branch	
5	Name of the RO/ZO	
6	Reason of pendency	

Additional Information

Sr no.	Particulars	Quarter ended	Amount	Reasons for delay beyond 15 days
1	No of claims received			
2	No of claims pending for previous quarter			
3	Total claims			
4	Claims settled			
5	No of claims returned			
6	No of claims pending			
7	No of cases settled with Nomination			
8	No of cases settled without Nomination			
9	No of cases which took more than 15 days for settlement			
10	No of cases pending for settlement beyond 15 days			

Signature
Zonal Head
Date :