

## **Process for Claiming/Activation of the Unclaimed Deposit Accounts**

### I. Claim by the customer himself-

- a) Account holders after checking their name and address on the List of Unclaimed Deposits displayed on this website will visit the branch maintaining his/her account and submit the "Claim Form" duly filled in and signed, along with the available details of the account (Pass book/Statements of account, Term Deposit/Special Term Deposit Receipts or advices), recent photographs, valid Identity and address proof documents (KYC documents) with originals for verification.
- b) Branches will directly process the application for payment of unclaimed deposit and pay the amount after due diligence and KYC compliance.

### II. Claim by the legal heir / nominee :-

- a) For claim process, the legal heir/ Nominee (s) can visit the branch and submit the Unclaimed Deposits Claim Form duly filled in and signed, along with the following documents.
  - i. Passbook/Term Deposit/Special Term Deposit Receipts (advices)
  - ii. Valid Identity proof of the claimant(s)
  - iii. Copy of death Certificate of the account holder.
- b) Branches while processing the applications will meticulously follow the Bank's policy for claim settlement of deceased and missing persons.

### III. Claim of Non-individuals accounts: –

- ❖ For claim of non-individual accounts including proprietorship and HUF, the Claim forms will be submitted on Company's/firm's letter head duly signed by authorized signatories along with valid identity proof.