

The process note has been designed in accordance with Model Operational Procedure for issued by Indian Bank's Association for Settlement of Claims of Deceased Depositors & Return of Articles in Safe Deposit Lockers.

Document List as per Locker holding pattern & Nomination status:

Locker Holding	Nomination	Documentation
Single Hirer	With Nomination	• Set A
	Without Nomination	• Set B
Joint Hirer (without Survivorship)	With Nomination	• Death of One/More hirer - Set A • Death of all hirer - Set A
	Without Nomination	• Death of One/More hirer - Set B • Death of all hirer - Set B
Joint Locker (with Survivorship)	With Nomination	• Nomination not allowed for joint lockers with Survivorship clause
	Without Nomination	• Death of One/More hirer - Set A • Death of all hirer - Set B

Detailed list of documents (Set 'A' & 'B')

Requisite Documentation with various locker hiring patterns	
Set A	<ul style="list-style-type: none"> • Application for deceased claim by claimant(s) – Annexure I • Identity and address proof of the claimant(s) • Death certificate issued by municipal authorities/ government department. The Photocopy should be original sighted by the Bank Officer • Inventory list (Annexure III) with two Independent witness (preferably known to the claimant or deceased customer e.g Relative, Friend, etc)
Set B	<ul style="list-style-type: none"> • Application for deceased claim by claimant(s) • Identity and address proof of the claimant • Death certificate issued by municipal authorities/ government department. The Photocopy should be original sighted by the Bank Officer • Documentary proof of Legal Heir – (a Probated Will OR Succession Certificate OR Letter of Administration issued by court of competent jurisdiction in India) • Inventory list (Annexure IV) with two Independent witness (preferably known to the claimant or deceased customer e.g Relative, Friend, etc) • Indemnity Letter (Annexure II) - In case value < Rs. 50,000/-)

Document Formats:

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Annexure I - Application Form

From,

To,

The Branch Manager,
Yes Bank Ltd,

_____ Branch

Dear Sir,

Re: Deceased Locker

Late Shri / Smt. _____

Locker No(s). _____

I / We advise the demise of Shri / Smt. _____ on _____. He / She holds the above Locker(s) at your branch. The Locker(s) is / are in the name of: _____

I / We lodge my / our claim for the articles within the locker of the above named deceased who died intestate. I / we am / are the **legal heir(s)/nominee/joint holder** of the above named deceased and lodge my / our claim as per the bank's rules and discretion. The relevant information about the deceased and the legal heirs are as under.

1. Names in full of the parents of the deceased:

Father: _____

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Mother: _____

2. Religion of the deceased: _____

3. Details of living (i) Husband (ii) Wife (iii) Children (iv) Father (v) Mother (vi) Brothers (vii) Sisters (viii) Grand Children. If Hindu Joint Family, the name and address of the Karta and Co-parceners with their respective ages.

S.No.	Full Name	Age	Occupation	Address	Relationship with Deceased
1					
2					
3					
4					
5					

4. Claimant/s name/s and address in full

(i)

(ii)

(iii)

I/We submit the following documents. Please return the original death certificate to us after verification:

1. Death Certificate (Original + 1 photocopy) issued by:

2. Letter of Indemnity

3. Other documents as detailed by branch:

.....
.....

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I/We request you to submit the articles belonging to the above named deceased to on my/our behalf.

I/We hereby solemnly affirm that there is no order from competent court restraining payment to claimant and the above statements are true and correct to the best of my/our knowledge and belief.

Yours faithfully,

Place:

Date:

Signature of Claimant(s)

Full Name	Signature

Annexure II - Affidavit cum Indemnity Letter

(To be stamped with the duty payable for affidavit & Indemnity bond)

In respect of contents of safe deposit locker 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 Locker 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 Locker (hereinafter referred to as “the Locker”) (specify the Locker details) _____ in _____ branch of YES Bank (herein after referred to as “the Bank”).

4. I/We affirm that I/We am/are the sole legal heirs of the deceases who are entitled to receive belongings to the deceased.

5. I/We have requested the bank to hand-over contents of the safe deposit locker 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

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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 Locker 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 _____ 200__ at _____ in the presence of _____.

Signatures(s) of deponents. (claimants)

Signature of Witness

Affidavit to be attested by Notary Public.

Annexure III - 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 or survivorship clause)

The following inventory of contents of Safety Locker No. _____ located in _____ 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	Number of Articles of similar category	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. OR
- 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

Address _____ (Signature)

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YES BANK

Shri/Smt. _____

Address _____ (Signature)

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

* 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 IV - 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 _____ 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	Number of Articles of similar category	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 OR
- 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. _____

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Survivors of
Joint hirers

(Signature)

Address _____

Shri/Smt. _____

(Signature)

Address. _____

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

Shri/Smt. _____

(Signature)

Address . _____

Shri/Smt. _____

(Signature)

Address . _____

Annexure V - ACKNOWLEDGEMENT (for Annexure II & III)

* 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 VI - Mandate Letter – Locker accessed by non Hirer

For authorising a person other than the Hirer to remove contents for Deceased Claim process

Date:

Locker No:

Branch:

Locker Holder Name (s):

I/We hereby request you approve locker operations/ closure of the locker by below mentioned person, reason for the same being

_____.

Name of Person (non hirer):

Address:

Tel No:

Mobile No:

E mail id:

ID proof provided:

1. I/We hereby state that due to the above mentioned reason, I/we need help from Mr/Miss_____ to -
 - a) Operate the said Locker / Close the said Locker & remove/collect contents for Deceased claim
 - b) Withdraw articles from the said Locker
2. The specimen signature of who has been authorised to operate upon the account is given below. The signature has been duly attested and verified by me/us.
3. I/We agree to abide by the existing the terms and conditions regarding the Locker operations / closure of the said locker at YES BANK. I /We hereby undertake that I/we have made known to the person accompanying of specific uses of the Locker as per the said Regulations and guidelines.
5. I/We hereby undertake to indemnify YES BANK Ltd. against any loss, damage, claim, action, proceedings, cost , charges and expenses that may be suffered or incurred by YES BANK Ltd. on account for any activity undertaken by the accompanying person by the use of the said Locker.

Signature of Person authorized by Legal Hirer

Signature of Legal Hirer

Before Me

Notary