

ANNEXURE – II

LEGAL DEPARTMENT, HEAD OFFICE,
THOOTHUKUDI-628002



DEATH CLAIM SETTLEMENT POLICY (2025-2026)

DOCUMENT VERSION CONTROL (VERSION 15.0 FOR THE YEAR 2025-26)

Document Title/ Purpose	Policy on Settlement of Claims on Death/Missing Persons Events
Prepared and Verified By	Executive Vice President (Legal)
Reviewed By	ORMCE
Recommended By	RMCB
Approved By	Board
Board Approval Date	24.06.2025
Validity of the Policy	The policy shall be reviewed every year and is valid from the date of approval by the Board till the next review. Any regulatory/other changes in the intervening period will be implemented as and when the timeframe fixed by the regulator and the same will be updated in the policy during the next review.

DOCUMENT HISTORY

Version No.	Date of Approval	Brief Description of Changes
1.0	04.08.2010	Newly Developed (by adopting IBA Model)
2.0	29.09.2012	Review of Policy The policy was reviewed and amended. The necessity to obtain vouching letters was made applicable to the claims, if there is no practice/procedure by the Revenue/ Government authorities issuing legal heir ship certificates only and not in all the cases.
3.0	23.01.2015	Updating the Policy: For settling the claims involving shares of minors, detailed procedure to be followed by the Branches/Regions was issued under Circular.HO.GM.Legal.Gen.6.Cir.2309/2014-15 dated 23.1.2015. The shares of minors should be released only in case of necessity of minor after getting Affidavit from the natural/legal guardian as per Annexure-15 annexed in the Policy.
4.0	16.02.2015	Updating the Policy: Chapter 8.8.2 of Our Bank's Code of Commitment to Customers prescribes a minimum threshold limit for settlement of claims in respect of deceased depositors without insisting production of documents other than a letter of indemnity.
5.0	22.04.2015	Annual Review of Policy The policy was reviewed on 22.4.2015. The powers to sanction death claims delegated under various officials/ authorities of the Bank were enhanced.
6.0	21.04.2016	No change
7.0	06.03.2017	Aadhaar Card has been included as one of the valid proof of identity
8.0	2018-2019	1.Documents available in eKYC/CKYC has been added as valid proof of identity 2.Affidavit cum indemnity(Annexure-7) has been modified to include settlement made under Will also. 3.Procedures related to settlement of claims under certain disabilities added with ceiling limit.

		4.Regional Heads has been given power to settle the claims irrespective of the ceiling limit when there is a court order to avoid time delay. 5.Procedure related to settlement of claims for other legal heirs/class-II legal heirs added in Chapter-III of the Policy
9.0	2019-2020	The procedures to be followed related to obtaining consent letter(Annexure-4) and Annexure-7(Affidavit cum Indemnity Bond) have been clearly mentioned(Chapter-III of the Policy-Page Nos.23 to 26).
10.0	2020-2021	No change
11.0	2021-2022	No change
12.0	2022-2023	1.The powers to sanction death claims delegated under various officials/ authorities of the Bank were enhanced. 2.Format of Requisition Letter to be obtained included.
13.0	2023-2024	1.Policy Name changed 2. Included the Preamble and Objects of the Policy. 3. Documents to be obtained when the account is mandated with survivor(s)/Nominee clause. 4. Powers for settlement of claim, when the account is mandated with survivor(s)/Nominee clause.
14.0	2024-2025	Inclusion/modification of discretionary powers for the Executive Director (ED) and Managing Director & CEO
15.0	2025-2026	The powers to sanction death claims delegated under various officials/ authorities of the Bank were enhanced.

Referrals:

- 1.RBI Circular DBOD.No.Leg.BC.95/09.07.005/2004-05 dated June 9, 2005 on Settlement of claims in respect of deceased depositors -Simplification of Procedure.
- 2.Model Operational Procedure for Settlement of Claims of Deceased Depositors by IBA (June 2006).

3.RBI Circular DBOD.No.Leg.BC.80/09.07.005/2007-08 dated May 2, 2008 on Settlement of claims in respect of missing persons.

4. RBI Circular DBOD. No. Leg. BC. 84 /09.07.005/2013-14 dated January 13, 2014 related to Legal Guardianship Certificates Issued under the Mental Health Act, 1987 and National Trust for the Welfare of Persons with Autism, Cerebral Palsy, Mental Retardation and Multiple Disabilities Act, 1999.

5.RBI Circular DBR.No.Leg.BC.78/09.07.005/2015-16 February 11, 2016 Legal Guardianship Certificates issued under the Mental Health Act, 1987.

6.RBI Circular DBR.No.Leg.No.8399/09.07.007/2016-17 dated January 18, 2017 on Settlement of claims in respect of deceased depositors.

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PREAMBLE

In the course of availing of various Banking services, the customer's money or assets may remain in possession of the Bank, so long as the customer is alive. However, upon the death of the customer, it is his/her registered nominees/legal heirs who are entitled to receive the moneys or assets remaining in possession of the Bank.

The Death Claim Policy document describes the process that will be followed by the Bank for payment of the balance (to the credit of the deceased account holder/missing person) to the legal heirs/ successors/claimants/ nominees) {shortly referred as 'Claimant(s)} or releasing of contents in the locker upon receipt of information of death of an account holder.

Speedy disposal of claim of deceased depositors to the legal heirs/nominee/survivor of the deceased depositor shall be the aim of the policy, this policy once adopted shall provide the framework for effective and efficient handling of the claims received by the branches, while ensuring that the money of deceased depositor is claimed by the proper persons, who are entitled thereto.

OBJECTIVE OF THE POLICY

The main objective of the guidelines for settlement of claims is to ensure that only the rightful claimants (legal heirs/ successors/claimants/ nominees) get the moneys or access to lockers belonging to the deceased individual customer in accordance with law.

CHAPTER – I.

Settlement of Claims in various types of Accounts / Facilities

1.1.Single Account with or without nomination

1.1.1.Savings Account/Current Account

With Nomination:

The balance outstanding will be paid to the nominee on verification of his/her identity (such as documents available in **e-KYC/CKYC, Aadhaar Card, Election/Voter ID Card, PAN Card, and Passport etc.**) and proof of death of depositor and also on complying with the formalities laid down by the bank in chapter III of this policy.

Without Nomination:

The balance outstanding will be paid to the legal heirs (or any one of them as mandated by all of the legal heirs) on verification of the authority of the legal heirs and proof of death of depositor and also on complying with the formalities laid down by the bank in chapter III of this policy

1.1.2. Term Deposit Account

With Nomination:

The balance outstanding will be paid to the nominee on verification of his/her identity (such as documents available in **e-KYC/CKYC, Aadhaar Card, Election/Voter ID Card, PAN Card, Passport etc.**) and proof of death of depositor on maturity of deposit and also on complying with the formalities laid down by the bank in chapter III of this policy.

Without Nomination:

The balance outstanding will be paid to the legal heirs (or any one of them as mandated by all the legal heirs) on verification of the authority of the legal heirs and proof of death of depositor on maturity of deposit and also on complying with the formalities laid down by the bank in chapter III of this policy.

1.1.3. Premature termination of Term Deposit Account

With Nomination:

Premature termination of term deposit account as per terms of contract will be permitted at the request of the nominee on verification of his/her identity (**such as documents available in eKYC/cKYC, Aadhaar Card, Election/Voter ID Card, PAN Card, Passport etc.**) and proof of death of depositor and also on complying with the formalities laid down by the bank in chapter III of this policy.

Without Nomination:

Premature termination will be permitted on joint request by all legal heirs (or any of them as mandated by all the legal heirs) as per the terms of the contract on verification of the authority of the legal heirs and proof of death of depositor and also on complying with the formalities laid down by the bank in chapter III of this policy.

1.1.4. Safe Deposit Lockers

With Nomination:

The nominee will be allowed to access the locker and remove the contents on identification (**such as documents available in eKYC/CKYC, Aadhaar Card, Election/Voter ID Card, PAN Card, Passport etc.**) and verification of proof of death of locker hirer and also on complying with the formalities laid down by the bank in chapter III of this policy. Before permitting the nominee to remove contents of the Safe Deposit Locker, the bank would prepare an inventory of the articles which shall be signed by the nominee and two independent witnesses. A copy of the inventory so prepared shall be delivered to such nominee. Form for taking inventory is enclosed as **Annexure-8**.

Without Nomination:

Legal heir(s) of the deceased locker hirer or a person mandated by the legal heir(s) will be allowed to access the locker and remove the contents on verification of proof of death of locker hirer and also on complying with the formalities laid down by the bank in chapter III of this policy. The legal heir(s) will have to produce documents to establish his / their identity. Before permitting

legal heir(s) to remove contents of the Safe Deposit Locker the bank would prepare an inventory of the articles in the presence of legal heir(s)/mandate holder and two independent witnesses. Form for taking inventory is enclosed as **Annexure -9.**

1.1.5. Safe Custody Article/s

With Nomination:

Safe custody article/s will be delivered to the nominee on identification (**such as documents available in eKYC/CKYC, Aadhaar Card, Election/Voter ID Card, PAN Card, Passport etc.**) and verification of proof of death of depositor and also on complying with the formalities laid down by the bank in chapter III of this policy. Before permitting nominee charges if any to be collected to remove contents of the Safe Custody Article/s, the bank would prepare an inventory of the articles in the presence of nominee and two independent witnesses Form for taking inventory is enclosed as Annexure –10.

Without Nomination

Safe custody article/s will be delivered to the legal heir(s) or a person mandated by the legal heir(s) on establishing his/their identification and verification of proof of death of the depositor and also on complying with the formalities laid down by the bank in chapter III of this policy.

Before permitting legal heir(s) to remove contents of a Safe Custody the bank would prepare an inventory of the articles in the presence of legal heir(s)/mandate holder and two independent witnesses. Form for taking inventory is enclosed as **Annexure-11.**

1. 2. Joint Account with or without nomination and without survivorship mandate (operated jointly)

1.2.1. Savings Account/Current Account

With Nomination:

a).In the event of death of one (or more but not all) of the joint account holders, the balance outstanding will be paid jointly to survivor(s) and the legal heirs of the

deceased joint account holder (or any of them as mandated by all the legal heirs) against their joint claim on verification of the authority of the legal heirs and proof of the death of the depositors and also on complying with the formalities laid down by the bank in chapter III of this policy.

b).In the event of death of both / all joint account holders, the balance outstanding at the time of death of the depositors will be paid to the nominee on verification of his identity **(such as documents available in eKYC/CKYC, Aadhaar card, Election/Voter ID Card, PAN card, Passport etc.)** and proof of death of depositors and also on complying with the formalities laid down by the bank in chapter III of this policy.

Without Nomination:

a).In the event of death of one (or more but not all) of the joint account holders, the amount outstanding will be paid jointly to survivor(s) and the legal heirs of the deceased account holder (or any one of them as mandated by all the legal heirs) against their joint claim on verification of the authority of legal heirs and proof of death of depositor and also on complying with the formalities laid down by the bank in chapter III of this policy.

b).In the event of death of both/ all joint account holders, the balance outstanding will be paid jointly to the legal heir(s) of all the deceased depositors (or any of them as mandated by all the legal heirs) on verification of authority of the legal heirs and proof of death of the depositors and also on complying with the formalities laid down by the bank in chapter III of this policy.

1.2.2. Claim of Term Deposit Account after maturity:

With Nomination:

a).**In the event of death of one (or more but not all) of the joint account holders:** the balance outstanding will be paid jointly to survivor(s) and the legal heirs of the deceased joint account holder (or any one of them as mandated by all the legal heirs) on verification of identity of the legal heirs and proof of death of the depositor on maturity of the deposit and also on complying with the

formalities laid down by the bank in chapter III of this policy.

b). **In the event of death of both / all the joint account holders:** the balance outstanding at the time of death of the depositors will be paid to the nominee on verification of his/her identity (**such as documents available in eKYC/CKYC, Aadhaar Card, Election/ Voter ID Card, PAN Card, Passport etc.**) and the proof of death of depositors on maturity of the deposit and also on complying with the formalities laid down by the bank in chapter III of this policy.

Without Nomination:

a). **In the event of death of one (or more but not all) of the joint account holders:** the balance outstanding will be paid jointly to the survivor(s) and the legal heir(s) of the deceased joint account holders (or any of them as mandated by all the legal heirs) against their joint claim on verification of authority of the legal heirs and proof of death of the depositor on maturity of the deposit and also on complying with the formalities laid down by the bank in chapter III of this policy.

b). In the event of death of both / all the joint account holders, the balance outstanding will be paid jointly to the legal heirs of all the deceased depositors (or any one of them as mandated by all legal heirs) on verification of authority of the legal heirs and proof of death of depositors on the maturity of the deposit and also on complying with the formalities laid down by the bank in chapter III of this policy.

1.2.3. Premature termination of Term Deposit Account

With Nomination:

a). **In the event of death of one (or more but not all) of the joint account holders:** premature termination will be permitted against joint request of the survivor(s) and the legal heir(s) (or any one of them as mandated by all legal heirs) as per the terms of contract on verification of identity of the legal heirs and proof of death of depositor and also on complying with the formalities laid down by the bank in chapter III of this policy.

b) **In the event of death of all the joint account holders:** Premature termination of term deposit account as per the terms of contract will be permitted

at the request of the nominee on verification of his/her identity (**such as documents available in eKYC/CKYC, Aadhaar Card, Election/Voter ID Card, PAN Card, Passport etc.**) and proof of the death of the depositors and also on complying with the formalities laid down by the bank in chapter III of this policy.

Without Nomination

a) In the event of death of one (or more but not all) of the joint account holders, premature termination will be permitted against joint request by the survivor(s) and the legal heir(s) of all the deceased depositors (or any one of them as mandated by all legal heirs) as per the terms of contract on verification of authority of legal heirs and proof of death of depositor and also on complying with the formalities laid down by the bank in chapter III of this policy.

b) In the event of death of all the joint account holders, premature termination will be permitted against joint request by all legal heirs of the deceased depositors (or any one of them as mandated by all legal heirs) as per the terms of contract on verification of authority of legal heirs and proof of death of depositors and also on complying with the formalities laid down by the bank in chapter III of this policy.

1.2.4. Safe Deposit Lockers

With Nomination:

a) In the event of the death of one (or more but not all) of the joint locker hirers the nominee(s) will be jointly allowed to access the locker and remove the contents on identification and verification of proof of death of the locker hirer(s) along with the surviving hirer(s) and also on complying with the formalities laid down by the bank in chapter III of this policy.

b).In the event of death of both / all joint locker hirers the nominee(s) will be allowed to access the locker and remove the contents on establishing his/her/their identity and verification of proof of the death of the hirers and also on complying with the formalities laid down by the bank in chapter III of this policy. Before permitting surviving hirer(s) and/or nominee(s) to remove contents of the Safe Deposit Locker, the bank would prepare an inventory of the articles in their presence along with two independent

witnesses. Form for taking inventory is enclosed as **Annexure –8**.

Without Nomination:

a) In the event of death of one (or more but not all) of the locker hirers, the surviving hirer(s) and legal heirs of the deceased hirer (or a person mandated by them) would be allowed to access the locker and remove the contents on verification of authority of legal heirs and proof of death of the hirer and also on complying with the formalities laid down by the bank in chapter III of this policy.

b) In the event of death of both / all the joint locker hirers, all the legal heirs (or any one of them as mandated by all legal heirs) would be allowed to access the locker and remove the contents on verification of authority of legal heirs and proof of death of the locker hirers and also on complying with the formalities laid down by the bank in chapter III of this policy.

Before permitting surviving hirers and mandated legal heir(s) to remove contents of a Safe Deposit Locker, the bank would prepare an inventory of the articles in the presence of surviving hirers, mandated legal heir(s) and two independent witnesses. Form for taking inventory is enclosed as **Annexure – 9**.

1.2.5. Safe Custody Article/s

Generally, safe custody articles are not accepted in joint names. Even if accepted in joint names nomination facility is not provided.

1.3. Joint account with mandate “Either or Survivor” / “Former or survivor” / “Anyone or Survivors” / “Latter or Survivor” - with or without nomination:

1.3.1 Savings Account / Current Account

With Nomination:

a) In the event of death of one (or more but not all) of the depositors, the balance outstanding will be paid to survivor (s) on verification of proof of death of the depositor and also on complying with the formalities laid down by the bank in chapter III of this policy.

b) In the event of death of both/all the joint depositors, the balance outstanding will be paid to the nominee on verification of his/her identity **(such as documents available in e-KYC / CKYC, Aadhaar Card Election / Voter ID Card, PAN Card, Passport etc.)** and proof of death of depositors and also on complying with the formalities laid down by the bank in chapter III of this policy.

Without Nomination:

a) In the event of death of one (or more but not all) of the depositors, the balance outstanding will be paid to survivor on verification of proof of death of the depositor and also on complying with the formalities laid down by the bank in chapter III of this policy.

b) In the event of death of both/all the joint depositors, the balance outstanding will be paid jointly to the legal heirs (or any one of them as mandated by all the legal heirs) on verification of authority of legal heirs and proof of death of depositors and also on complying with the formalities laid down by the bank in chapter III of this policy.

1.3.2 Term Deposit Account

With Nomination:

a) In the event of death of one (or more but not all) of the depositors, the balance outstanding will be paid to survivor(s) on verification of proof of death of the depositors on maturity of deposit or as agreed at the time of opening of deposit and also on complying with the formalities laid down by the bank in chapter III of this policy.

b) In the event of death of all joint depositors, the balance outstanding will be paid to the nominee on verification of his/her identity **(such as documents available in eKYC/CKYC, Aadhaar Card, Election/Voter ID Card, PAN Card, Passport etc.)** and proof of death of depositors on maturity of deposit or as agreed at the time of opening of deposit and also on complying with the formalities laid down by the bank in chapter III of this policy.

Without Nomination:

a) In the event of death of one of the depositors (or more, but not all), the balance outstanding will be paid to the survivors on verification of proof of death of the depositor

on maturity of deposit or as agreed at the time of opening of deposit and also on complying with the formalities laid down by the bank in chapter III of this policy.

b) In the event of death of all joint depositors, the balance outstanding will be paid to the legal heir(s) of all the deceased depositors (or any one of them as mandated by all the legal heirs of joint holders) on verification of authority of legal heirs and proof of death of depositors on maturity of deposit and also on complying with the formalities laid down by the bank in chapter III of this policy.

1.3.3 Premature termination of Term Deposit Account

With Nomination:

a) In the event of death of one (or more but not all) of the depositors, the survivor(s) will have the right to seek premature termination of term deposit account as per the terms of contract on verification of proof of death of the depositor and also on complying with the formalities laid down by the bank in chapter III of this policy.

b) In the event of death of all the joint depositors, the nominee will have right to seek premature termination of term deposit account as per the terms of the contract on verification of his/her identity **(such as documents available in eKYC/CKYC, Aadhaar Card, Election/Voter ID Card, PAN Card, passport etc.)** and proof of death of depositors and also on complying with the formalities laid down by the bank in chapter III of this policy.

Without Nomination

a) In the event of death of one (or more but not all) of the depositors premature termination will be allowed against request from surviving depositor(s) as per the terms of the contract on verification of the proof of the death of the depositor and also on complying with the formalities laid down by the bank in chapter III of this policy.

b) In the event of death of all joint depositors, premature termination will be permitted against joint request by all legal heirs of the deceased depositors (or any one of them as mandated by all the legal heirs) as per the terms of contract on verification of authority of legal heirs and proof of death of depositors and also on complying with the formalities laid down by the bank in chapter III of this policy.

1.3.4 Safe Deposit Lockers

With Nomination:

At present B R Act (Section 45 ZE) does not provide nomination facility in respect of lockers with “Either or Survivor” / “Former or Survivor”/“Anyone or Survivors”/ “Latter or Survivor” mandate. Hence operational instructions are not given in this regard.

Without Nomination:

a) In the event of death of one (or more but not all) of the joint hirers, the surviving hirer(s) will be allowed to access the locker and remove the contents on verification of proof of death of the joint hirer(s) and also on complying with the formalities laid down by the bank in chapter III of this policy.

b) In the event of death of all the locker hirers, all the legal heirs of the deceased joint hirers (or any one of them as mandated by all legal heirs) would be allowed to access the locker and remove the contents on verification of the authority of legal heirs and proof of death of the locker hirers and also on complying with the formalities laid down by the bank in chapter III of this policy.

Before permitting the surviving hirers/legal heir(s) to remove contents of a Safe Deposit Locker, the bank would prepare an inventory of the articles in the presence of surviving hirers/legal heirs and two independent witnesses. Form for taking inventory is enclosed as **Annexure –8**.

1.3.5 Safe Custody Article/s

Generally safe custody articles are not accepted in joint names. Even if accepted in joint names nomination facility is not provided.

Note: Certain general clarifications about Nomination rules are given in Chapter-VII.

Claim specific actions / steps to be taken for settlement in respect of different accounts / facilities are illustrated in the tabulated form in the Chapter-VIII.

CHAPTER - II.

SETTLEMENT OF CLAIMS IN RESPECT OF MISSING PERSONS.

A. Settlement of claims where a person is missing after a lapse of 7 years from the date of missing and where court order is produced.

In a situation where an individual has been missing for 7 years or more and if the nominee/ legal heirs/claimants produce the declaration of the court that such an individual is presumed to be dead (Civil death) then, such person's account can be treated in the same way as of the account of deceased person. In such cases, when a court order is furnished, the same will substitute the death certificate and it would be in order for the bank to proceed on such court order to settle the claims in respect of such missing person's accounts.

The credit balance in the deposit account up to any extent may be settled on the basis of submission of claim by the nominee/legal heirs/claimants enclosing order of the competent court and on the basis of verification of KYC of the nominee/ legal heirs/claimants, the credit balance together with interest, if any, may be paid by cheque or to their account maintained with us on complying with the formalities laid down by the bank in chapter III of this policy.

The powers in respect of payment of balance in the account of the deceased customer to the nominee/ legal heirs / claimants may be exercised by the different authorities as per the delegated powers mentioned in this Policy.

B. Settlement of claims where a person is missing after a lapse of 7 years from the date of missing and where court order is not produced.

In the cases when the credit balance in the account of missing persons is not large, the claimants may find it expensive and cumbersome to obtain order from the court.

In order to avoid hardship and cost involved to the claimants in approaching the court for settling the small claims in respect of missing persons, RBI advised banks to put a threshold limit for settlement of claims without insisting for submission of court order. **We have fixed a threshold limit of ₹ 2 lacs for this purpose.**

The Bank in such cases shall settle the claims on production of the following documents:

1. FIR with the Police.
2. The non-traceable report issued by Police authorities.
3. Letter of indemnity for the value of the amount released. (as per annexure to this policy) **(ANNEXURE-13)**.
4. Vouching Letters from two responsible persons having accounts with us / well known to the Bank **(ANNEXURE-5)**
5. Affidavit by the Deponent / legal heirs **(ANNEXURE-12.)**
6. Copy of the paper publication if any. (Note: -if there is no paper publication then the relevant sentence/s shall be struck off from the affidavit and indemnity against authentication).
7. Other existing guidelines in respect of settling the death claim for Compliance.

In settling the claims on the basis of FIR, the following points should also be considered.

1. FIR should have been lodged with the police without any delay when the person was found missing and the police should have issued a non-traceable report that the individual has not been traced after all efforts have been made by the police.
2. FIR should be lodged with the concerned police station at a place where the person was found to be missing or in his permanent residence or at a place he was residing for the last one year.
3. The date of disappearance of the person will be reckoned from the date of First Information Report with the police.

The authority for authorizing such claims shall vest with the Regional Head.

4. The credit balance in the account including accrued interest up to the date of submission of application for settlement of claim submitted to the branch to be considered for arriving at threshold limit of ₹.2 lacs. However, interest up to the date of settlement of claim is to be given to the claimant. In case, the balance amount together with interest on the date of submission of application for settlement comes more than ₹.2 lacs then the claimant has to produce certificate from the competent court for settlement of the claim.

In all other aspects, our instructions /guidelines given in this policy shall prevail.

CHAPTER-III

DOCUMENTATION / FORMALITIES

I. Documents which are required to be submitted by the claimants are mentioned hereunder:-

(a) **By the Nominee or Survivor.**

(i) Request Letter

(ii) Claim Form (in triplicate).

(iii) Proof of Death Certificate issued by Municipality / Corporation

OR

Registrar of Births / Deaths. (Photostat / Xerox copy of Death Certificate duly verified with the original and certified as True Copy by the branch head /Officer shall be obtained).

(iv) Proof of Identification of Nominee: anyone of the following documents which contains Photo, (viz):- Documents available in eKYC/CKYC, Aadhaar Card, Election/Voter ID Card, Passport, Pan Card, State or Central Government ID Card, ID Card issued by the Post Office, ID card issued by any Nationalized Bank or our Bank).

(v) Branches are advised not to insist Original Deposit Receipts from the survivor/Nominee if they are not able to produce the same.

(vi) Branches are to desist from insisting on production of succession certificate, letter of administration or probate etc., or obtain any bond of indemnity or surety from the nominee, irrespective of the amount standing to the credit of the deceased account holder.

(vii) Inventory Forms wherever applicable.

(viii) Receipt duly stamped, witnessed and signed by the Nominee/survivor.

II. By legal heirs with or without joint holders where there is testamentary succession & no Nomination (To settle the claims as per the Will)

- (i) Request letter
- (ii) Claim Form (in triplicate).
- iii) Proof of Death Certificate issued By Municipality / Corporation

OR

Registrar of Births / Deaths. (Photostat / Xerox copy of Death Certificate Duly verified with the original and certified as True Copy by the branch head / Officer shall be obtained).

- (iv) Legal Heirship Certificate issued by Revenue Authorities of Rank not less than Tahsildar / Deputy Tahsildar or Succession Certificate issued by the competent Court.
- (v) Will / Settlement Deed / Gift Deed etc., ((Photostat / Xerox copy of the Said document duly verified with the original and certified as True Copy by the branch head / Officer shall be obtained).
- (vi) Letter of Probate of the Will / Letter of Administration ((Photostat / Xerox copy of the said document duly verified with the original and certified as True Copy by the branch head / Officer shall be obtained).
- (vii) Vouching letters from two responsible persons having accounts with us/well known to the bank, should be insisted upon by the branches situated in the states wherein there is no practice / procedure for Revenue / Government Authorities issuing legal heir ship certificates. It is hereby clarified that in all the cases of production of succession certificate issued by a competent Court or legal heirship certificate issued by Revenue Authorities, Vouching letters should not be insisted upon by branches. (Ref.Cir.HO.GM.Legal.Gen.Cir.1245/2012-13 dated 29/09/2012)
- (viii) Letter of Authority in favour of one or more claimant by the remaining claimants along with proof of identification of legal heirs (any one of the following documents which contains Photo(viz):-Documents available in eKYC/CKYC, Aadhaar Card, Election/Voter ID Card, Passport, Pan Card, State or Central Government ID Card, ID card issued by Post Office, ID card issued by any Nationalized Bank or our Bank.
- (ix) Original Deposit Receipt/s and or Pass Book.

- (x) Letter of Indemnity in case the claimant is unable to produce original deposit receipt and or pass book.
- (xi) Inventory Forms wherever applicable.
- (xii) Receipt duly stamped, witnessed and signed by the claimant/s

(xiii) Affidavit cum Indemnity(Annexure-7)

III. By legal heirs with or without joint holders where there is no testamentary succession & no Nomination.

- (i) Request letter
- (ii) Claim Form (in triplicate).
- (iii) Proof of Death Certificate issued by Municipality / Corporation

OR

Registrar of Births / Deaths. (Photostat / Xerox copy of Death Certificate duly verified with the original and certified as True Copy by the branch head / Officer shall be obtained).

- (iv). A) Legal Heirship certificate issued by Revenue Authorities of Rank not less than Tahsildar / Deputy Tahsildar or Succession Certificate issued by the competent court
- B) Proof of identification of claimants: anyone of the following documents which contains Photo, viz., documents available in eKYC / CKYC, Aadhaar Card, Election/Voter ID Card, Passport, PAN Card, State or Central Government ID Card, ID card issued by the Post Office, ID card issued by any Nationalized Bank or our Bank).

Vouching letters from two responsible persons having accounts with us/well known to the bank, should be insisted upon by the branches situated in the states wherein there is no practice / procedure for Revenue / Government Authorities issuing legal heir ship certificates. It is hereby clarified that in all the cases of production of succession certificate issued by a competent Court or legal heirship certificate issued by Revenue Authorities, Vouching letters should not be insisted upon by branches.

- (vi). Letter of Authority in favour of one or more claimant by the remaining claimants along with proof of identification of legal heirs (any one of the following documents which

contains Photo(viz):-Documents available in eKYC/CKYC, Aadhaar Card, Election/Voter ID Card, Passport, Pan Card, State or Central Government ID Card, ID card issued by Post Office, ID card issued by any Nationalized Bank or our Bank.

(vii). Original Deposit Receipt/s and or Pass Book.

(viii). Letter of Indemnity in case the claimant is unable to produce original deposit receipt and or pass book.

(ix). Inventory Forms wherever applicable.

(x) Affidavit cum indemnity(Annexure-7)

(xi).Receipt duly stamped, witnessed and signed by the claimant/s

IV.PROCEDURE TO BE FOLLOWED BY BRANCH HEAD

- The Requisition Letter submitted by the claimant should contain the relevant account numbers in respect of which the claim is made.
- The Branch Head should attest the requisition letter, death and legal heirship certificate and other documents if any submitted by the legal heirs/claimants.
- Every Page of the Consent Letter/Letter of Authority(Annexure-4) shall be signed by all the legal heirs and shall be attested by a Notary Public. It should be ensured without fail that the consent letter should be neatly typed without any omission of particulars.
- In case of Jewel Loans, the value of the jewels to be obtained from the Jewel Appraiser without fail and for the claim, the value of the jewels to be taken into consideration for arriving the claim amount and not the outstanding dues in the loan account.

V. SHARE OF MINOR INVOLVED

The Minor share shall be kept in the fixed deposit until the minor becomes major.

If the Natural guardian/Legal Guardian claims the Minor share in case of necessity/welfare of the Minor and the same shall be released on obtaining an affidavit as per Annexure -15.

VI. Settlement of Shares involving Persons suffering with Autism, Cerebral Palsy, Mental Retardation and Multiple Disabilities.

As far as settlement of shares involving Persons suffering with Autism, Cerebral Palsy, Mental Retardation and Multiple Disabilities, the Provisions/Procedure contained in the National Trust for the Welfare of Persons, with Autism, Cerebral Palsy, Mental

Retardation and Multiple Disabilities Act, 1999 shall apply. As per the said Act, a person affected by the above disabilities can act only through a guardian appointed by the Local Committee constituted under the Act, which consists of District Magistrate (ie., District Collector) and 2 other persons nominated as per the provisions of the Act. A Local Level Committee under the above Act has the power to appoint a parent, natural guardian etc., as the guardian of the person and property of the person affected with such disabilities. As such the Branches may insist upon the Guardianship certificate issued by the Local Level Committee under the above Act as proof to act as a guardian along with applicable KYC documents. The Guardian appointed for the property of the person with disabilities can deal with the properties belonging to such persons. (Circular HO.GM.Legal.Gen.8.Cir.2881/2015-16 dated 15.03.2016).

Ceiling Limit: Upto Claim of ₹ 1,00,000.00(share of such persons) the claim may be settled without insisting upon the Guardianship Certificate, for Persons suffering with Autism, Cerebral Palsy, Mental Retardation and Multiple Disabilities is need of medical care / treatment, the claims upto Rs.1,00,000 (Share of such person) may be released without insisting an guardianship certificate.

VII. Settlement of claims related to Class-II Legal heirs/Other Legal heirs documents to be obtained.

- 1.Claim Form
- 2.Requisition Letter
- 3.Proof of death of depositor/Legal Heirship Certificate
- 4.Court Order in favour of the Claimant / Succession Certificate / Probate (if the claim involved is more than ₹.1,00,000/-)
- 5.Affidavit cum Indemnity (Annexure-7)
6. Letter of Authority and
- 7.Applicable KYC documents.

VIII. Obtaining Affidavit cum Indemnity(Annexure-7)

At the time of disbursement of claim proceeds, the Branches should obtain the Affidavit cum Indemnity Letter(Annexure-7) invariably from the legal heirs in all the eligible cases. The execution of Affidavit cum Indemnity is not to be insisted upon in the following.

- 1.When the claim is Settled/made to the Nominee under Valid Nomination as per Section 45ZA of Banking Regulation Act, 1949.

2. When the claim is settled/made to the Survivor under Either(E) or Survivor(S) Mandate.

3. When the claim is settled on the basis of a Succession Certificate/Probate/ Letter of administration/Order of Court granted in favour of the claimant/legal heirs.

Note: The Affidavit cum Indemnity bond should be stamped as per the stamp duty payable as per the state laws without fail. The same should be signed by the claimant and notarized without fail in all the pages without any omission of the particulars.

IX. The Death certificate of deceased customer if issued outside of India

In case of a death certificate if issued outside of India, we may require such certificate to be authenticated by any one or more of the following modes, done in the country of its issuance. 1. Notarized by the Notary Public (or) 2. Apostilled (or) 3. Consularised.

CHAPTER-IV

Competent Authority for Settlement of Claims.

A) Simple Claims without insisting production of any other documents except the following document

(Refer.HO.Circular.No.GM.Legal.Gen.7.Cir.2514/2014-15 dated 16.2.2015)

- i) Sanctioning Authority is satisfied about the identity of the claimant/s.
- ii) Claimant submits claim letter along with Death Certificate of the deceased depositor and Deposit receipts etc.
- iii) Indemnity Letter is to be executed by the claimant/s for receipt of claim amount.

Simple Claim Settlement Power Table as follows:

Branch Manager Rank	AUTHORISATION BY	
	Manager Himself	Manager along with Asst/Sub-Manager of the Branch.
Scale I Manager (JLO) (or) Scale II Manager (M-I)	₹.5,000.00	₹.10,000.00
Scale III Manager (M.II) (or) Scale IV Manager (CO)	₹10,000.00	₹.20.000.00

B) In respect of other than Simple Claims (Normal Claims):

Amount in ₹	
Officer / Executives	Powers
Scale I Manager JLO	Upto 50,000.00
Scale II Manager M-I	Upto 75,000.00
Scale III Manager M-II	Upto 1,00,000.00
Scale IV (Asst. Vice President - Branch Head)	Upto 3,00,000.00
Scale IV Asst. Vice President at Regional Office	Upto 7,00,000.00
Regional Head	Upto 20,00,000.00 *Settlement of claims related to Locker
Executive Vice President	Upto 40,00,000.00
Executive Director	Upto 70,00,000.00
Managing Director & CEO	Above 70,00,000.00

*In case of claims related to Locker, the Regional Head is the sanctioning authority:

Discretionary Power to settle the claim based on the orders obtained from the Court:

If the claimant/claimants produces court order issued by the Competent Court/Probate/Succession Certificate/Letter of Administration etc., to settle the claims in his/her/their favour, the Regional Managers shall sanction the said claim irrespective of the ceiling Limit of the Claim Amount to avoid the time delay, after ascertaining the genuineness of such orders. The discretionary power can be exercised for settling the claims for class-I/primary legal heirs and other legal heirs also.

C) In respect of claim made by nominee.

When the account is mandated with Survivor(s)/nominee clause, the branch head should exercise due care and release the deposit amount /Locker content in favour of survivor(s)/Nominee, through appropriate documentary evidence by following our death claim policy Chapter I to III, V and other instructions.

CHAPTER-V

General Rules

5.1.1 Branches/Region should exercise due care and caution in ascertaining the identity of 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.

5.1.2 It should be made clear to the survivor(s)/nominee(s) that he / they would be receiving the payment from the branch 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.

5.1.3 It may be noted that payment made to the survivor(s) / nominee(s), subject to the foregoing conditions, would constitute a full discharge of the bank's liability. In such case 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., from the survivor(s)/nominee(s), irrespective of the amount standing to the credit of the deceased account holder unless otherwise warranted.

5.2 Time Norms for settlement of claims

Branches shall settle the claims in respect of deceased depositors and release payments to survivor (s)/ nominee **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) to the Branch satisfaction. In the case of accounts without survivor/ nominee clause the claim should be settled within 1 month from the date on which the requisite documents have been submitted. Every quarter, our Customer Service Cell is placing a note of Review of disposal of death claim before SRCSC Committee (Stakeholder Relationship and Customer Service Committee),

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

In case of a term deposit standing in the name/s of –

- (1) a deceased individual depositor, or
- (2) two or more joint depositors, where one of the depositors has died,
interest shall be paid in the manner indicated below

(i) On the maturity of the deposit:

At the contracted rate

(ii) In case of premature withdrawal by legal heir(s)/nominee/legal heir, i.e., in the event of the payment of deposit being claimed before the maturity date:

The bank will pay interest at applicable rate with reference to the period for which the deposit has remained with the bank without charging penalty.

(iii) In case of deposit being claimed after the date of maturity:

In the event of 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 bank shall pay interest at the contracted rate till the date of maturity. From the date of maturity to 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.

However, in the case of death of the depositor after the date of maturity of the deposit, the deposit becomes FDD (similar to current account) before the death of the depositor and the bank shall pay interest from the date of maturity till the date of payment at savings deposit rate (in case of domestic term deposits) and at Resident Foreign Currency (RFC) savings deposit rate in case of FCNR-B deposits) operative on the date of maturity.

5.4 Splitting of Term Deposit

If, on request from the claimant/s, Branch 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.

5.5 Safe Deposit Locker

5.5.1. Procedure in case there is no Nomination/Survivorship clause:

5.5.1.1. On receipt of notice of death of a sole renter or of the last survivor of the joint renters, the locker should be sealed with the Bank's seal and a note to this effect should be made in the all respective records as well as in the Declaration Card. The Declaration Card should be taken out of card index cabinet and kept carefully in a separate file.

5.5.1.2. Branches may at their discretion, on production of satisfactory evidence, permit a legal representative of the deceased to inspect the contents of the locker to enable him /her to obtain the necessary succession certificate or any other legal representation.

5.5.1.3. On registration/obtention of the succession certificate, probate of a will or letters of administration, the successor, executor or the administrator respectively shall have power to deal with the contents of the locker.

5.5.1.4. The contents of the locker, sometimes, are not of great value/ importance, hence, obtaining legal representation involves cost as well as time. The branches may, therefore, in appropriate cases, allow the heirs of the deceased renter to have access to the locker and withdraw the contents against usual indemnity, subject to the following:

- (a) The claimants/heirs of the deceased renter should furnish necessary particulars in the claim format, which is ordinarily obtained in deposit accounts.
- (b) A prescribed letter should be taken from all the heirs requesting the Bank to open the locker for the purpose of inventory.
- (c) The branch should then fix up a date and time for making an inventory and accordingly an inventory may be taken in the presence of all the heirs/ their duly constituted attorney/ies, two respectable witnesses known to the branch (should

not be employees or ex-employees of the Bank), the valuer, the Safe Deposit Vault Custodian and another officer.

- (d) The inventory may be prepared in the prescribed inventory record form. After making an inventory, care should be taken to redeposit all the contents in the said locker and to seal the locker.

5.5.1.5. The branches should forward the inventory papers to the competent authority to enable them to consider delivering the contents against usual indemnity signed by the claimant/s and one or two surety/ies considered good for the amount involved.

5.5.1.6. On receipt of the approval, the claimant/s should be allowed to remove the contents from the locker after signing an indemnity and a letter of surrender together with the key.

5.5.1.7. Where an inventory is to be taken in terms of a court order, it should be done in the presence of (i) the Court's representative, (ii) the claimant/s to the contents of the locker held by the deceased renter, (iii) the valuer and (iv) two officers of the branch. The inventory should enumerate the contents of locker and it should be signed by those in whose presence the locker has been opened. The valuer's assessment of the value of each item of the inventory should be in triplicate, one copy to the Court, the second to the claimant and the third to be retained on branch record.

CHAPTER-VI

6 Provisions of Law regarding Legal heirs

6.1 HINDU.

- 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 Class-I legal heirs: mother, widow, son, daughter, son of a predeceased son, son/daughter of a predeceased daughter, son or daughter or widow of a predeceased son of a predeceased son, widow of a predeceased son, son / daughter of predeceased daughter of predeceased daughter, daughter of predeceased son of a predeceased daughter, daughter of predeceased daughter of predeceased son also. All Class-I legal heirs take simultaneously to the exclusion of any other legal heir and no one takes precedence over the other.
- **The 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.

- 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.
- 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.

6.2. CHRISTIAN.

Primary heirs of a Christian are:

Spouse (Husband / Wife)

Son(s)

Daughter(s)

- Where the deceased is a Christian, Indian Succession Act governs the intestate succession.
- 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.
- 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).
- In case a Christian female dies intestate, husband has the same right.

6.3 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) SUNNI

Primary heirs of a Sunni Muslim are:

i) Son(s)

ii) Daughter(s)

iii) Father

iv) Mother

v) Spouse (Husband / Wife)

According to **Sunni law** the classes of heirs are

Sharers --- Heirs by consanguinity

1. Ascendants: Father, True grandfather, Mother, True Grandmother
2. Descendents: 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.

6.4 Residuary category:

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

Children male or female of deceased, of son of deceased, of father of deceased, male descendents of true grandfather

Son is always a residuary. Daughter with son becomes residuary. Among these, descendents exclude all others. Ascendants exclude all others except descendents and descendents 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.

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

B) SHIA LAW

According to **Shia law** the heirs are

Primary heirs of a Shia Muslim are:

1. Spouse (Husband/Wife)
2. Mother
3. Father
4. Son(s)
5. Daughter(s)

Heirs by consanguinity

- I (i) Parents
(ii) Children & descendents
- II (i) Grand parents (true/false)
(ii) Brother or sister and descendents

III Paternal or maternal uncle of him or
his parents and grandparents

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.

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.

6.5 Minor's Interest and Guardianship

- Where the legal heir is a minor, his lawful guardian will represent his interest.
- 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 life time of father since the welfare of child is of utmost importance.
- 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.

6.6 PARSIS

a) Primary heirs of a Parsi male are:

1. Wife (Widow)
2. Son(s)
3. Daughter(s)
4. Mother
5. Father
6. Children of predeceased children

a) Primary heirs of a Parsi female are:

1.Husband

2.Son(s)

3.Daughter(s)

4.Children of predeceased children

CHAPTER-VII

CLARIFICATIONS REGARDING PROVISIONS IN NOMINATION RULES

The Banking Companies (Nomination) Rules 1985 have been framed in terms of Sections 45 ZA to 45 ZF of the Banking Regulation Act, 1949.

1. Deposit Accounts

- (i) Nomination facility is intended only for individuals including a sole proprietary concern.
- (ii) There cannot be more than one nominee in respect of single/joint deposit account.
- (iii) Banks may allow variation/cancellation of a subsisting nomination by all the surviving depositor(s) acting together. This is also applicable to deposits having operating instructions “Either of Survivor”.
- (iv) It may be noted that in the case of a joint deposit account the nominee’s right arises only after the death of all the depositors.

2. Safe Deposit Lockers

- (i) Nomination facility is available in respect of lockers hired singly as well as jointly. In respect of lockers in joint names nomination rules are applicable only if lockers are operated jointly.
- (ii) Where the lockers are hired jointly, on the death of any of the joint hirers, the contents of the locker are allowed to be removed only jointly by the nominee(s) and the survivor(s) after an inventory is taken in the prescribed manner. In such a case, after such removal preceded by an inventory, the nominee and surviving hirer(s) may still keep the entire contents with the same bank, if they so desire, by entering into a fresh contract of hiring a locker.
- (iii) Banks are not required to open sealed/closed packets found in locker while releasing them to the nominee or nominees and surviving hirers. Description of the sealed/closed packet(s) should however be mentioned in the inventory.

- (iv) Section 45 ZE of the B.R Act, 1949 does not preclude a minor from being a nominee for obtaining delivery of the contents of a locker. The responsibility of the banks in such cases is to ensure that when the contents of a locker are sought to be removed on behalf of the minor nominee, the articles are handed over to a person who, in law, is competent to receive the articles on behalf of the minor.

3. Safe Custody Articles

- (i) Nomination facility is available only in the case of individual depositor / sole proprietary concern and not in respect of persons jointly depositing articles for safe custody.

CHAPTER-VIII

VARIOUS TYPES OF OPERATIONAL INSTRUCTIONS DEPOSITS

WITH NOMINATION

Account in the Name of	Operational Instructions	Nominee	Situation	What is to be done
A	Self	X	X dies	A can change the nomination
A	Self	X	A dies	X will receive the outstanding
A, B	Either or Survivor	X	A dies	Balance outstanding will be payable to B
A, B	Either or Survivor	X	B dies	Balance outstanding will be payable to A
A,B	Either or Survivor	X	A & B dies	X will receive the outstanding
A, B	Jointly	X	A dies	Payable to B and Legal heirs of A jointly
A, B	Jointly	X	B dies	Payable to A and Legal heirs of B jointly
A,B	Jointly	X	A & B dies	Payable to X

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 dies	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 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 dies	Jointly payable to legal heirs of A & B(or any of them mandated by all the legal heirs)

LOCKERS
WITH NOMINATION

Locker in the Name of	Operational Instructions	Nominee	Situation	What is to be done
A	Self	X	X dies	A can change the nomination
A	Self	X	A dies	X will be given access to the locker and liberty to remove contents
A, B	Jointly	X	A dies	B and X will be given access to the locker and liberty to remove contents jointly
A, B	Jointly	X	B dies	A and X will be given access to the locker and liberty to remove contents jointly
A,B	Jointly	X	A & B dies	X will be given access to the locker and liberty to remove contents
A, B	Jointly	X & Y	A dies	B along with X and Y will be given access to the locker and liberty to remove contents jointly
A, B		X & Y	B dies	A along with X and Y will be given access to the locker and liberty to remove contents jointly

A,B		X & Y	A & B dies	X and Y jointly will be given access to the locker and liberty to remove the contents
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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 dies	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 one of them mandate by all legal heirs) will be given access to locker and liberty to remove the contents jointly
A, B	Jointly	A & B dies	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.

REQUISITION LETTER**Form R-1**

From

Place:

Date:

To
The Branch Head
Tamilnad Mercantile Bank Ltd
_____ Branch

Dear Sir/Madam,

Sub: Request to settle the claim of the deceased customer Mr/Mrs.....

I/We wish to inform that Mr/Mrs..... deceased on _____.
He/She is having the following accounts with our Tamilnad Mercantile Bank Ltd.

Nature of Account	Account Number
SB	
CA	
JL	
FD	
RD	
Locker	Locker No.

The copies of the death/legal heirship certificate/succession certificate/Will deed are enclosed herewith. Kindly settle the claim in favour of _____.

I/We undertake to abide by all the terms and conditions of the bank in this regard.
Thanking You,

Yours faithfully,

(sign)
(Name of the Claimant/s)

Signed Before Me/Signature Verified/KYC verified**BRANCH HEAD**

**Annexure-1
Claim Form**

Form No.189

1.Name of the Deceased	
2.Proof of Death	
3.Name of the Claimant(s): his/her/their relation with the deceased	
4.Amount in deposit or subject matter of claim with particulars thereof	
5.Particulars of Liabilities of the deceased of the Bank if any.	
6.a)Did the deceased left any Will? b).Is the Will registered or unregistered? c).Has probate been obtained from a Competent Court?. If so, its true copy should be enclosed. d).Names of the executors, if any or beneficiaries under the Will.	
7. a) Names of the legal heirs and their relations with the deceased(Male) i.Son(s) ii.Daughter(s) iii.Widow iv.Mother v.Son of a Predeceased son vi.Daughter of a Predeceased son vii.Son of Predeceased daughter viii.daughter of predeceased daughter ix. widow of a predeceased son x. son of a predeceased son of predeceased son xi.daughter of a predeceased son of a predeceased son xii.Widow of a predeceased son of a predeceased son	

b.Names of the legal heirs and their relations with the deceased(Female) i.Son(s) ii.Daughter(s) iii.Children of any predeceased Son iv.Children of any predeceased daughter v. Husband	
8.Is any of the Legal heirs, executors or beneficiaries minor?.If so, what is the age of the minor(s) and in whose custody he/she is? Has any Court guardian been appointed?	
9.Has any succession certificate or Letters of administration been obtained by the Claimant(s) from a Competent Court? If so, its true copy should be enclosed.	
10.Nomination Particulars	
11.Any other particulars	

DECLARATION

I/We declare that the aforesaid contents are true and nothing has been concealed or withheld

Signature of Claimants

N.B: This form should be filled in legibly and completed in every aspect

MANAGER'S CERTIFICATE

Station:

Date :

I Certify that Shri/Smthas died and left the following accounts at the time of death showing balance as under.

Nature of A/c (s)	A/C No.	Balance(s) in Rupees

Note: (In case of term deposit please mention the date of deposit and due date)

I have made proper enquiries and verified that he/she has left the following heirs and no others {State Whether minor or Major}.

Name (s)	Relationship	Name(s)	Relationship

PARTICULARS OF CLAIMANTS / LEGAL HEIRS:-

Name and address	Age	Relationship	Details of accounts maintained by them with our Bank

Note: In case, the claimants/ legal heirs are not our customers, their signature should be attested either by a Notary Public of the Claimants / legal heirs should be identified and their signature should be attested by the branch official in requisition / Consent letters.

Recommendations:

Recommended that	
	Manager /Office –in -.charge
Recommended that	
	Regional Manager
Department at H.O.	
Remarks	
Orders of Sanctioning Authority	

INSTRUCTIONS FOR FILLING UP THE CLAIM FORM

1. Claim application should be obtained, properly filled in by the Claimant/s giving complete and correct particulars as required therein and is duly dated.
2. The Branch must verify all the deposit and loan accounts of the party and see that correct particulars of the account viz.
 - a) account number with balance outstanding as on date
 - b) in case of term deposits, nature of account, account number, date of opening, due date, conditions of repayment if any,
 - c) in case of Jewel loan accounts, date of Pro-note, amount outstanding, description and weight of the jewels.
3. Where any valid nomination is registered with the branch in case of deposit/s and articles kept in safe custody/safety locker separate claim formats prescribed for claims under nomination facilities should be filled in and submitted.
4. The particulars of account mentioned in the claim form should tally with that in the requisition letter, Letter of authority etc., given by the claimant and other legal heirs of the deceased person.
5. In the column "Particulars of Claimants" the details of the Claimant/s alone must be given in IV-viii. In case the claimant/s / legal heir/s is/ are illiterate/s the left hand thumb impression of the such claimant/s/legal heir/s should be obtained in the consent letter and authorization letter in front of the Manager/Officer should certify adjacent to the thumb impression so obtained as follows:

Left hand thumb impression of

taken/affixed in front of me.
Sd.....
Manager / Officer.
6. The Death Claim application form should be signed by all the legal heir/s/claimant/s of the deceased.

7. If there are minor heir/s/claimant/s they should be represented by their natural/legal guardian.
8. In the case of thumb impression/signature in any language other than the language(s) in which the claim form and other papers are printed, the same should be duly attested by a Magistrate or Notary under his official seal. While doing so, the attesting officials should state that the contents have been explained to and understood by the signatory.
9. Letters from two respectable persons certifying to the correctness of the particulars furnished by the claimants in the claim form should be sent along with claim form.
10. In case of Term Deposits, if the Claimant wants to close the same prematurely, then it must be stated in claim application itself clearly.

Annexure – 2.

SPECIMEN OF RECEIPT TO BE OBTAINED IN CASE OF DEPOSIT
FROM MAJOR LEGAL HEIR/S .

Received from Tamilnad Mercantile Bank Ltd.,the sum of ₹
.....(Rupees.....only) being (my/our share/s of) the amount
payable in the account of Late Sri/Smt with you as
his/her legal heir/s/successors in full and final settlement of my/our claim/s.

I/We confirm that we have no further claim against the Bank at this Branch in respect of
the assets of the said deceased and the Bank is fully discharged from all liability and
obligation to me/us or to any person claiming for or through us.

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

Dated:

Place:

(for self and on behalf of

1.

2.

Witnesses:

1. Signature:

Name

Occupation

Address

2. Signature

Name

Occupation

Address

Annexure-3.

SPECIMEN OF RECEIPT TO BE OBTAINED FROM NATURAL GUARDIAN
ON BEHALF OF MINORS

Declaration in case funds are settled in favour of a Minor

I, _____ father and natural guardian of _____
hereby certify that the proceeds of your Banker's Cheque No. _____
dated _____ favouring _____ issued by you in settlement of
the balance in account number _____ of
Late _____ will be utilized for the benefit of the minor only.

Signature of Natural Guardian

Annexure.4.

CONSENT LETTER /LETTER OF AUTHORITY

From

Date :

To

The Branch Manager,
Tamilnad Mercantile Bank Ltd.,
.....

Dear Sir,

Sub: Claim in the matter of Assets of Late Sri/ Smt

I am/ We are writing this letter to inform you that Sri/Smt
passed away on.....leaving behind him/her as his/her heir/s the
under mentioned person/s.

I/We, the undersigned, who is /are legal heir/s of Late Sri/Smt.....do
hereby authorise Sri/SmtSon/daughter ofresiding
at..... who is also one of the legal heirs of the said
deceased, to receive the assets valued about / amounting to ₹
.....(Rupees.....only), being payable to me/us in my/our capacity
as legal heir/s of Late Sri/Smt.....as detailed below.

List of Legal Heir/s

NAME	AGE	RELATIONSHIP TO THE DECEASED

PARTICULARS OF ACCOUNTS/AMOUNTS:-

SL.No	Name and Account Number of the Deposit/Borrowal Account	Total Amount/Value	Nature of Security
1.			
2.			
3.			

The amount(s)/Jewels claimed under the above deposit/s account forms part of the assets of the deceased. I/We am/are entitled to a share in his/her assets. I/We hereby declare that I/We have no objection to the entire balance in the accounts/jewels including my share being paid /delivered over to Sri/Smt.....

I/ We further state that the discharge given by the said Sri/ Smt.....in respect of the said deposit accounts shall be effective as if the same is given by me/us and binding on me/us.

The payment/release so made by the Bank shall be fully and completely binding on me/us and shall discharge the Bank from any claim whatsoever from me/us and my/our legal heirs, successors in-title, assigns, administrators, executors or any other person claiming through me/us or in trust for me/us.

Yours faithfully,

Witnesses:

1.Signature
Name
Occupation
Address

2.Signature
Name
Occupation
Address

Annexure-5

VOUCHING LETTER / DECLARATION LETTER

From

To

The Manager,
Tamilnad Mercantile Bank Ltd.,
.....Branch.

Dear Sir,

**Sub: Claim to the assets/balance in theaccount
No.....standing in the name of late.....**

I.....Son ofresiding at
.....do hereby declare and state as follows:-
I know the deceased Sri/ Smt.....residing at
.....and the members of his/her family for the last
.....years. He/she died on(give the date of
death).....(give the place of death) leaving behind him the
following heirs.

NAME	AGE	RELATIONSHIP
1.		
2.		
3.		
4.		
5.		

To my knowledge, the above-named deceased died intestate. I know that I may be liable for damages to the Bank in case it turns out that this information given by me above is in correct and the Bank is made liable for making any wrong payment on the basis of this declaration.

I certify that the particulars furnished by the Claimant/s in the claim form are true and correct to the best of my knowledge.

Place:

Date:

Signature

Witnesses:

1. Signature
Name
Occupation
Address

2. Signature
Name
Occupation
Address

ANNEXURE-6

RECEIPT TO BE OBTAINED WHILE RELEASING PLEDGED ARTICLES/ITEMS)

(To be used while Redeeming/Releasing Gold Jewellery/Shares/G.P.Notes to Legal Heirs of Deceased Borrowers)

Received from Tamilnad Mercantile Bank Ltd.,..... gold
Ornaments, Shares/G.P.Notes as per particulars given below belonging to the said late
Sri/Smt..... and pledged as security for loan granted.

S.No.	Description
1.	
2.	
3.	
4.	
Total	

I, We confirm that we have no further claim against the Bank at this Branch in respect of
Assets of the said deceased and the Bank is fully discharged from all liability and
obligation to me/us or to any person claiming for or through us.

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

Dated.....

(for self and behalf of)

1.

2.

Witnesses:

1.Signature
Name
Occupation
Address

2.Signature
Name
Occupation
Address

Annexure-7.

TO BE STAMPED AS AFFIDAVIT CUM INDEMNITY
Affidavit cum Indemnity Letter

In respect of payment of balance in deposit accounts / contents of safe deposit locker/ safe custody articles of deceased person;

I, We/Mr/Ms/Miss.....(name/names of the claimants) s/o, w/o, d/o)..... aged..... Address..... do hereby solemnly affirm and state as follows.

1. I/We am/are the legal heirs of Mr/Ms/Miss

(name of deceased account holder) and the deceased is my/our (father/mother/wife/husband/son/daughter etc.)

2. I/We further state that I/We the following legal heirs are the only legal heirs entitled to claim the balance deposit/amount /jewels/ ornaments and other valuables the contents held in the locker/safe custody:-

No.	Name	Age	Relationship to the deceased
1.			
2.			
3.			
4.			
5.			

3. I/We further state that the deceased was holding an account (hereinafter referred to as "the account") (specify the account details) _____ in _____ branch of _____ bank (herein after referred to as "the Bank"). At the time of the death of the deceased the account was having a credit of ₹_____ (balance amount in the account) which includes interest upto _____ (date of payment) amount to ₹ ._____ (amount being now paid).

4a. I/We affirm that I/We am/are the sole legal heir/s of the deceased who is/are entitled to receive the amount standing to the credit of the account belonging to the deceased. **I/We also declare and affirm that there is no subsisting Will executed by the Deceased.**

b. In case of Wills (Strike out if not applicable)

I/We further declare that the deceased Mr/Mrs.....has executed/left the unregistered/registered Will dated..... behind him/her thereby bequeathed the proceeds in favour of..... and the Bank has settled the claim proceeds as per the mandate given in the Will. I/We further declare that the said Will dated..... is the Last Will executed by the Deceased to the best of my/our knowledge and belief and there is no other Will/Codicil executed/subsisting/bequeathed superseding this Will and there is no executor/administrator appointed by the deceased/other court authorities, as such I/We am/are entitled to the claim. I/We also declare that the Bank is hereby discharged in full for the claim amount settled based on the Will dated.....

5. I/We have requested the bank to make the payment of the amount standing in the credit of the account belonging to the deceased together with interest thereon as applicable to Shri / Smt _____ being one of the legal heirs for and on behalf of all the legal heirs

OR

I/We have requested the bank to hand-over contents of the safe deposit locker/items held in safe custody to Shri / Smt. _____ being one of the legal heirs for and on behalf of all the legal heirs.

6. I/We are aware that the Bank has agreed to settle our claims relying on this affidavit and I/We agree to indemnify the bank in respect of such payment or delivery of the contents of items in safe deposit locker or held in safe custody against any claim made by any person for the amount standing to the credit of the account of the deceased.

7. I/We for ourselves and my/our respective heirs, executors and administrators jointly

and severally agree, affirm and undertake that the bank, its successors and assigns and its managers, agents, officers and servants and their respective estates and effects are and shall from time to time and at all times hereafter be kept safe and saved harmless and indemnified for and in respect of such payment and against all actions, losses, cost, charges, expenses and demands whatsoever in respect of the said payment or delivery of the contents of items in safe deposit locker or held in safe custody.

All the averments made herein before are true and correct and I/We put my/our signature/mark on this _____ Day of _____ 202__ at _____ in the presence of _____.

Signatures(s) of deponents. (claimants)

Signature of Witness

1.

2.

Affidavit to be attested by Notary Public.

Annexure – 8.
Form of Inventory of Contents of Safety Locker Hired from Banking Company
(Section 45ZE(4) of the Banking Regulation Act, 1949)

(To be used where there is nomination of survivorship clause)

The following inventory of contents of Safety Locker No. _____ located in the Safe Deposit Vault of _____ Branch at _____.

* hired by Shri/Smt. _____ (deceased) in his/her sole name.

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

(ii) _____ Jointly

(iii) _____

was taken on this _____ day of _____ 20____.

Sr.No.	Description of Articles in Safety Locker	Other Identifying Particulars, if Any

For the purpose of inventory, access to the locker was given to the Nominee/and the surviving hirers

- ☐ By breaking open the locker under his/her/their instructions.
☐ Who produced the key to the locker (Delete whichever is not applicable)

The above inventory was taken in the presence of:

1. Shri/Smt. _____ (Nominee) _____

Address _____ (Signature)

Shri/Smt.------(Nominee) _____

Address _____ (Signature)

And

Shri/Smt. _____

Survivors
of joint hirers

(Signature)

Address _____

Shri/Smt. _____

Address _____

(Signature)

2. Witness (es) with name, address and signature:

ACKNOWLEDEMENT GIVEN BY THE SURVIVORS OF THE JOINT HIRERS

* I, Shri/Smt. _____ (Nominee)

* We, Shri/Smt. _____ (Nominee),

Shri/Smt. _____ and Shri/Smt. _____ the survivors
of the joint hirers, hereby acknowledge the receipt of the contents of the safety locker
comprised in and set out in the above inventory together with a copy of the said inventory.

Shri/Smt. _____ (Nominee) Shri/Smt. _____
(Survivor)

Signature _____ Signature _____

Date & Place _____

Shri/Smt. _____

(Survivor)

Signature _____

Date & Place _____

NOTE:

It is made clear that access to locker is given to survivor(s) / nominee(s) only as a trustee
of the legal heirs of the deceased locker hirer on the condition that such access if given to
survivor(s) / nominee(s) shall not affect the right or claim which any person may have
against the survivor(s) / nominee(s) to whom the access is given.

Annexure – 9.

**Form of Inventory of Contents of Safety Locker
Hired from Banking Company
(To be used where there is no nomination or survivorship clause)**

The following inventory of contents of Safety Locker No. _____ located in the Safe Deposit Vault of _____ Branch at _____.

* hired by Shri/Smt. _____ (deceased) in his/her sole name.

* hired by Shri/Smt. (i) _____ (deceased)
(ii) _____ Jointly
(iii) _____

was taken on this _____ day of _____ 20_____

Sr.No	Description of Articles in Safety Locker	Other identifying particulars, if any

For the purpose of inventory, access to the locker was given to the legal heir(s)/a person mandated by the legal heir(s) and surviving hirers

- ☐ By breaking open the locker under his/her/their instructions.
- ☐ Who produced the key to the locker. (Delete whichever is not applicable)

The above inventory was taken in the presence of:

Legal heirs of deceased joint hirer(s)/person mandated by legal heirs

1. Shri/Smt. _____ (Signature)

Address . _____

Shri/Smt. _____ (Signature)

Address . _____

And

Shri/Smt. _____
 Survivors of Joint
 hirers (Signature)
 Address _____

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

2. Witness (es) with name, address and signature:

ACKNOWLEDGEMENT

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

* We, Shri/Smt. _____

 _____ legal heirs and

Shri/Smt. _____

 surviving hirers

hereby acknowledge the receipt of the contents of the safety locker comprised in ad set out in the above inventory together with a copy of the said inventory.

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

Shri/Smt. _____ Signature _____

Shri/Smt. _____ Signature _____

Shri/Smt. . _____ Signature _____

Date & Place _____

(* Delete whichever is not applicable)

ANNEXURE– 10.

**Form of Inventory of articles left in Safe Custody
with banking company**

(Section 45ZC (3) of the Banking Regulation Act, 1949)
(To be used where there is nomination or survivorship clause)

The following inventory of articles left in safe custody
with _____ branch, by Shri/Smt.
_____(deceased) under an agreement/receipt dated
_____ was taken on this, _____ day of _____ 20
_____.

Sr.No.	Description of Articles in Safe Custody	Other Identifying Particulars, if any

The above inventory was taken in the presence of:

1. Shri/Smt. _____ (Nominee)

Shri/Smt. _____

(Appointed on behalf of minor Nominee)

Address _____

Address _____

Signature _____

Signature _____

I, Shri/Smt. _____ (Nominee / appointed on behalf of
minor Nominee) hereby acknowledge receipt of the articles comprised and
set out in the above inventory together with a copy of the said inventory.

Shri/Smt. _____ (Nominee)

Signature _____

Date & Place _____

Shri/Smt. _____

(Appointed on behalf of minor Nominee)

Signature _____

Date & Place _____

NOTE:

It is made clear that access to safe custody articles is given to survivor(s) / nominee(s) only as a trustee of the legal heirs of the deceased depositor of Safe Custody articles on the condition that such access if given to survivor(s) / nominee(s) shall not affect the right or claim which any person may have against the survivor(s) / nominee(s) to whom the access is given.

Annexure –11.

**Form of Inventory of articles left in Safe Custody with banking
company (To be used where there is no nomination or
survivorship clause)**

The following inventory of articles left in safe custody

With _____ branch, by

Shri/Smt. _____ (deceased) under on agreement/receipt

dated _____ was taken on this, _____ day of _____ 20 _____

Sr.No	Description of Articles in Safety Locker	Other identifying particulars, if any

The above inventory was taken in the presence of,
Legal heirs or a person mandated by legal heirs

1. Shri/Smt. _____

(Signature)

Address . _____

2. Shri/Smt. _____

(Signature)

Address. _____

ACKNOWLEDGEMENT

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

* We, Shri/Smt. _____
_____ legal heirs
and

Shri/Smt. _____

_____ surviving heirs

hereby acknowledge the receipt of the articles comprised and set out in the
above inventory together with a copy of the said inventory.

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

Shri/Smt. _____
_____ (Signature)

Shri/Smt. _____
_____ (Signature)

Shri/Smt. . _____
_____ (Signature)

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

.....

Annexure-12

AFFIDAVIT (Relating to Missing Person)

I / We S/o / D/o / w/o aged about..... years, residing at do hereby solemnly affirm and sincerely state as follows:

I/We are the deponent herein.

I/we submit that Shri / Smt..... (Name of the missing person) residing at..... is my/our(relationship with the missing person), has been missing from.....(date).

I/We submit that Shri / Smt..... (name of the missing person) is holding a deposit with ----- branch of Tamilnad Mercantile Bank Ltd in his/her name.

I/ We submit that all efforts were taken by me/us to trace him/her and a paper publication was made in..... (name of the newspaper) on(date of publication) regarding the fact of his/her missing but in vain. In addition to that a police complaint was filed with... .. (Police station) on (date) regarding his/her missing.

I/We submit that police authorities have reported that

Shri / Smt.....(name of the missing person) could not be traced and has submitted a non-traceable report to that effect. Further no person has seen or has reported having seen Shri / Smt.....(name of the missing person) after.....(date of missing).

I/We submit that, I/ We are the only legal heirs entitled to the deposits standing in the name of Shri./ Smt.....(name of the missing person).

I/We submit that, the copy of the police complaint, non-traceable report copy, copy of newspaper publication, other documents required including letter of indemnity required by the bank for settling the claim as death claim etc. are already submitted to The Manager, Tamilnad Mercantile Bank Ltd., (name of Branch).

I/We submit that the above said facts are true and correct.

I/We state that, this affidavit is executed for the purpose of settlement of the said deposit.

Solemnly affirmed and signed
before me at.....on.....

DEPONENT/S (Legal heirs)

NOTARY PUBLIC

Annexure-13

LETTER OF INDEMNITY **(Relating to Missing Person)**

THIS LETTER OF INDEMNITY executed at on this.... day of.... by

- i. Sri./ Smt.....S/o....., residing at
- ii. Sri./ Smt.....S/o....., residing at
- iii. Sri./ Smt.....S/o....., residing at

(Hereinafter referred to as 'the obligor' which term shall mean and include their legal heirs) in favour of

'Tamilnad Mercantile Bank Ltd., a scheduled commercial bank and a banking company within the meaning of Companies Act, having its Regd. Office at 57, V.E.Road, Thoothukudi and among others a branch Office at..... and one of its branch at..... (Hereinafter, referred to as "Bank"), represented by its..... (which term and expression shall unless repugnant to the context mean and include its successors and assigns.)

WHEREAS-

1. Shri / Smt..... (name of the missing person) who was residing at..... is(relationship with the missing person) of the obligor/s and holding a deposit (morefully described in the Schedule A hereunder) with ,..... (Name of the branch) of Tamilnad Mercantile Bank Ltd was missing from.....
2. The obligor is/are the legal heir/s of Sri / Smt.... (Name of the missing person) has/have taken all steps to trace him and has/have filed police complaint, made a paper publication, but in vain and Sri / Smt is not known for the last 7 years and he/she is presumed as dead.

The obligor has claimed the deposit standing in the name of Shri / Smt..... as the legal heir of Shri / Smt..... and has submitted the copy of the complaint filed before Police authorities, paper publication, not traceable certificate issued by police,

and sworn an affidavit to this effect and bank has agreed to settle the proceeds of the deposit which is more fully described in the schedule on condition that the obligor has to indemnify the bank for any loss/damages that may be incurred by the bank on account of settling the claim of the obligor and also undertake to return back the amount settled in his favour with interest on the amount settled to him for the period between the date of settlement of claim in his favour and date of returning the deposit amount.

NOW THIS WITHNESSETH that, the obligor in consideration of bank agreeing to settle the claim of the obligor, undertakes to return the amount settled in his favour more fully described in the Schedule with interest on the said amount for the period between the date of settlement of claim in his favour and date of returning the amount and indemnify and keep indemnified the Bank at all times against all loss, cost, charges and expenses whatsoever of nature that the Bank may incur or suffer on account of bank settling the deposit mentioned in the schedule in favour of the obligor on the strength of the above said documents or any rival claim/any person claiming / establishing to be the legal heir of Shri./ Smt.....(name of the missing person) or in the event of Shri/Smt.....(name of the missing person) returns/is traced.

IN WITNESS WHEREOF the obligor has put his hand on the day and year first hereinabove written.

SCHEDULE

Details of Deposits to be specified

WITNESSES:

1.

2.

OBLIGOR /S

1.

2.

Note: Details of obligor shall suitably incorporated depending upon the number of legal heirs. Obligor includes all legal heirs and 2 sureties.

Annexure-14

AGREEMENT TO INDEMNITY

This agreement made at.....thisday of 202....
Executed by Shri.....S/o/w/o/d/o.....aged.....years residing
at..... herein after called the nominee
(2)Sri.....S/o/w/o/d/o..... agedyears residing
at..... and the parties (1) and (2) herein after collectively called the
INDEMNIFIERS which expression shall wherever the context so admits or requires,
mean and include their respective successors and assigns in favour of Tamilnad
Mercantile Bank Ltd., a scheduled commercial bank and a banking company within the
meaning of Companies Act, having its Regd. Office at 57, V.E.Road, Thoothukudi and
among others a branch Office at..... hereinafter called the Bank which
expression shall wherever the context so admits or requires shall mean and include its
successors and assigns.

Whereas the Depositor/s had deposited a sum of ₹.....in Fixed Deposit/Mini
MKD/Navarathnamala Deposit opened onwith the Bank at
.....% interest for a period ofdays/weeks/months for which the
Bank issued the deposit receipt bearing.....Deposit Receipt
No.....dated/opened onSB/DSD/CA Account with
number.....

Whereas the Depositor has/have lost or misplaced the said Pass book /Deposit receipt /
and the same is not traceable, and Sri.....the nominee has represented to
the Bank that the Deposit receipt / Pass book is lost/ untraceable and that he may be
repaid with the deposit amount without the production of the deposit receipt/pass book.

Whereas the nominee/legal heirs has also assured the Bank and the Fixed Deposit Receipt /Muthukkuviyal Deposit receipt /Mini MKD /Navarathnamala Deposit /Pass book remains untraced and that in case the receipt/ pass book is found out or the nominee/legal heirs comes into possession of the same at any time, he/she/they will immediately inform the Bank and handover the same to the Bank.

Whereas the Bank has agreed to repay the deposit amount of ₹.....without the production of the said deposit receipt /pass book on condition that the nominee/legal heirs along with other respectable and creditworthy person shall indemnify the Bank against all losses etc., that may be caused to the Bank as a consequence of repayment of deposit without production of the receipt / pass book.

IN CONSIDERATION OF THE PROMISES, the Indemnifiers execute the indemnify and this Deed witnesseth as follows:-

i).In consideration of the Bank making repayment of the deposit amount in the name of.....without the production of Deposit Receipt /Pass book referred to above bearing No.....date.....

₹.(Rupees in words.....) the original of which has been lost and has not been pledged, transferred or assigned to any other person, the nominee and the indemnifiers hereby jointly and severally agree to indemnify and keep indemnified the Bank, their successors and assigns harmless against all loss, claims, costs, charges, expenses and consequences that may arise from their so making payment of the Deposit from wrongful dealing or encashment of the originalin any manner whatsoever or any other consequences connected with the said Deposit Receipt or duplicate thereof and we, the said nominee/legal heirs and the indemnifiers further undertake to deliver to the bank the said original Deposit Receipt if and when found.

IN WITNESS WHEREOF THE Depositor and the indemnifiers have hereunto affixed their respective hands the day and year first above written.

Witness

Nominee/

1.

Legal heirs

2.

3.

(indemnifiers)

ANNEXURE-15

AFFIDAVIT

I, Mr./Mrs....., son/wife of aged about.....years, residing at do hereby solemnly affirm and state as follows.

1.Mr./Mrs....., a customer of the Bank had died on and he had the following accounts with the.....Branch of the Tamilnad Mercantile Bank Ltd

Nature of Account	Account Number	Amount /Jewels

2.The deceased Mr./Mrs..... had left behind the following persons as his/her legal heirs

Name of the legal heir	Age	Relationship with the deceased

3.I am the father/mother/grandfather of the Minor..... and minor..... and as such I am the natural guardian of the said minors under the personal law applicable to them. In my capacity as natural guardian of said minors, I am entitled to represent them before the Bank, submit all documents on their behalf, claim the shares of the said minors in the asset left behind by the deceased, receive shares of the minors and give receipt therefore to the Bank

4.....Branch of the Bank had agreed to hand over the shares of the minors in the assets left behind by the deceased to me on behalf of the minors subject to myself executing this affidavit assuring to the Bank that I shall retain the

said assets till the minors attains majority and hand over the same to minors or the same shall be utilized only for the legal necessity of the minors.

5.I hereby declare and affirm that the share of the minors in the assets left behind by the deceased shall be retained by me till the minors attain majority and their respective shares received by me shall be handed over to them on their attaining majority. I further states that the share of the minors received by me may be utilized only in case of legal necessity of minors and I shall keep a due account for the same.

6.I further states that I shall not act against the interests of minors and I shall keep and safeguard the interest of the minors in protecting the assets received by me from the Bank or any other assets left behind by the deceased till the minors attain majority.

7.I further declare that minors shall not make any claim against the Bank and I alone will be liable for any such claim and consequences.

8.I hereby give full discharge to the Bank on behalf of the minors in respect of the their shares in the assets left behind by the deceased account holder Mr./Mrs.....

Dated at..... On this the..... day.....month, 202_

Deponent

Solemnly affirmed and signed
before me at.....on.....

NOTARY PUBLIC