

## D E C E A S E D   D E P O S I T O R   S E R V I C E S

# Death Claim Settlement

A Step-by-Step Guide for Legal Heirs & Nominees

**We understand this is an incredibly difficult time.** Our commitment is to make the claims process as straightforward and compassionate as possible.

## S E T T L E M E N T   T I M E L I N E

## Our Commitment to You

**□ 15 Calendar Days — Guaranteed**

Deposit accounts: Claim settled within 15 calendar days from receipt of ALL required documents.

Safe deposit lockers: Claim processed and inventory date communicated within 15 calendar days.

**⚠ Important: Submit Complete Documents**

Incomplete or inaccurate submissions may cause delays or rejection. Ensure all documents are in order before submission.

## D E P O S I T   A C C O U N T S

## Accounts with Nomination

A registered nominee or survivorship clause makes the settlement process faster and simpler.

### Standard Claim — Nominee or Surviving Account Holder

Applies to: Savings, Current (proprietor and individual only), and Term Deposit accounts with a valid nomination.

#### Documents Required

- i. Claim Form (Annex I-A) — signed by nominee(s) / survivor(s)
- ii. Death Certificate of the deceased depositor
- iii. Officially Valid Document (OVD) of the nominee / survivor — for identity & address verification

### Continuing a Joint Account — Survivorship Clause

If the account was set up as "Either or Survivor", the surviving holder may continue operating the original account without opening a new one. For Term Deposit, both the deceased and the surviving account holder(s) must belong to the same category (i.e. General, senior citizen or super senior citizen) in order to continue the deposit account.

#### Requirements

- iv. Death Certificate of the co-holder
- v. Written request from the survivor to continue the account
- vi. Updated KYC documents of the survivor

**✓ No New Account Needed**

The bank will update its records and permit the survivor to operate the original account seamlessly.

## Premature Termination of Term Deposits

Death of ONE Joint Holder	Pre-authorized Mandate Exists
<ul style="list-style-type: none"> <li>☒ Consent of surviving depositors required</li> <li>☒ Consent of legal heir(s) of deceased holder also required</li> </ul>	<ul style="list-style-type: none"> <li>☒ Survivors may withdraw without requiring legal heir consent</li> <li>☒ Valid only if mandate was given jointly at deposit creation or during tenure</li> </ul>

### ☐ Nominee Rights in Joint Accounts

The nominee's right to claim arises ONLY after the death of ALL joint depositors.

If all joint holders have passed away, the nominee may seek premature termination subject to KYC verification and proof of death.

## DEPOSIT ACCOUNTS

### Accounts without Nomination/ Survivor clause

CITY UNION BANK follows a simplified settlement procedure (in line with RBI guidelines) to reduce hardship on legal heirs when no nomination exists — provided the following conditions are ALL met:

- ☒ No nomination was registered by the deceased
- ☒ No Will was left behind
- ☒ No contesting claim exists among legal heirs
- ☒ No court order restraining payment is in force

### Claims up to ₹15 Lakh — Simplified Procedure

#### Documents Required

- i. Claim Form (Annex I-B) — signed by claimant(s) excluding those who signed the disclaimer
- ii. Death Certificate of the deceased depositor
- iii. OVD of the claimant(s) — identity and address proof
- iv. Bond of Indemnity (Annex I-C) — signed by claimant(s)
- v. Letter of Disclaimer / No Objection (Annex I-D) — from non-claimant legal heirs, if applicable
- vi. Legal Heir Certificate from a competent authority **OR** Declaration (Annex I-E) by an independent person known to the family, not a party to the claim

#### ✓ No Third-Party Surety Required

For claims up to ₹15 lakh, no bond of surety from any third party will be asked for.

### Claims above ₹15 Lakh

All documents listed above (i to vi) plus one of the following legal documents:

- i. Succession Certificate
- ii. Legal Heir Certificate from a competent authority
- iii. Affidavit (Annex I-E) — sworn before a Notary Public / Judge / Judicial Magistrate by an independent, non-party witness known to the deceased's family

#### ⚠ Surety Bond May Apply

For claims above ₹15 lakh, the branch may also require a bond of surety from third-party individuals acceptable to the bank.

## OUTSIDE THE SIMPLIFIED PROCEDURE

## Special Situations

### Claims Involving a Will — No Dispute

The branch settles the claim on the basis of a Probate of Will or Letter of Administration (as applicable), plus the standard documents (i to iii above).

If a beneficiary named in the Will is not a legal heir, applicable documents must also be obtained from that person.

#### Discretionary Settlement Without Probate

The sanctioning authority may act on the Will without a formal probate — provided there is no dispute, the Will is not inconsistent with applicable laws, and the authority is satisfied as to its genuineness.

### Contesting Claims / Disputes Among Legal Heirs

Where legal heirs or Will beneficiaries are in dispute, the branch will require one of:

- ⊘ Probate of Will
- ⊘ Letter of Administration
- ⊘ Succession Certificate
- ⊘ Court Order / Decree

#### Court Restraint Order

If a court order restraining payment is in force, the bank CANNOT process the claim during that period. Settlement will proceed only upon a subsequent court order permitting it.

#### No Surety Bond Required

No third-party surety bond is required for claims settled via Will or dispute-based legal procedures.

## SAFE DEPOSIT LOCKERS &amp; ARTICLES IN SAFE CUSTODY

## Safe Deposit Locker Claims

The bank processes locker claims and communicates an inventory date within 15 calendar days of receiving all required documents.

### Claims with Nomination / Survivorship

#### Documents Required (All Locker Nominees / Survivors)

- i. Claim Form (Annex I-A) — signed by nominee(s) / survivor(s)
- ii. Death Certificate of the safe deposit locker hirer
- iii. OVD of the nominee / survivor — identity and address proof

#### ✓ No Legal Documents Required for Nominee Claims

Succession Certificate, Letter of Administration, Probate of Will, or Bond of Indemnity is NOT required — unless there is a discrepancy in the nomination.

### Jointly Held Locker

On the death of any joint hirer, the bank gives the survivor(s) and nominee(s) joint access to remove contents. Where a survivorship clause exists ("Either or Survivor", "Anyone or Survivor", "Former or Survivor"), the bank honours that mandate upon death of one or more hirers.

### Minor Nominee

Locker contents are handed to the guardian named in the nomination form. If no guardian was specified, the bank hands over contents to a person legally competent to act on behalf of the minor.

### Inventory Process — Step by Step

1. Bank writes to claimant(s) confirming documents received and fixes a date and time for the inventory.
2. Inventory conducted in the presence of: nominee(s)/survivor(s) or their authorised representatives; two independent witnesses (not bank employees); the vault custodian; and another bank staff member not associated with locker operations.
3. Bank hands over contents and obtains a signed acknowledgment confirming the locker is empty and the claimant has no objection to its reallocation.

### Locker Claims without Nomination — Simplified Procedure

Applies when: no nomination was made, no survivorship clause exists, no Will, and no dispute among legal heirs.

- i. Claim Form (Annex I-B) — signed by claimant legal heir(s)
- ii. Death Certificate of the locker hirer
- iii. OVD of the claimant(s)
- iv. Letter of Disclaimer / No Objection (Annex I-D) — from non-claimant legal heirs, if applicable
- v. Legal Heir Certificate from competent authority **OR Affidavit (Annex I-E)** — sworn before a Notary Public / Judge / Magistrate by an independent, non-party witness known to the deceased's family

#### □ Valuation of Locker Contents

For claims NOT under the simplified procedure, an independent valuer will assess the contents.

Valuation costs are borne by the claimant(s). You will be informed of this when your application is received.

#### Articles in Safe Custody

The same procedure applies for articles kept in the bank's safe custody by the deceased. Annex I-G is used for the inventory in such cases.

## SPECIAL PROVISIONS

### Claims for Missing Persons

Claims up to ₹1 Lakh	Claims above ₹1 Lakh
<ul style="list-style-type: none"> <li>₹ FIR copy submitted to police</li> <li>₹ Non-traceable report from police authority</li> <li>₹ Accepted in lieu of death certificate or court order</li> </ul>	<ul style="list-style-type: none"> <li>₹ Declaration / Certificate from competent court declaring civil death is mandatory</li> <li>₹ Must be produced before claim settlement proceeds</li> </ul>

#### Documents Required — Missing Person Claims (up to ₹1 Lakh)

- i. FIR filed with the Police
- ii. Final / Non-Traceable Report from police authority
- iii. Claim Form (Annex I-B) — signed by claimant(s)
- iv. OVD of the claimant(s) — identity and address proof
- v. Bond of Indemnity (Annex I-C) — signed by claimant(s)
- vi. Letter of Disclaimer / No Objection (Annex I-D) — from non-claimant legal heirs, if applicable
- vii. Legal Heir Certificate from a competent authority

## INTERNATIONAL CLAIMS

### Non-Resident Depositors & Claimants

If the deceased passed away outside India, the proof of death document must be certified in the country of issuance through one of the following:

- ₹ Authorised officials of overseas branches of Scheduled Commercial Banks registered in India
- ₹ Branches of overseas banks with correspondent banking relationships with Indian banks
- ₹ A Court Magistrate, Judge, or Notary Public in the country of issuance
- ₹ Consularised by the Indian Embassy / Consulate General in the country of issuance
- ₹ Apostilled

## CLAIM SUBMISSION PROCESS

### How to Submit Your Claim

Visit any City Union Bank branch at your convenience — you do not need to go to the branch where the account was held.

1. Submit your claim and all required documents at any branch. You will receive a written acknowledgment.
2. Document check: If complete, branch issues written confirmation. If incomplete, you receive a clear list of pending items.
3. On subsequent submission of pending documents, branch confirms receipt and provides the likely settlement date.
4. Claim settled within 15 calendar days from the date ALL documents are received.

## Annex Forms — Quick Reference

All forms are available at your nearest branch or on the Bank of Baroda website.

FORM	PURPOSE
Annex I-A	Claim Form — Nominee / Survivor
Annex I-B	Claim Form — Legal Heir
Annex I-C	Bond of Indemnity
Annex I-D	Letter of Disclaimer / No Objection
Annex I-E	Declaration / Affidavit by Independent Witness
Annex I-F	Locker Inventory Form
Annex I-G	Safe Custody Inventory Form
Annex I-H	Bond of Indemnity (Locker / Safe Custody)

### QUICK REFERENCE

## Who Gets Paid — At a Glance

### Deposit Accounts — With Nomination

ACCOUNT HOLDERS	MODE OF OPERATION	NOMINEE	SITUATION	OUTCOME
A	Self	X	X dies	A may update the nomination
A	Self	X	A dies	X receives the outstanding balance
A, B	Either or Survivor	X	A dies	Balance payable to B
A, B	Either or Survivor	X	B dies	Balance payable to A
A, B	Either or Survivor	X	A & B die	X receives the outstanding balance
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 die	Payable to X

#### Successive Nomination:

Settlement of the deposit proceeds shall be made in accordance with the specified order.

#### Simultaneous Nomination:

Settlement shall be carried out as per the specified share percentage.

### Deposit Accounts — Without Nomination

ACCOUNT HOLDERS	MODE OF OPERATION	SITUATION	OUTCOME
A	Self	A dies	Payable to legal heirs of A (or any one mandated by all heirs)
A, B	Either or Survivor	A dies	Payable to B
A, B	Either or Survivor	B dies	Payable to A

ACCOUNT HOLDERS	MODE OF OPERATION	SITUATION	OUTCOME
A, B	Either or Survivor	A & B die	Jointly payable to legal heirs of A & B (or any one mandated by all heirs)
A, B	Jointly	A dies	Payable to B and legal heirs of A jointly
A, B	Jointly	B dies	Payable to A and legal heirs of B jointly
A, B	Jointly	A & B die	Jointly payable to legal heirs of A & B (or any one mandated by all heirs)

## Safe Deposit Lockers — With Nomination

LOCKER NAME OF	IN	MODE OF OPERATION	OF	NOMINEE(S)	SITUATION	OUTCOME
A		Self		X	X dies	A may update nomination
A		Self		X	A dies	X gets access & liberty to remove contents
A, B		Jointly		X	A dies	B and X jointly get access & liberty to remove
A, B		Jointly		X	B dies	A and X jointly get access
A, B		Jointly		X	A & B die	X gets full access & liberty to remove
A, B		Jointly		X & Y	A dies	B, X and Y jointly get access
A, B		Jointly		X & Y	B dies	A, X and Y jointly get access
A, B		Jointly		X & Y	A & B die	X and Y jointly get full access

### Successive Nomination:

Settlement of the safe deposit locker shall be made in accordance with the specified order.

## Safe Deposit Lockers — Without Nomination

LOCKER NAME OF	IN	MODE OF OPERATION	SITUATION	OUTCOME
A		Self	A dies	Legal heirs of A (or any one mandated by all heirs) get access
A, B		Either or Survivor	A dies	B gets access & liberty to remove contents
A, B		Either or Survivor	B dies	A gets access & liberty to remove contents
A, B		Either or Survivor	A & B die	Legal heirs of A & B (or any one mandated by all heirs) get access
A, B		Jointly	A dies	B and legal heirs of A jointly get access
A, B		Jointly	B dies	A and legal heirs of B jointly get access
A, B		Jointly	A & B die	Legal heirs of A & B (or any one mandated by all heirs) get access