

## **PROCEDURE FOR CLAIMING LOCKER ARTICLES OF DECEASED LOCKER HIRERS**

- All settlement of Claims shall be done with proper Note and written consent from the Legal Department.
- **Time limit for settlement of claims** :Bank shall settle the claims in respect of deceased locker hirers and shall release contents of the locker to survivor(s) / nominee(s), as the case may be, within a period not exceeding 15 days from the date of receipt of the claim subject to the production of proof of death of the depositor and suitable identification of the claimant(s) with reference to nomination, to the bank's satisfaction.
- **Reporting to Customer Service Committee** : Bank shall report to the Customer Service Committee of the Board, at appropriate intervals, on an ongoing basis, the details of the number of claims received pertaining to deceased locker-hirers / depositors of safe custody article accounts and those pending beyond the stipulated period, with reasons therefore. Customer Service Committee of the Board of the banks shall review the settlement of claims and make suggestions to ensure that the claims are settled as early as possible unless there is any litigation pending before the Courts or any difficulty is being faced in identifying the true claimant with reference to nomination.

### **CLAIMS WITH NOMINATIONS:**

#### **Nominee willing to continue the locker facility:**

- The Nominee should submit the 'Transmission Claim Form With nominee' to the Bank along with his/her KYC proofs.
- The Bank Officials will ascertain the KYC's provided and shall allow the nominee to access the Safe Deposit Locker.
- If the Nominee desires to continue the said Locker in his/her name, he / she should represent his desire to continue the same locker in his/her surrender letter cum application.
- The Nominee should further complete all the required formalities afresh, to the satisfaction of the Bank Officials as per Bank's Policy with regards issuance of new Lockers.

#### **Nominee not willing to continue the locker facility:**

- The Nominee should submit the 'Transmission Claim Form - With nominee' to the Bank along with his/her KYC proofs.
- The Bank Officials will ascertain the KYC's provided and shall allow the nominee to access the Safe Deposit Locker.
- The Nominee shall surrender the Key of the locker and hand over the letter of discharge to the Bank Officials.

- In case the key is not traceable or lost, the locker will be broke open in the presence of the Nominee, 2 witnesses one each from both sides and the contents of the locker will be recorded by way of Panchnama to be signed by all the parties and witness. A copy of the same to be given to the Nominee along with the contents of the locker. The charges of break open of locker shall be recovered from the Nominee.

#### **CLAIMS WITHOUT NOMINATIONS :**

##### **Willing to continue the locker facility :**

- Bank Officials shall guide the legal heirs of the locker holder, of our Bank's policy and also the required formalities to be completed before the Bank accedes to their request.
- Legal representative/s should submit 'Transmission claim forms - Without Nominee' along with all the KYC proofs.
- Bank Officials should be guided by our Transmission Policy to settle the claims.
- In case of death of any one of the joint hirer, the case should be examined on the basis of the condition no. 2 of the Memorandum of Letting of Locker / access should be allowed to the surviving hirer jointly with the legal heirs of the deceased hirer.

##### **Not Willing to continue the locker facility**

- The Nominee should submit the 'Transmission Claim Form - Without Nominee' to the Bank along with his / her KYC proofs.
- The Bank Officials will ascertain the KYC's provided and shall allow the claimant to access the Safe Deposit Locker.
- The Claimants shall surrender the Key of the locker and hand over the letter of discharge to the Bank Officials.

#### **ACCESS TO THE ARTICLES IN THE SAFE DEPOSIR LOCKER / RETURN OF SAFE CUSTODY ARTICLES :**

- If the sole locker hirer nominates an individual to receive the contents in the locker, in case of his death, after verification of the death certificate and satisfying the identity and genuineness of such individual approached, the bank shall give access of the locker to such nominee with liberty to remove the contents of the locker, after an inventory was taken in the prescribed manner.
- In case the locker was hired jointly with the instructions to operate it under joint signatures, and the locker hirer(s) nominates 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 survivor(s) and the nominee(s) after an inventory was taken in the prescribed manner.

- 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.
- Bank shall, however, ensure the following before giving access to the contents to nominee / survivor
- Exercise due care and caution in establishing the identity of the survivor(s) / nominee(s) and the fact of death of the locker hirer by obtaining appropriate documentary evidence
- Make diligent effort to find out whether there is any order or direction from Courts/Forums restraining it from giving access to the locker of the deceased
- Make it clear to the survivor(s) / nominee(s) that access to articles in the locker / safe custody articles is given to them only as a trustee of the legal heirs of the deceased locker hirer i.e., such access given to them shall not affect the right or claim which any person may have against the survivor(s) / nominee(s) to whom the access is given.
- The bank shall ensure that, the contents of locker, when sought to be removed on behalf of a minor nominee, are handed over to a person who is, in law, competent to receive the articles on behalf of such minor. Further, the bank shall prepare an inventory of the articles in the presence of two independent witnesses, one officer of the bank who is not associated with the locker facility or safe deposit of articles and the claimant (s), who may be a nominee or an individual receiving the articles, on behalf of a minor.
- The bank shall obtain a separate statement from the nominee (claimant) or the person competent to receive articles on behalf of the minor, as the case may be, that all the contents in the locker or in the safe custody of the bank, as the case may be, are received and the locker is empty and they have no objection to allotment of the locker to any other customer as per norms.
- While giving access to the survivor(s) / nominee(s) of the deceased locker hirer / depositor of the safe custody articles, banks may avoid insisting on the production of succession certificate, letter of administration or probate, etc., or obtain any bond of indemnity or surety from the survivor(s)/nominee(s), unless there is any discrepancy in nomination.