

Policy for settlement of claims for deceased customers

I. Introduction

Based on the Banking companies (nomination) Rules, 1985, the guidelines on deceased depositors issued by RBI and in line with RBI master circular on customer services dated 1 July 2015, a detailed deceased depositor and safe deposit locker policy guidelines have been formulated. This policy aims at removing hardships faced in settlement of claims of deceased depositors and safe deposit locker hirers. It also aims at creating awareness amongst account holders about the advantages of availing 'nomination' facility.

II. General guidelines

- An announcement of death in newspaper, production of a death certificate or a report from a reliable source etc., will be sufficient notice to the Bank about the death of the customer. As soon as the branch becomes aware of the death of the customer, the debit freeze/hold fund to be marked and authorized immediately for individual (savings/ current) account(s) except in case of accounts with survivor-ship mandate.

Note: Debit card held by the deceased holder in joint account/ guardian, should be hot listed by the branch.

- A lien to be marked and authorized immediately for individual term deposit account(s) except in case of accounts with survivor-ship mandate.
- Bank may not voluntarily intimate about such debit freeze to any one and would await claimant to approach the Bank and ensure a seamless settlement is made to the rightful owner of deceased customer. The initiative is to protect customer monies and any content held in customer lockers with the Bank.
- Nomination facility is intended only for individuals including a sole proprietary concern.
- If the deceased person had multiple relationships with the Bank with different nominees/ MOP, e.g. if the deceased person had one savings account and one term deposit with different nominees. An account (CA/SA/ TD) based settlement to be done as per the survivorship mandate/ nomination of the account.
- There cannot be more than one nominee in respect of single/joint deposit account except in cases where a minor is the nominee where another individual can be appointed to receive the deposit on behalf of the nominee during the minority of the nominee.
- It may be noted that in the case of a joint deposit account, the nominees right arise only after the death of all the depositors.
- Claims on deceased depositor's account(s)/locker(s) will be settled after ascertaining the identity of the survivor(s)/nominee and the fact of death of the account/locker holder through appropriate documentary evidence.
- Survivor(s)/nominee would be receiving the payment from the Bank 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 to whom the payment is made and that making such payments to the survivor(s)/nominee, would constitute a full discharge of the Bank's liability. Branch to take an acknowledgement for receipt of funds wherever the settlement proceeds are handed over to the claimant through banker's cheque/ demand draft (annexure XIII). In case the banker's cheque/ demand draft is dispatched to the claimant through Registered AD/speed post receipts/ courier, proof of delivery (POD) to be considered at par with the acknowledgment receipt.

However, if there is an order from a competent court restraining the Bank from making such payment then the Bank has to make payments in terms of the said order. In a situation wherein the Bank receives an order of this nature after making the necessary payments to the survivor/ nominee, the Bank will immediately send a letter to the concerned claimant outlining details as to when the payments were made and the details of such survivor/nominee to whom payments had been made.

- All claims to be accepted in the claim format only. This form should be duly signed by the claimant clearly stating the mode of disposal.
- Copy of death certificate should be notarized original sighted by the bank officer. The copy of the death certificate should be self-attested by the claimant.

Note: Notarization may be exempted if the branch is able to verify the death certificate online from issuing authority website. Branch to evidence the verification through the following notation "verified online" on copy of death certificate submitted by claimant before raising the claim to CPC.

- Deviation matrix for mismatch:

If a minor mismatch is observed in customer's or claimant's name/ DOB/ father's name featuring in death certificate or any other documents submitted at the time of claim submission vis a vis Bank records; below deviation matrix to be followed by the Bank.

Mismatch observed in	Processing of claim to be recommended by
Deceased customer's name/ father's name mentioned on death certificate differs from the one updated in Bank records	Regional manager of the requesting Branch
Deceased customer's DOB mentioned on death certificate differs from the one updated in Bank records	Regional manager of the requesting Branch
Nominee's name mentioned on ID/ address proof submitted for nominee verification along with the claim differs from the one updated in Bank records	Regional manager of the requesting Branch
Nominee's DOB/age mentioned on ID/ address proof submitted for nominee verification along with the claim differs from the one updated in Bank records	Regional manager of the requesting Branch

Note: The difference should be indeed "minor" in nature e.g. due to abbreviations used as middle name, phonetic differences, differences due to translation to/from vernacular language etc. and should be verifiable through second/ third factor authentication. For DOB, the difference could be due to absence of DD/MM in a particular OVD.

- Proof of address of the claimant should match with the address of the claimant as mentioned in the indemnity cum affidavit/succession certificate/letter of authority/probate.
- Where the claimant is an AUSFB account holder, proof of address and photo ID of the claimant is not required. However, the address of the claimant as per the Bank's records should match with the address of the claimant in the indemnity cum affidavit. In the event KYC is overdue for the claimant who is also account holder of the Bank then KYC must be produced as per the extant KYC AML policy of the Bank.
- Photo ID and proof of address are to be provided as per the applicable KYC policy of the Bank.
- Indemnity cum affidavit if applicable should be prepared as per the bank's format on stamp paper (first party: claimant, second party: Au Small Finance Bank limited), duly notarized and signed by all the legal heirs on all the pages. All the legal heirs should countersign if any corrections are made.
- Minors cannot sign on the stamp papers.
- All signatures to be obtained in full. (no initials are permitted)
- **In the case of a joint account:**
 - Standing in joint names of two account holders with mode of operation being either or survivor, upon intimation of death of one of the account holders by production of death certificate, the account needs to be converted into single account in the name of the survivor.
Note: If the survivor of the account is not eligible for the existing product type, a product change request to be obtained.
 - Standing in joint names of three or more account holders where the mode of operation will be 'Anyone or survivor', upon intimation of death of one of the account holders by production of death certificate the account will continue in the name of the remaining two account holders with the mode of operation to continue as 'Either or survivor' and there is no necessity to have a fresh mandate.
 - Standing in joint names or two or more account holders where the mode of operation is jointly upon intimation of death of one of the account holders by production of death certificate, all operations in the account to be stopped till the legal heirs of the deceased are identified. The same process as outlined with regard to single account wherein there is no nomination shall be followed as regards the share of deceased account holder.
- Apart from the guidelines mentioned above, some lockers specific guidelines are listed below:
 - While granting access to the safe deposit locker or while permitting the removal of the contents of any locker by any nominee or jointly by any nominee and survivors or by legal heir(s), an inventory of the article/contents of the locker may be prepared and signed by all the persons to whom access is to be given, and in case they cannot remain present, may be signed by their duly authorized attorney.

- Nomenclature of the account may be changed in the name of the remaining hirer(s) and fresh nomination may be provided.
- A Bank officer will be present at the time of opening of the locker to supervise the preparation/custody/taking of the inventory of contents. Two copies of the inventory list are retained by the Bank, one on the Customer's records with the Bank and the other in safe custody by the locker department.
- The nominees/claimants must sign one copy of the inventory of contents acknowledging receipt thereof and the surrender clause on the reverse of the specimen signature card.

i. HUF accounts – death of karta

In the event of death of a karta, HUF account may be settled as under:

- Obtaining affidavit cum indemnity from surviving members and legal heirs confirming their acceptance to one of the members as a new karta* and obtain death certificate of the karta. Bank shall allow the new karta to continue to operate the existing account on the basis of such documents, in HUF accounts.
* In absence of an adult male coparcener, adult daughter coparcener can be made as new karta of the HUF.
- Similar procedure to be followed in cases where account is to be closed and balance in the account to be paid to the new karta.

In the event of death of co-parcener:

- Obtaining death certificate of the co-parcener and a letter to this effect from the karta of the HUF and update the same in the record.

Note: There cannot be sole member in an HUF at any point in time, it must be a family. Under any circumstances if HUF is left with only one person, the same needs to be dissolved.

ii. Settlement of Claims in respect of Missing Persons:

The settlement of claims in respect of missing persons would be governed by the provisions of section 107/108 of the Indian evidence act, 1872. Section 107 deals with presumption of continuance and section 108 deals with presumption of death. As per the provisions of section 108 of the said act, presumption of death can be raised only after a lapse of seven years from the date of his/her being reported missing. As such, nominee/legal heirs have to raise an express presumption of death of the subscriber under section 107/108 of the Indian evidence act before a competent court. If the court presumes that he/she is dead, then the claim in respect of a missing person can be settled as is done for any other deceased accounts.

However, keeping in view the imperative need to avoid inconvenience and undue hardship to the common person, the Bank will accept claims for settlement up-to a value of ₹ 2 lacs, without insisting on production of any documentation other than (i) FIR (missing report) and the non-traceable report issued by police authorities and (ii) letter of indemnity (Annexure XV).

iii. Trust account–Death of trustee:

In the event of death of trustee, obtained a letter informing death of trustee and death certificate of the trustee and update the details for the same in the records. The other trustees in the account can operate and transact from the account.

iv. Savings/ Current account – death of power of attorney holder or mandate holder:

- In the event of death of power of attorney holder or mandate holder in the account, the operations in the account will continue as normal as the Bank's contractual relationship is with the principal and not with the power of attorney holder/ mandate holder.
- The principal holder will provide a fresh operating instruction and a confirmation that cheques signed by the deceased signatory/ power of attorney holder/ mandate holder have been marked as "stop payment".
- In case of more than one attorney / mandate holder with power to all of them to act jointly, the power must be revoked on the demise of one of them.

v. Death of NRI Account Holder: In case of death of an NRI account holder, obtain the documents as mentioned in the Documents Required section below.

- Repatriation of funds by resident nominee to meet the overseas liabilities of deceased NRI account holder, requires RBI approval.
- Death certificate of NRI died abroad should be shared with Corporate Legal team for verification.

Account	Nominee	
	Non-resident	Resident Indian
NRO	Amount is transferred to nominees' NRO account OR remitted overseas up to USD 1 million subject to necessary tax paid in India <reference RBI master Direction on Remittance of Assets para 3.2>	Credit to domestic account of Nominee.
NRE	<p>Repatriation permitted subject to the following conditions.</p> <ul style="list-style-type: none"> ▪ Application in Form LEG (Application for Remittance of Legacies) is submitted by the nominee. ▪ A valid nomination has been registered in the Bank's records in favor of the nominee. ▪ The nominee continues to be NR at the time of remittance and the deceased was NR at the time of death. ▪ All legal heirs are NR. A signed declaration to the effect duly witnessed may be submitted by the nominee to the Bank. ▪ Documentation in accordance with the KYC policy of the bank to be obtained. <p>A copy of LEG and relevant documents should be maintained for verification in case of inspection. All other applications for remittance that do not fulfil the above criteria should be referred to the NR Corporate Office for approval (NR product manager to recommend and NR product head to approve)</p>	Credit to domestic account of Nominee

vi. Death of partner:

With respect to partnership accounts, in case of death of a partner, disposal of balance should be made in consultation with Corporate Legal team. The delegated powers should not be exercised to dispose off the balance in such accounts irrespective of the amount involved.

Depending upon the terms of agreement between the partners, there can be three contingencies on the death of a partner:

- a) Where, in the absence of any provision to the contrary in the partnership agreement, the death of a partner operates as dissolution of the firm.
Section 47 of the Indian partnership act, which reads as follows applies: "After dissolution of a partnership, the rights and obligations of the partners continue in all things necessary for winding up the business of the partnership".
 - The surviving partner(s) has / have only the right to do all things necessary for the purpose of winding up the business of the partnership. It is necessary for the Bank to obtain a suitable letter from the surviving partner(s) and the legal heirs of the deceased partner confirming the authority in the surviving partners to collect the assets of the firm.
 - Individual cases should be reported to Corporate Legal team for the format of the agreement to be obtained in this connection.
- b) Where the partnership is dissolved on the death of a partner and when the partnership is reconstituted:
 - The surviving partners either by themselves or with the addition of a new partner or partners may carry on the business of the dissolved firm.
 - The balance in the account should be settled in favour of the surviving partner(s) and legal heirs of the deceased partner.
 - If the reconstituted firm continues to bank with AU Small Finance Bank Limited, a new account will have to be opened by the partners of the new firm after obtaining necessary account opening formalities. The formats of agreement(s) to be taken for setting the balance in the old account should be obtained from Corporate Legal team after referring individual cases to them.

c) Where there is a provision in the Partnership agreement that the partnership is not dissolved on the death of a partner

- When there is a provision as above, the surviving partners have full authority to act on behalf of the firm in the firm's name. In that case, surviving partners can operate the account after producing death certificate and a certified copy of the partnership deed/ NOC from the deceased's legal heirs. The Branch Manager should be satisfied about the continuation of the Partnership agreement.
- In case of doubt, Corporate Legal team to be consulted.
- BM/ BOSM needs to stop the operations in the partnership account when the fact of death of a partner is known to the Bank, up-to the time documents/proof are produced as stated above and the legal position is examined to the Bank's satisfaction. This is an appropriate procedure to be followed.
- It may further be noted that in case of dispute between surviving partners and/or the legal heirs of a deceased partner, the branch should invariably call upon the parties to bring orders from a competent court to avoid any allegations against the Bank. If there is any debit balance in any borrowal account of the firm, on receipt of notice of death of a partner, operations in the account should be stopped.
- The continuing partners and legal heirs/representatives of the deceased partner should all be put on notice of the outstanding in the account as on the date of receipt of communication of the death of a partner. The outstanding balance in the account of the old firm should be adjusted by the legal heirs of the deceased partner and surviving partners, unless a management decision is taken to accept the new firm as debtor and outstanding balance transferred to the account of the reconstituted firm after taking required documents from the partners of the new firm.
- The deceased partner was holding and operating an account in the name of the partnership, hence only surviving partners shall be liable for the debit balance in the borrowal account.
- It is not permitted to set-off the balance of a person's private account against the account of the firm for which he is a partner unless the security given by the deceased was from his private property.
- Further, caution needs to be exercised while perusing through the partnership deed in order to ensure that it does not contain a clause which dissolves the firm on death of a partner.

vii. Provision of Law regarding legal heirs:

- Legal representatives must be ascertained on the basis of the personal law applicable to the deceased. Hindus (which includes Jain, Buddhist and Sikh religious groups), Muslims, Parsis and Christians each of the religious groups have their own rules of succession and accordingly legal representatives may be different set of relations.
- These rules of succession are tabulated below. The Bank should reply upon the succession certificate submitted by legal heirs to ascertain legal heirs.

Religious Group	Heir according to personal laws (in order)
Hindus (including Jain, Buddhist and Sikh religious groups)	<ul style="list-style-type: none"> • Primary heirs of Hindu male are <ol style="list-style-type: none"> 1) Son(s) 2) Daughter(s) 3) Wife 4) Mother 5) Children of Predeceased children 6) Widow of predeceased son 7) Children of predeceased grand children • Primary heirs of Hindu female are <ol style="list-style-type: none"> 1) Son(s) 2) Daughter(s) 3) Husband 4) Children of predeceased children
Muslims	<ul style="list-style-type: none"> • Primary heirs of a Sunni Muslim are: <ol style="list-style-type: none"> 1) Sons(s) 2) Daughter(s) 3) Father 4) Mother

Religious Group	Heir according to personal laws (in order)
	5) Spouse (Husband/Wife) <ul style="list-style-type: none"> • Primary heirs of a Shia Muslim are: <ol style="list-style-type: none"> 1) Spouse (Husband/Wife) 2) Mother 3) Father 4) Son(s) 5) Daughter(s)
Christians	<ul style="list-style-type: none"> • Primary heirs of a Christian are: <ol style="list-style-type: none"> 1) Spouse (Husband/Wife) 2) Son(s) 3) Daughter(s)
Parsis	<ul style="list-style-type: none"> • Primary heirs of a Parsi male are: <ol style="list-style-type: none"> 1) Wife (Widow) 2) Son(s) 3) Daughter(s) 4) Mother 5) Father 6) Children of predeceased children • Primary heirs of a Parsi female are: <ol style="list-style-type: none"> 1) Husband 2) Son(s) 3) Daughter(s) 4) Children of predeceased children

viii. 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 in certain cases even during the lifetime 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.
- In case an account being settled has a minor nominee – a declaration from the guardian to be obtained that the funds will be utilized for benefit of minor.
Note: In case of demise of a minor customer operated by guardian, the claim to be settled in favor of nominee.

ix. Letter of administration: Letters of administration (LOA) can be issued either in respect of money or in respect of articles/valuables and has the effect over all the property and estate (moveable and immoveable) situated in the state, in which LOA has been issued. The LOA, if issued by the High Court have the effect in all the states unless otherwise directed by the High Court.

x. Succession certificate: Succession certificate is a document which is issued by the court specifically for claiming movable properties by the successors of the deceased. If someone dies 'intestate,' (without leaving a Will) it can be granted by the Civil Court to release the debts and securities of the one who is no more. It establishes the legitimacy of the heirs and gives them the authority to get the deposits and other assets transferred in their names. It is effective throughout India, and it does not confer any title upon the grantee as an heir of the deceased.

If a succession certificate is granted to two or more persons:

- The authority vested in them can only be exercised by all of them together.
- If one of them dies, the remaining holder(s) cannot exercise the powers as there is no question of survivorship; the Certificate becomes wholly inoperative and must not be acted upon.

xi. Probate: Probate is issued only in those cases where the deceased has left a Will. By a Probate, the Court, after examining witnesses and hearing interested parties, certifies that the Will in question is the last, genuine and effective Will of the deceased. By a Probate, the Court, after examining witnesses and hearing interested

parties, certifies that the Will in question is the last, genuine and effective Will of the deceased. The order issued by the High Court has the effect in all the states unless otherwise directed by the High Court.

- xii. Claims for deletion of names:** These claims are entertained only for CASA and term deposit accounts in joint names with one/ more deposit accounts holders surviving, irrespective of whether there is a nomination or not. This is mainly because nomination on joint account becomes effective only on the death of all the account holders.

The document required as death certificate, letter for deletion of name, fresh nomination form (even if the survivors wish to continue the original nominee)

- d) Treatment of inflow of funds in the name of the deceased depositor:** In this event there is an inflow of funds in the name of the deceased depositor, The Bank may seek authorization from the survivor(s)/nominee to return the pipeline flows to the remitter with the remark 'Account holder deceased' and to intimate the survivor(s)/nominee accordingly. This will enable the survivor(s)/nominee to approach the remitter to effect payment in the name of the appropriate beneficiary.

- e) Payment of interest in case of term deposit accounts of deceased depositor(s):**

In case of a term deposit of deceased depositors, interest shall be paid in the manner indicated below:

- If date of payment of claim is date of maturity of the deposit, the maturity proceeds will be paid at the contracted rate.
- In case of premature withdrawal i.e., in the event of the payment of deposit being claimed before the maturity date - interest will be paid on at applicable rate with reference to the period for which the deposit has remained with the Bank up to date of payment without charging penalty.
- For claims after the date of maturity and no auto renewal instructions exist.
- If the date of death of the customer is prior to the maturity date, the Bank shall pay interest at the contracted rate till date of maturity. From the date of maturity to the date of payment, the Bank shall pay simple interest at the applicable rate on the date of maturity, for the period for which the deposit remained with the Bank beyond the date of maturity.
- If the date of death of the customer is after the maturity date of the deposit, bank shall pay interest at the savings deposit rate obtaining on the date of maturity on the maturity amount from date of maturity till date of payment.
- Premature withdrawal will not attract any penal charge.
- In case of an NRE deposit, when the claimants are residents, the deposit on maturity should be treated as a domestic rupee deposit and interest should be paid for the subsequent period at a rate applicable to a domestic deposit of similar maturity till such time the claim is settled.

Note: Nominee cannot place a request for change of existing maturity instruction of a term deposit.

- f) Time limit for settlement of claims:** Bank will settle the claims in respect of deceased depositors and release payments to survivor(s)/nominee in case of accounts with survivor/nominee within a period not exceeding 15 days from the date of receipt of the claim subject to the production of required documents as per the existing policy of the Bank, to the Bank's 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 to the Bank's satisfaction. In case of further pendency at the end of the claimant, the same needs to be intimated by the Bank to the claimant in writing (Annexure XIV).

- g) Settlement of claims in various types of liability accounts/safe deposit lockers**

- **Single account/safe deposit locker with/without nomination**

- i. **Savings/Current Account (Sole Account holder)**

1. **With nomination:** The balance outstanding at the time of the death of the depositor will be paid to the nominee subject to the documentation as mentioned below for depositors. (Documents - With Nomination).
2. **Without nomination:** The balance outstanding at the time of the death of the depositor will be paid to the claimant/legal heirs (or any one of them as mandated by all legal heirs) subject to the documentation as mentioned below (Documents - Without Nomination).

Where the claim amount exceeded ₹10 lakh, along with the claim form, death certificate and proof of address, photo ID as mentioned below, Probated Will/Succession Certificate/Letter of administration issued by competent jurisdiction, in India need to be submitted. The balance outstanding at the time of the death of the depositor will be paid jointly to the persons in whose favour the succession certificate issued by competent authority/Probate/Letters of Administration is granted by the competent court.

Payment of interest in the current account: From the date of death of the depositor till the date of repayment to the claimant/s, the interest to be paid at the rate of interest applicable to savings deposit as on the date of payment.

ii. Term deposit account (Sole account holder)

1. With nomination: The balance outstanding at the time of the death of the depositor will be paid to the nominee **on maturity of the deposit** subject to the documentation as mentioned below. (Documents - With Nomination).

Premature termination of term deposit will be allowed as per the terms of Account opening form, at the request of the nominee against valid documentation.

Refer section IV on clauses pertaining to interest payment.

2. Without nomination: The balance outstanding at the time of the death of the depositor will be paid to the legal heirs (or any one of them as mandated by all legal heirs) on **maturity of the deposit** subject to the documentation as mentioned below. (Documents - Without Nomination).

Where the claim amount exceeded ₹10 lakh, along with the claim form, death certificate and Proof of Address, Photo ID as mentioned below, Probated Will/Succession Certificate/Letter of Administration issued by of competent jurisdiction, in India need to be submitted. The balance outstanding at the time of the death of the depositor will be paid jointly to the persons in whose favour the Succession Certificate/ Probate/Letters of Administration is granted by the competent court.

Refer section IV on clauses pertaining to interest payment.

Premature termination will be allowed on joint request by all legal heirs (in whose favor the Succession Certificate/Letters of Administration/ Probate is granted).

iii. Sole locker hirer with or without nomination

1. With nomination: In case of death of a sole locker hirer, and there is a nomination, access to locker may be given to the nominee, subject to the provision of documents mentioned below (Documentation - Safe Deposit Lockers with Nomination).

2. Without nomination: In case of death of a sole locker hirer without nomination, and there is a succession certificate/ Probated Will /Letters of Administration of Estate access may be given to the executor/administrator. In other cases, access may be given to the legal representative of the deceased. This is subject to the provision of documents mentioned below (Safe Deposit Lockers - without Nomination).

• Joint accounts/Safe deposit lockers with/without nomination and operated jointly (without survivorship mandate)

i. Savings/Current account (Operated Jointly):

1. With nomination: In the event of death of one of the joint accountholders the name of the deceased accountholder is deleted, the outstanding balance will be paid jointly to the survivor(s) and the legal heirs of the deceased joint accountholder(s) (or any one of them as mandated by all legal heirs) subject to the provision of documentation as mentioned below (Documents - with Nomination).

In the event of the death of both/all joint accountholders, the balance outstanding at the time of the death of the depositor(s) will be paid to the nominee subject to verification of documents as mentioned below (Documents - with Nomination).

2. Without nomination: In the event of death of one of the joint account holders the name of the deceased accountholder is deleted, the outstanding balance will be paid jointly to the survivor(s) and the legal heirs of the deceased joint accountholder(s) (or

any one of them as mandated by all legal heirs) subject to the provision of documentation as mentioned below (Documents - without Nomination).

Provided where the claim amount exceeded ₹10 lakh, from the legal heirs of the deceased depositor(s)+ along with the claim, have to produce death certificate and Proof of Address, Photo ID as mentioned below, Probated Will/Succession Certificate/Letter of Administration issued by competent jurisdiction, in India need to be submitted.

In the event of the death of both/all joint accountholders, the balance outstanding at the time of the death of the depositor(s) will be paid to the legal heirs of all the depositors (or any one of them as mandated by all the legal heirs) subject to provision of documents as mentioned below (Documents - without Nomination). Provided where the claim amount exceeded ₹10 lakh, from the legal heirs of the deceased depositor(s) along with the claim, have to produce death certificate and Proof of Address, Photo ID as mentioned below, Probated Will/Succession Certificate/Letter of Administration issued by competent jurisdiction, in India need to be submitted.

ii. Term deposit account (Operated jointly):

1. **With nomination:** In the event of death of one (or more but not all) of the joint accountholders, the term deposit can continue till the maturity, but the account name would be amended to read as 'Deceased' next to the name of the deceased person along with the other survivors. **On maturity** the balance outstanding will be paid jointly to the survivor(s) and the legal heirs of the deceased joint accountholder(s) (or any one of them as mandated by all legal heirs) subject to the provision of documentation as mentioned below (Documents - with Nomination).

In the event of death of all the joint accountholders, the balance outstanding at the time of death of the depositor(s) will be paid to the nominee subject to the provision of documentation as mentioned below (Documents - with Nomination).

Premature termination: In the event of death of one (or more but not all) of the joint accountholders, premature termination will be permitted against joint request of the survivor(s) and the legal heirs of the deceased accountholder(s) (or any one of them as mandated by all legal heirs) as per the terms of account opening form on verification of identity of the legal heirs and proof of death of accountholder(s).

In the event of death of all the joint accountholders, the nominee may be allowed a premature termination as per the terms of account opening form and against valid documentation.

Refer section IV on clauses pertaining to interest payment.

2. **Without nomination:** In the event of death of one (or more but not all) of the joint accountholders, the term deposit can continue till the maturity, but the account name would be amended to read as 'Deceased' next to the name of the deceased person along with the other survivors. On maturity, the balance outstanding will be paid jointly to the survivor(s) and the legal heirs of the deceased joint accountholder(s) (or any one of them as mandated by all legal heirs) subject to the provision of documentation as mentioned below (Documents - without Nomination).

Provided, where the claim amount exceeded ₹10 lakh, from the legal heirs of the deceased depositor(s) along with the claim, have to produce death certificate and Proof of Address, Photo ID as mentioned below, Probated Will/Succession Certificate/ Letter of Administration issued by competent jurisdiction, in India need to be submitted.

3. **Without nomination/survivor clause** In the event of the death of both/all joint accountholders, the balance outstanding at the time of the death of the depositor(s) will be paid to the legal heirs (or any one of them as mandated by all the legal heirs) subject to the provision of documentation as mentioned below (Documents - without Nomination).

In the event of death of one (or more but not all) of the joint accountholders the claimant may be allowed a premature termination of term deposit account as per terms of contract on joint request of the survivor(s) and the legal heir(s) (or any one of them as mandated by all legal heirs) and against valid documentation.

In the event of death of all the accountholders, premature termination will be allowed against joint request of all legal heirs of the deceased depositors (or any one of them as mandated by all legal heirs) as per the terms of contract and against valid documentation.

Provided where the claim amount exceeded ₹10 lakh, from the legal heirs of the deceased depositor(s) along with the claim, have to produce death certificate and proof of address, photo ID as mentioned below, Probated Will/Succession Certificate/ Letter of Administration issued by of competent jurisdiction, in India need to be submitted.

Refer section IV on clauses pertaining to interest payment.

iii. **Joint locker hire operated jointly (as per the contract of locker hire)**

1. **With nomination:** In the event of death of one of the joint locker hirers, access to the lockers may be given to the nominee jointly with the surviving hirer(s) subject to the provision of documents mentioned below (Documentation - Safe Deposit Lockers with Nomination).

In the event of death of both or all the joint locker hirer(s), access to the locker may be given to the nominee(s) subject to the provision of documents mentioned below (Documentation - Safe Deposit Lockers with Nomination).

2. **Without nomination:** In the event of death of one of the joint locker hirers, access to the locker may be given to the survivor jointly with the legal heirs (or the executor/administrator, if appointed) of the deceased hirer. This is subject to the provision of documents mentioned below (Safe Deposit Lockers - without Nomination). In the event of death of all the joint locker hirer(s), access to the locker may be given jointly to the legal heirs of all the deceased hirers (or the executor/administrator if appointed). This is subject to the provision of documents mentioned below (Safe Deposit Lockers - without Nomination).

- **Joint account/safe deposit lockers with survivorship mandate and with or without nomination (Either or survivor/anyone or survivor)**

i. **Savings/Current account:(Either or survivor/anyone or survivor)**

1. **With nomination:** In the event of death of one of the joint accountholders, the account may continue to remain in the survivor(s) name and the deceased accountholder(s) name can be deleted after the survivor produces relevant documents. In case the balance needs to be settled, the balance outstanding will be paid jointly to survivor(s) subject to the provision of documentation as mentioned below (Documents - with Nomination).

In the event of death of both/all joint accountholders, the balance outstanding will be paid to the nominee subject to the provision of documentation as mentioned below (Documents - with Nomination).

2. **Without nomination:** In the event of death of one of the joint accountholders, the account may continue to remain in the survivor(s) name and the deceased accountholders name can be deleted after the survivor(s) produce relevant documents. In case the balance needs to be settled, the balance outstanding will be paid jointly to survivor(s) subject to the provision of documentation as mentioned below (Documents - without Nomination).

In the event of death of both/all accountholders, the balance outstanding will be paid jointly to the legal heirs (or any of them as mandated by all the legal heirs) subject to the provision of documentation as mentioned below (Documents - without Nomination).

Provided where the claim amount exceeded ₹10 lakh, from the legal heirs of the deceased depositor(s) along with the claim, have to produce death certificate and Proof of Address, Photo ID as mentioned below, Probated Will/Succession Certificate/ Letter of Administration issued by competent jurisdiction, in India need to be submitted.

ii. **Term deposit account (Either or survivor/anyone or survivor/Former or survivor):**

1. **With nomination:** In the event of death of one of the joint accountholders, the term deposit can continue till the maturity, but the account name would be amended to read as 'Deceased' next to the name of the deceased person along with the other survivors. On maturity the balance outstanding will be paid jointly to survivor(s) subject to the provision of documentation as mentioned below (Documents - with Nomination). In the event of death of both/all joint accountholders, the balance outstanding will be paid to the nominee on maturity subject to the provision of documentation as mentioned below (Documents - with Nomination).

Premature termination In the event of death of one (or more but not all) of the joint accountholders, premature termination will be permitted against joint request of the survivor(s) **as per the terms of contract and against valid documentation**. In the event of death of all the deposit holders, the nominee can seek premature termination of the fixed deposit as per the terms of contract and against valid documentation.

- a. If the mandate in favor of surviving joint depositor is available in the term deposit form at the time of placement of the fixed deposit or anytime subsequently during the term/tenure of the deposit, then the premature withdrawal may be allowed as per mandate.
- b. If the mandate in favor of surviving joint depositor is NOT available in the term deposit form at the time of placement of the fixed deposit or anytime subsequently during the term/tenure of the deposit, then the premature withdrawal may be allowed on production of indemnity (Annexure II) by legal heirs.

Refer section IV on clauses pertaining to interest payment.

2. **Without nomination:** In the event of death of one of the joint accountholders, the term deposit can continue till the maturity, but the account name would be amended to read as 'Deceased' next to the name of the deceased person along with the other survivors. However, if withdrawn on maturity, the payment will be made to the survivor(s) subject to the provision of documentation as mentioned below (Documents - without Nomination).

In the event of death of both/all the joint accountholders, the balance outstanding will be paid jointly to the legal heir(s) (or any one of them as mandated by all the legal heirs) subject to the provision of documentation as mentioned below (Documents - without Nomination).

Premature Termination In the event of death of one (or more but not all) of the joint accountholders, premature termination will be permitted against joint request of the survivor(s) **as per the terms of contract and against valid documentation**. In the event of death of all the deposit holders, the nominee can seek premature termination of the fixed deposit as per the terms of contract and against valid documentation.

- a. If the mandate in favor of surviving joint depositor is available in the term deposit form at the time of placement of the fixed deposit or anytime subsequently during the term/tenure of the deposit, then the premature withdrawal may be allowed as per mandate.

- b. If the mandate in favor of surviving joint depositor is NOT available in the term deposit form at the time of placement of the fixed deposit or anytime subsequently during the term/tenure of the deposit, then the premature withdrawal may be allowed on production of indemnity (Annexure II) by legal heirs.

In the event of death of all the deposit holders, premature termination of the fixed deposit can be allowed against joint request by all legal heirs (or any one of them as mandated by all the legal heirs) as per the terms of contract and against valid documentation. Refer section IV on clauses pertaining to interest payment.

Provided where the claim amount exceeded ₹10 lakh, from the legal heirs of the deceased depositor(s) along with the claim, have to produce death certificate and proof of address, photo ID as mentioned below, Probated Will/Succession Certificate/ Letter of Administration issued by competent jurisdiction, in India need to be submitted.

iii. Locker hirer operated (Either or survivor/anyone or survivor) (as per terms of contract of locker hire)

1. **With nomination:** In the event of death of one of the locker hirers, access to the locker may be given only to survivor subject to the provision of documents as mentioned below (Documentation - Safe Deposit Lockers with Nomination).

In the event of death of both or all the joint locker hirer(s), access to the locker may be given to the nominee(s) subject to the provision of documents mentioned below (Documentation - Safe Deposit Lockers with Nomination).

2. **Without nomination** In the event of death of one of the joint accountholders, the access may be given to the survivor(s) subject to the provision of documentation as mentioned below (Safe Deposit Lockers - without Nomination).

In the event of death of both/all accountholders, access to the said locker may be given jointly to the legal heirs of all the deceased hirers (or the executor/administrator if appointed) subject to the provision of documentation as mentioned below (Safe Deposit Lockers - without Nomination).

Guidance on modification of taxable CIF:

S.NO	Holding pattern	Deceased Person	Survivor 1	Survivor 2	FD MOP	Scenario	Permissible (Yes/ No)
1	AB	A	B		EITHER OR SURVIVOR	If 'B' contacts the Bank for updation of his/ her PAN as taxable CIF for the mentioned FD. Is this permissible?	Yes, written request letter from survivor(B) to be obtained
2	ABC	A	B	C	ANYONE OR SURVIVOR	If 'B' OR 'C' contacts the Bank for updation of his/ her PAN as taxable CIF for the mentioned FD. Is this permissible? Whose PAN can be updated and what is the suggestive documentation?	Yes, a joint declaration from both the survivors (B & C) to be obtained for updation of either of the PAN
3	A	A			SINGLY	Single holder has got deceased and nominee wants to update his/ her PAN as taxable CIF for the mentioned FD. Is this permissible?	Yes, subject to nominee's declaration (Annexure XVI) in this regard and if the nominee is existing full KYC customer of AU
4	AB	A	B		JOINTLY	If 'B' contacts the Bank for updation of his/ her PAN as taxable CIF for the mentioned FD. Is this permissible?	Yes, written request letter from survivor(B) to be obtained
5	ABC	A	B	C	JOINTLY	If 'B' OR 'C' contacts the Bank for updation of his/ her PAN as taxable CIF for the mentioned FD. Is this permissible? Whose PAN can be updated and what is the suggestive documentation?	Yes, a joint declaration from both the survivors (B & C) to be obtained for updation of either of the PAN
6	A	A			SINGLY	FD is tax saver and nominee want to update his/ her PAN as taxable CIF for the mentioned FD	Yes, subject to nominee's declaration (Annexure XVI) in this regard and if the nominee is existing full KYC customer of AU
7	AB	A	B		EITHER OR SURVIVOR	FD is tax saver, If 'B' contacts the Bank for updation of his/ her PAN as taxable CIF for the mentioned FD. Is this permissible?	Yes, written request letter from survivor(B) to be obtained

h) Splitting of term deposit: If, on request from the claimant(s), the Bank agrees to split the amount of term deposit and issue 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.

i) Settlement of claims - Loan: An announcement of death in newspaper, production of a death certificate or a report from a reliable source etc., will be sufficient notice to the Bank about the death of the Borrower. As soon as the Branch becomes aware of the death of the Borrower, the fact should be entered in the relevant account in the system and any further disbursement to be stopped.

A debit freeze/hold fund to be marked on the related CASA account(s) and authorized immediately for individual (savings/ current) account(s) except in case of accounts with survivor-ship mandate.

Note: Debit card held by the deceased holder in joint account/ guardian should be hot listed by the branch.

Specific procedures applicable to settlement of CASA accounts are available in other applicable sections of the policy which needs to be referred as per case specific scenario.

In the event of death of the borrower(s) during the continuance of this Agreement, (i) the borrower(s)'s estate, effects, heirs, executors, administrators and legal representatives will jointly and/or severally continue to be bound by this Agreement, (ii) the borrower(s)'s estate, effects, heirs, executors, administrators and legal representatives will jointly and/or severally continue to be liable for full repayment of all the monies payable

and/or due hereunder by the borrower(s), and (iii) the Bank shall have the right to terminate the facility and/or recall all or any portion of the facility balance

Handover of original property documents in case, property owner is deceased:

Below process to be followed to hand over the original documents in case the property owner is deceased:

If owner dies intestate:

- i. Succession certificate from the competent court or Legal heir certificate or surviving member certificate or any other proof (subject to approval from NCH & mortgage Ops Head) proving legal heir shall be required.
- ii. If the successors/any legal heir of the deceased is a minor without natural guardian, permission from the court to handover the property to minor or minor's court appointed guardian will be required.
- iii. All legal heirs are required to visit branch to collect property paper. The procedure for collecting documents will remain same.
- iv. Branch to collect indemnity from legal heirs (Annexure XVII) supported with any documents as mentioned in point no. i above, along with KYC documents of legal heirs and death certificate.

If Owner has executed a will: Property paper will be handed over to the beneficiary of the will.

Note: No deviation is permissible in this regard.

• **Gold loan**

The Branch shall on receipt of information of the death of the Borrower, calculate the amount outstanding as on date. When the legal heirs/claimants approach bank for return of the articles pledged by the Borrower during his lifetime, the branch shall inform the legal heirs in writing the amount due as on date plus the interest to accrue till payment is received. The branch shall also inform the legal heirs/claimants that if they do not settle the loan account by paying the outstanding within 15 days of receipt of such notice, Bank will take suitable action for disposal of the pledged articles for recovery of its dues as per rules.

Even if the legal heirs do not come forward to take back the articles, Branch should send such an intimation to legal heirs. If they do not respond, the Branch should act as per guidelines in the Gold Loan Product Note.

j) Facilitating deceased claims if deceased had purchased Mutual funds through online or offline mode with the Bank

Considering the Bank is distributor to various Asset Management Company (AMC) and document required for settlement of claim of various AMC could be different. In addition, there could be ongoing change in the document to settle claim of Mutual Fund holding by various AMC's therefore the Bank would request the claimant to contact the Branch staff who would further assist the claimant depending on the holding held in various AMC.

For convenience, the customer should carry the following:

- Bank Mandate i.e. details such as savings a/c, account no, name of the accountholder, Branch on letterhead of bank and Cancelled cheque copy.
- Original/ notarized copy of Death Certificate.
- PAN Card.
- Proof of Identity and Proof of Address
- Passport (mandatory for NRI).
- Death Certificate issued by municipal authorities/government department.
- Death Certificate issued in other than Hindi & English language in India will be translated by the Bank.
- For Death Certificate (DC) issued outside India: The Death Certificate should be attested by Indian Embassy located in country issuing the DC or embassy of the country issuing DC located in India.
- In case the Death Certificate had not been written in English and issued outside India it should be attested by official translator and on letterhead.

The Bank staff would advise to the claimant depending upon the AMC where deceased had held mutual fund holding on the Indemnity Bond/Affidavit on stamp paper of different amount depending on the AMC. The Indemnity bond has to be (Notarized - with 2 or more witnesses details along with the name and address).

k) Documents

1. Liability/Depositors with nomination

- Claim Form (Refer Annexure I for format)
- Death certificate issued by municipal authorities/ government department. The photocopy should be original sighted by the Bank officer
- Death Certificate issued in other than Hindi & English language in India will be translated by the Bank.
- For Death Certificate (DC) issued outside India. The Death Certificate should be attested by Indian Embassy located in country issuing the DC or embassy of the country issuing DC located in India
- In case the Death Certificate had been not written in English and issued outside India it should be attested by official translator and on letterhead
- Proof of Address and Photo ID (**refer Annexure IV**) of the legal heirs/Survivor/Nominee

2. Liability/Depositors without nomination/survivor clause

- Claim Form (**Refer Annexure I for format**)
- Death Certificate issued by municipal authorities/government department
- Death Certificate issued in other than Hindi & English language in India will be translated by the Bank.
- For Death Certificate (DC) issued outside India: The Death Certificate should be attested by Indian Embassy located in country issuing the DC or embassy of the country issuing DC located in India
- In case the Death Certificate had not been written in English and issued outside India it should be attested by official translator and on letterhead
- Proof of Address and Photo ID of the legal heirs/Survivor
- Indemnity cum Affidavit (**Refer Annexure II for format**)
- Where the claim amount exceeded ₹10 lakh, along with the claim form, death certificate and Proof of Address, Photo ID as mentioned below, Probated Will/Succession Certificate/ Letter of Administration issued by competent jurisdiction, in India need to be submitted.

3. Safe Deposit Lockers with Nomination

- Claim Form (**Refer Annexure I for format**)
- Death Certificate issued by municipal authorities/government department. The photocopy should be original sighted by the Bank Officer.
- Death Certificate issued in other than Hindi & English language in India will be translated by the Bank.
- For Death Certificate (DC) issued outside India: The Death Certificate should be attested by Indian Embassy located in country issuing the DC or embassy of the country issuing DC located in India.
- In case the Death Certificate had not been written in English and issued outside India it should be attested by official translator and on letterhead
- Proof of Address and Photo ID of the Legal heirs/Survivor/Nominee (**Refer Annexure IV**).
- Inventory listing in the presence of the nominee(s) and two witnesses. (**Refer Annexure III for format**)

4. Safe Deposit Lockers without Nomination/Survivor clause

- Claim Form (**Refer Annexure I for format**)
- Death Certificate issued by municipal authorities/government department. The photocopy should be original sighted by the Bank Officer.
- Death Certificate issued in other than English language in India will be translated by the Bank in India.

- For Death Certificate (DC) issued outside India: The Death Certificate should be attested by Indian Embassy located in country issuing the DC or embassy of the country issuing DC located in India.
- In case the Death Certificate had not been written in English and issued outside India it should be attested by official translator and on letterhead
- Proof of Address and Photo ID (**Refer Annexure IV**) of the Legal heirs/Survivor.
- Probated Will/Succession Certificate/ Letter of Administration issued by competent jurisdiction, in India need to be submitted.
- Inventory listing in the presence of the legal heirs/mandate holder and two witnesses. (**Refer Annexure III for format**)

I) Exception approval matrix: Deviations (if any) or un-envisaged scenarios in this policy to be approved as per the matrix given below:

S.N.	Nature of exception / query	Indicative description	To be raised by	Approval authority
1	Legal	<ul style="list-style-type: none"> • Requirement of indemnity from claimant • Requirement of different types of prescribed or ad-hoc affidavits • Succession/ probate related • Court directions • Guardianship related • Other legal matters 	Cluster manager and above grade official of the branch in receipt of the deceased claim	Corporate Legal team (AVP & above)
2	Taxation	<ul style="list-style-type: none"> • Tax liability of deceased / survivor/ nominee • Taxable CIF related matters • Other taxation related matters 	Cluster manager and above grade official of the branch in receipt of the deceased claim	Taxation team
3	Regulatory	<ul style="list-style-type: none"> • Regulation related matters 	Cluster manager and above grade official of the branch in receipt of the deceased claim	Compliance team
4	Beyond the scope of this policy document	NA	Cluster manager and above grade official of the branch in receipt of the deceased claim	Joint approval from CFO, CCO & CRO

Annexure I – Claim Form

A. Application for deceased claim (To be used when account/locker has nomination OR is a joint account with survivor clause)

From

To

The Branch Manager,
AU Small Finance Bank Limited (AUSFB)
_____ Branch

Re: Claim in respect of Account nos. _____/Locker Nos. _____
of **Late Shri/Smt.** _____

Dear Sir,

I/We advise the demise of Shri/Smt. _____ on _____ (date). S/he holds the above locker/account(s) at your branch. The locker/account is in the name(s) of _____.

• In case of Nomination

I, _____ residing at _____
_____ am (please tick the option below as applicable)

- (i) The registered nominee in the above account(s).
- (ii) I have submitted all the belonging of the account belonging to the deceased customer in my possession to the bank/destroyed the same.
- (iii) The person authorized to access lockers.
- (iv) The person authorized to/receive payment on behalf of Master/Miss _____
_____ who is the nominee in the above account(s)/Locker and is a minor as on the date of this claim.

Please permit access to the said locker/settle the balance in the account in the name of the nominee by way of:

- Fund transfer _____ (mention your Au SFB a/c no)
- DD issuance _____ (mention nominee name)
- RTGS/NEFT* _____ (Bank Name) _____ (IFSC)
_____ A/c no _____

*copy of cancelled cheque to be attached

I/we will access/receive the payment as trustee(s) of the legal heirs of the deceased

• In the case of joint account

I/We request you to delete the name of deceased person and continue the locker/account in my/our name(s) with same mandate of operations.

I/We submit photocopy of the following document(s) together with originals. Please return the original to us after verification.

- Death Certificate issued by _____
- Photo Identity (required in nomination cases) _____
- Address Proof (required in nomination cases) _____
- Copy of nomination, if any

Yours faithfully,

(Claimant(s))

Date: _____

Place: _____

B. Application for Deceased claim

(To be used for cases other than nomination clause)/ (To be used for cases other than joint locker)/(To be used for accounts with survivor clause)

From

To

The Branch Manager
AU Small Finance Bank Limited
_____ Branch

Re: Claim in respect of Account Nos. _____/Locker Nos. _____ of **Late Shri/Smt.** _____

Dear Sir,

I/We advise the demise of Shri/Smt. _____ (Deceased) on _____ (<date>).

He/ She holds the above locker/account(s) at the AU Small Finance Bank Limited, _____ branch (hereinafter referred to as 'the Bank').

The _____ account(s)/locker _____ is/are _____ in _____ the _____ name(s) _____ of _____.

I/We lodge my/our claim for the contents lying in the account/ locker held by the above-named Deceased/balances with accrued interest lying to the credit of the above-named Deceased who died intestate. I/We am/are the legal heirs of the above-named Deceased and lodge my/our claim for payment/release of locker content(s) as per the Bank's rules and discretion. The relevant information about the Deceased's legal heirs is as under.

1. Full Name, Address, Occupation, Age and Relationship with the Deceased:

- (i) _____
- (ii) _____
- (iii) _____
- (iv) _____
- (v) _____
- (vi) _____
- (vii) _____

2. Religion of the Deceased: _____

a)	Whether Natural Guardian	
b)	Whether Guardian appointed by a Court of Law in India. If so, attach a certified copy or duly attested copy of such Order	
c)	In whose custody the Minor/Minors is/are?	

3. Name or Names of the Guardian(s)/person appointed to claim on behalf of the minor children of the Deceased.
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 certified photocopy) issued by the competent government authority
2. Letter of Indemnity

1. _____ *

2. _____ *

3. _____ *

(* Please input documents as applicable to the existing deceased policy)

We request you to pay the balance amount by way of:

- Fund transfer _____ (mention your Au SFB a/c no)
 DD issuance _____ (mention nominee name)
 RTGS/NEFT* _____ (Bank Name) _____ (IFSC) _____

A/c no _____

* copy of cancelled cheque to be attached

permit access to account/ contents in the locker lying to the credit of the above mentioned deceased to _____ on my/our behalf. Such person shall accept the contents of the locker/receive such amounts as trustee(s) on my/our behalf and payment of the said sum of ` _____/handing over the contents of the locker as per the inventory list to

_____ would constitute a full discharge of the Bank's obligations in this regard.

I/We hereby solemnly affirm that the above statements are true and correct to the best of my/our knowledge and belief.

Yours faithfully,
Signature of Claimant(s)
Name and Address of Claimant

Place: _____

Date: _____

C. Application for deceased claim (To be used for joint accounts/locker operated jointly)

From:

To

The Branch Manager

AU Small Finance Bank Limited,

_____ Branch

Re: Claim in respect of Account Nos. _____/Locker Nos.

_____ of **Late Shri/Smt.**

_____.

Dear Sir,

I/We advise the demise of Shri/Smt. _____ (Deceased) on _____ . S/he holds the above locker/account(s) at AU Small Finance Bank Limited, _____ branch (hereinafter referred to as 'the Bank'). The locker/account(s) is/are in the joint name(s) of _____.

I/We lodge my/our claim for the contents in the said locker / account balances with accrued interest lying to the credit of the above named Deceased who died intestate. I/We am/are the legal heirs of the above named Deceased and lodge my/our claim for contents of the aforesaid locker/payment of monies lying in the aforesaid account(s) as per the Bank's rules and discretion. The relevant information about the deceased's legal heirs is as under.

1. Full Name, Address, Occupation Age and Relationship with the Deceased

- (i) _____ / _____ / _____
_____ / _____ / _____
- (ii) _____ / _____ / _____
_____ / _____ / _____
- (iii) _____ / _____ / _____
_____ / _____ / _____
- (iv) _____ / _____ / _____
_____ / _____ / _____
- (v) _____ / _____ / _____
_____ / _____ / _____

2. Religion of the Deceased: _____

3. I/We confirm that the legal heirs as mentioned above are the only legal heirs of the Deceased.

4. Name or Names of the Guardian(s)/person appointed to claim on behalf of the minor children of the Deceased.

a)	Whether Natural Guardian	
b)	Whether Guardian appointed by a Court of Law in India. If so, attach a certified copy or duly attested copy of such Order	
c)	In whose custody the Minor/Minors is/are?	

5. Claimant(s) name(s) and address in full

I/We submit the following documents.

1. Death Certificate (certified photocopy) issued by: _____
2. Letter of Indemnity
1. _____ *
2. _____ *
3. _____ *

(*Please input documents as applicable to the existing deceased depositor's policy)

I/We request you to pay the balance amount lying to the credit of the above-named Deceased by way of:

- Fund transfer _____ (mention your Au SFB a/c no)
- DD issuance _____ (mention nominee name)
- RTGS/NEFT* _____ (Bank Name) _____ (IFSC) _____ A/c no _____

* copy of cancelled cheque to be attached

release contents of the said locker in the name of the above-named Deceased to

_____ on my/our behalf. Such person shall receive such amounts/contents of the locker as trustee(s) on my/our behalf and payment of the said sum of ` _____/handing over the contents of the locker as per the inventory list to _____ would constitute a full discharge of the Bank's obligations in this regard.

I/We hereby solemnly affirm that the above statements are true and correct to the best of my/our knowledge and belief.

Yours faithfully,

Signature of Claimant(s)

Name and Address of Claimant

Place: _____

Date: _____

Annexure II – Indemnity cum affidavit

A. INDEMNITY CUM AFFIDAVIT (ON STAMP PAPER OF APPROPRIATE VALUE AS PER RELEVANT STATE)

We

1. Mr./Ms. _____ residing at _____ hereinafter referred to as Deponent no. 1.
2. Mr./Ms. _____ National residing at _____ hereinafter referred to as Deponent no. 2.
3. Mr./Ms. _____ Indian National residing at _____ hereinafter referred to as Deponent no. 3.
4. Mr./Ms. _____ Indian National residing at _____ hereinafter referred to as Deponent no. 4.
5. Mr./Ms. _____ Indian National residing at _____ hereinafter referred to as Deponent no. 5.

Hereinafter collectively referred to as the Deponents do and each of us doth hereby solemnly affirm, declare and state as follows:

1. One Mr./Ms. _____ (hereinafter referred to as the Deceased) died at _____ (<place of death>) on _____ (<date mmdyy >). Hereto annexed is a Xerox copy of the death certificate issued by the Municipal Corporation of _____ <city> certifying the death of the Deceased.
2. At the time of his/her death, the Deceased was a Hindu/Christian/Parsee, Indian National, residing in India and in the circumstances the administration of the estate of the Deceased in India is governed by the provisions of the Hindu Succession Act 1957/Mohammedan Law/Indian Succession Act (herein referred to as the Said Act).
3. The Deceased is survived by:

Sr. No.	Claimant/Deponent Name	Relationship with Deceased

4. We confirm that the legal heirs as mentioned above are the only legal heirs of the Deceased.
5. In spite of due and diligent search made by us, we have not come across any Will and/ or any document purporting to be the Will of the Deceased and in the circumstances the Deceased is deemed to have died intestate (Without making a Will).
6. The Deceased has not been survived by his/her mother/father and/or a child or children of a predeceased child or children except the legal heirs as mentioned above, if any, and the only heirs and legal representatives to the estate of the Deceased as per the provisions of the said Act are ourselves, each of us having an equal share thereto.
7. The Deceased, during his lifetime, maintained in his/her single name Savings/TMD Bank Account No. _____/ _____ (said Account) with the Branch of The AU Small Finance Bank Limited (hereinafter called 'the Bank'). The Deceased alone was entitled to the amounts lying to the credit of the said Account and no other person had any share, right, title or interest therein or any part thereof. A sum of ` _____ is now lying to the credit of the said Account and forms part of the estate of the Deceased.
8. In the circumstances aforesaid, we the above named Deponent's, as the only heirs and legal representatives of the Deceased are absolutely entitled in equal shares, to the said sum of ` _____.

9. No application has been preferred by us or any one of us and/or on behalf of us or any one of us nor are we aware of or have knowledge of any other person who has preferred any application in the court of competent Jurisdiction for grant of representation to the estate of the Deceased.
10. No estate duty is payable in respect of the estate of the Deceased.
11. We, the above named Deponent(s) have not been stopped by any Judicial/Revenue/Government authority from dealing with the estate of the Deceased or any part thereof.
12. We, the above named Deponent/s do and each of us doth hereby of our own free Will and accord and without any undue influence and/or coercion release our representative share/right title and interest in the amount outstanding to the credit of the aforesaid account in favor of Deponent No. _____ absolutely and do hereby irrevocably authorize the Bank to pay over the amount standing to the credit of the said Account to Deponent no. _____ absolutely.
13. On the basis of the aforesaid representations and declarations we requested the Bank to close the said Account and pay over the amount standing to the credit of the said Account to Deponent no. _____ which the Bank has agreed to do on the following indemnity being given by us.
14. Deponent no. _____ will receive such amounts as trustee(s) on our behalf and payment of the said sum of ` _____ to Deponent no. _____ would constitute a full discharge of the Bank's obligations in this regard.

(A) In consideration of the Bank having agreed to close the said Account and pay over the amount lying to the credit thereof unto Deponent no. _____ by way of:

- Fund transfer _____ (mention your Au SFB a/c no)
- DD issuance _____ (mention nominee name)
- RTGS/NEFT* _____ (Bank Name) _____ (IFSC) _____
A/c no _____

* copy of cancelled cheque to be attached

on the basis of the foregoing representation and without insisting upon our obtaining legal representation to the estate of the Deceased we do hereby jointly and each of us doth hereby severally agree to indemnify and keep indemnified the Bank and its officers against all claims and demands, actions, suits, and proceedings, estate charges and expenses and loss and/or damages that may be made or shall arise and/or accrue against the Bank and/or its officers or any of them by reason of the Bank having so closed the said Account and paid over the amount standing to the credit thereof to Deponent no. _____

Solemnly Declared at _____ this _____ day of _____ by the within named (to be signed by all Deponents)

- 1.
- 2.
- 3.
- 4.
- 5.

Before me (Notary, State)

Read over and explained by each of us in the presence of each other unto the Deponents.

above named before the execution hereby by them in our presence and each of them is known and identified by each one of us.

Annexure III – Inventory Listing

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

The following inventory of contents of Safety Locker No. _____ located in the Safe Deposit Vault of The AU Small Finance Bank Limited., _____ Branch at _____ <<City name>>> (please tick as applicable below)

Hired by Shri/Smt. _____ deceased in his/her sole name.

Hired by Shri/Smt. (i) _____ (deceased) jointly with

(ii) _____, (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 – (please tick as applicable below)

Who produced the key to the locker?

By breaking open the locker under his/her/their instructions.

The above inventory was taken in the presence of:

In case of a sole account with nomination, provide nominee details below:

Sr. No.	Name	Address	Signature

In case of a joint a/c, please provide nominee and survivor details below:

Sr. No.	Name	Address	Signature

Witness(es) with name, address and signature:

Shri/Smt. _____ Signature _____

Shri/Smt. _____ Signature _____

Date and Place _____

Date and Place _____

B. Form of Inventory of articles left in safe custody with banking company (Section 45ZC (3) of the Banking Regulation Act, 1949).

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 Safety Locker, Other Identifying Particulars, if any.

The above inventory was taken in the presence of:

1. Shri/Smt. _____ (Nominee)
2. Shri/Smt. _____

(Appointed on behalf of minor Nominee)

Address _____
_____ OR

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)

Shri/Smt. _____

Signature _____ (Appointed on behalf of minor Nominee)

Date and Place _____ Signature _____

Date and Place _____

Annexure IV – List of documents for photo ID and Address

Documents as per the KYC/AML policy of the Bank to be obtained.

**ANNEXURE V: APPLICATION FOR CLOSING AN ACCOUNT
(For Beneficiary Account only)**

Dated:

D	D	M	M	Y	Y	Y	Y
---	---	---	---	---	---	---	---

To,
AU Small Finance Bank Limited

.....
DP ID:

I/We hereby request you to close my/our account with you as per following details:

Name of the Holder(s)	
Sole/First Holder	
Second Holder	
Third Holder	

Reason(s) for Closure of depository account:

--	--	--	--	--	--	--

Client ID (of account to be closed)

4. Please tick the applicable option(s)

Option A [There are no balances/holdings in this account]																																
<input type="checkbox"/> Option B (Transfer the balances/holdings in this account as per details given)	<input type="checkbox"/> Transfer to my/our own account (Provide target account details and enclose Client Master Report of Target Account) <input type="checkbox"/> Transfer to any other account (<i>Submit duly filled Delivery Instruction Slip signed by all holders</i>)	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th colspan="2" style="text-align: center;">Target Account Details</th> </tr> <tr> <td style="width: 20%;"><input type="checkbox"/> NSDL</td> <td style="width: 80%;">DP ID <table border="1" style="display: inline-table; border-collapse: collapse;"><tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr></table></td> </tr> <tr> <td><input type="checkbox"/> CDSL</td> <td>Client ID <table border="1" style="display: inline-table; border-collapse: collapse;"><tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr></table></td> </tr> </table>	Target Account Details		<input type="checkbox"/> NSDL	DP ID <table border="1" style="display: inline-table; border-collapse: collapse;"><tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr></table>													<input type="checkbox"/> CDSL	Client ID <table border="1" style="display: inline-table; border-collapse: collapse;"><tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr></table>												
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Option C [Rematerialise/Reconvert (Submit duly filled Remat/Reconversion Request Form - for mutual units)]																																

5. Signature(s)

Sole/ First Holder	
Second Holder	
Third Holder	
Acknowledgement	
We hereby acknowledge the receipt of your request for closing the following Account subject to verification:	
DP ID <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Client ID <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Name of Sole/First Holder	
Name of Second Holder	
Name of Third Holder	
Signature of the Authorised Signatory	Seal/Stamp of Participant
Date	

ANNEXURE VI: NO OBJECTION CERTIFICATE

(To be given by legal heir(s)/legal representative(s) - value of holding not exceeding ₹1 lakh on the date of application)

Dated:

D	D	M	M	Y	Y	Y	Y
---	---	---	---	---	---	---	---

To,
AU Small Finance Bank Limited, India.
Jaipur -

Dear Sir,

Re: Transmission of security balances standing in the name of late _____ under Client ID _____

1. In connection with the above, I wish to inform you that Mr./Mrs. _____ expired on _____ and was holding the following securities under the Client ID _____ and DP ID:

ISIN	Name of Company	No. of securities

2. I the undersigned, residing at _____, am a legal heir of the said deceased.
3. I do not desire to make any claim of title of the said securities and have no objection whatsoever in transmitting the said securities in the name(s) of Mr./Mrs. _____ who has/have opened a beneficial owner account(s) under Client ID _____ and _____ DP ID:
4. In consideration of registration of the aforesaid securities in the client account of Mr./Mrs. _____ under DP ID: Client ID _____ at my request, I hereby agree to renounce all my rights existing as well as they may accrue to me in future in respect of the aforesaid securities.

Signed in the presence of
Full Name and Address of Bank Manager

Note: This No

Objection Certificate should be signed by each legal heir separately.

ANNEXURE VII: Transmission form

Dated:

D	D	M	M	Y	Y	Y	Y
---	---	---	---	---	---	---	---

To,
AU Small Finance Bank Limited, India.

(1) I/We, the undersigned, being the:

Executor(s) of the Will <input type="checkbox"/>	Legal Heir(s) <input type="checkbox"/>
Administrator(s) of the Estate <input type="checkbox"/>	Joint Holder(s) <input type="checkbox"/>
Successor(s) to the Estate <input type="checkbox"/>	Nominee <input type="checkbox"/>
Survivors of HUF <input type="checkbox"/>	

Executor(s) of the Will <input type="checkbox"/>	Legal	<input type="checkbox"/>	Heir(s)			<input type="checkbox"/>
Administrator(s) of the Estate <input type="checkbox"/>		<input type="checkbox"/>			Joint Holder(s)	<input type="checkbox"/>
Successor(s) to the Estate <input type="checkbox"/>		<input type="checkbox"/>			Nominee	<input type="checkbox"/>
Survivors of HUF <input type="checkbox"/>		<input type="checkbox"/>				

Of Mr./Mrs./Ms. _____,
Mr./Mrs./Ms.

_____ and Mr./Mrs./Ms.
_____, the deceased, of which

*nomination/probate/letter of administration/succession certificate was duly granted to me/us on the _____ day of _____ of _____ hereby request you to register me/us as the beneficial owner(s) in respect of the securities standing in the name of the said deceased under Client ID _____, the details of which are as follows:

ISIN	Name of Company	No. of Securities

I/We give hereunder the details of my/our account with a Participant to which the security balances are requested to be transmitted:

Name	Client ID	DP ID:

List of Documents enclosed (for Individual accounts) (tick as applicable):

- A. For surviving holder(s) in a joint account
 Copy of Death Certificate duly attested by a Notary Public or by a Gazetted Officer
- B. For nominee of the deceased
 Copy of Death Certificate duly attested by a Notary Public or by a Gazetted Officer
- C. For legal heir(s)/legal representative(s) where deceased was a sole holder and no nomination in the account
 - Value of holding not exceeding ₹1 lakh on the date of application.

- Copy of Death Certificate duly attested by a Notary Public or by a Gazetted Officer
 Indemnity (Annexure VIII)

- Affidavit (Annexure X)
- No Objection Certificate(s) (Annexure VI)
- Family Settlement Deed [as an alternate to No Objection Certificate(s)]

D. For legal heir(s)/Legal representative(s) where deceased was a sole holder and no nomination in the account - Value of holding was ` 1 Lakh or more on the date of application.

- Copy of Death Certificate duly attested by a Notary Public or by a Gazetted Officer
- Succession certificate
- Letter of Administration
- Probate of the Will

Declaration:

(Applicable only for legal heir(s)/legal representative(s) where deceased was a sole holder and no nomination in the account - Value of holding not exceeding ` 1 Lakh on the date of application).

We declare that the below mentioned person(s) are the only legal heir(s) of the deceased and there are no other legal heir(s). Of these, as specified below, some/all of them are claimants and some of them have given a No Objection Certificate in favour of other legal heir(s). Details are given below:

Sr. No.	Name of the legal heir(s)	Specify whether a claimant or given a No Objection Certificate

List of Documents enclosed (for HUF accounts) (tick as applicable):

Value of holding not exceeding ` 10 lakh on the date of application. (Where there is an objection from any member of HUF, documents mentioned at B below must be submitted)

- Copy of Death Certificate duly attested by a Notary Public or by a Gazetted Officer
- Indemnity (Annexure XI)
- Affidavit (Annexure XII)

Value of holding was ₹10 lakh or more on the date of application.

- Copy of Death Certificate duly attested by a Notary Public or by a Gazetted Officer
- Court Decree
- Deed of Partition

Separation/partition of HUF

- Copy of Death Certificate duly attested by a Notary Public or by a Gazetted Officer
- Settlement Deed
- Deed of Partition
- Court Decree

(6) Signatures:

Sr. No.	Name of claimant	Signature of claimant

Notes: 1. This request form should be signed by the surviving joint holder(s)/legal heir(s)/legal representative(s)/nominee/all surviving members of the HUF, as the case may be.

2. *Strike off whichever is not applicable.

ANNEXURE VIII: LETTER OF INDEMNITY (To be executed on Non-judicial Stamp paper of appropriate value as applicable to state)

(to be given by legal heir(s)/legal representative(s) - value of holding not exceeding ` 1 lakh on the date of application)

To,
DP and NSDL
Address

Dear Sir,

Sub: Transmission of securities standing in the name of Late Mr./Mrs.

I/We hereby inform you that Mr./Mrs. _____ the deceased, was holding a Client account no. _____ with _____ a Depository Participant having DP ID

ISIN	Name of Company	No. of Securities

_____. The said deceased was holding the following securities:

The said deceased died intestate without leaving a Will on the _____ day of _____.

We further inform you that he/she left behind him/her as his/her only surviving heirs and next of kin, the following persons according to the Law of Intestate Succession applicable to him/her by which he/ she was governed at the time of his/her death.

- (a) _____
(b) _____

We have, therefore, approached you with a request to transfer the aforesaid securities in the name of the undersigned Mr./Mrs./Ms. _____ on my/our behalf without insisting of production of a Succession Certificate or an order of the court of competent jurisdiction and you have kindly agreed to do so on my/our executing an indemnity as is herein contained and on relying on the information herein given by us believing the same to be true.

In consideration therefore of your having at our request agreed to transfer securities to the name of the undersigned _____ I/we hereby jointly and severally agree and undertake to indemnify and keep indemnified, saved, defended, harmless you and your successors and assigns for all time hereafter against all losses, costs, claims, actions, demands, risks, charges, expenses, damages, etc., whatsoever which you may suffer and/or incur by reason of your, at my/our request, transferring the said securities as herein abovementioned, to the undersigned

_____ without insisting on production of a Succession Certificate or an order of the court of competent jurisdiction.

IN WITNESS WHEREOF THE said _____ [name(s) of applicant(s)] have here unto set their respective hands and seals this _____ day of _____ of _____.

Signed, sealed and delivered by the said applicant(s)

Signature(s) of applicant(s)

SURETY

I, the undersigned certify that the above facts are true to the best of my knowledge and bind myself as surety to make good all claims, charges, costs, damages, demands, expenses and losses which the Participant/NSDL, its successors and assigns may sustain, incur or be liable for in consequence of complying with the request contained above of the applicant(s) herein and the Participant/NSDL and its successors, assigns will be entitled to claim and realise all claims, charges, costs, damages, demands, expenses and losses from me or from my properties, as the case may be.

Signature of Surety
Name: _____
Address: _____

Date: _____
Place: _____

(Signature of Magistrate/Notary)

Full Name and _____
Address of _____
Magistrate/ _____
Notary: _____
PIN _____
Regd. No. _____

Use space below to affix:

Notarial/Court Fee Stamp	Official Seal of Magistrate/Notary
---------------------------------	---

Note: This indemnity is to be executed in the presence of a first class judicial or stipendiary Magistrate/ Public Notary.

ANNEXURE X - AFFIDAVIT

(to be given by legal heir(s)/legal representative(s) - value of holding not exceeding Rs.5 lakh on the date of application) This affidavit is to be executed on Non-judicial Stamp paper of appropriate value.

I _____ son/daughter/spouse _____ of _____ residing at _____ do hereby solemnly affirm on oath and state as under :-

That Mr./Mrs. _____ the deceased, was holding an account having Client ID _____ with _____ a Depository Participant having DP ID _____. The said deceased was holding the following securities:

ISIN	Name of Company	No. of securities

2. That the deceased had died intestate on _____ at _____.

3. That the following are the only legal heir(s) of late Mr./Mrs. _____.

	Name	Address	Age	Relationship with the deceased
1				
2				

That out of aforesaid legal heirs Master/Kum. _____ aged _____ years is a minor and he/she is being represented by his/her father/mother and natural guardian Mr./Mrs. _____.

That all the legal heirs of my deceased _____ have applied to _____ **(DP name)** to register the aforesaid securities in my/our individual/joint beneficial owner account and have executed a Letter of Indemnity in favour of the Participant/NSDL holding the Participant/NSDL indemnified against any loss, cost, expenses or damages which may be caused to them in consequence of any claim which may be made by or on behalf of any person claiming any interest in the said shares.

DEPONENT

VERIFICATION

I hereby solemnly affirm and say that what is stated herein above are true to my knowledge and nothing has been concealed therein and that I am competent to contract and entitled to rights and benefits of the above securities.

Solemnly affirmed at _____ on the _____ day of _____ of _____.

Signed in the presence of

Full Name and _____

Address of _____

Magistrate/ _____

Notary: _____

Pin: _____

(Signature of Magistrate/Notary)

Regd. No _____

Notarial/Court Fee Stamps	Official Seal of Magistrate/Notary
---------------------------	------------------------------------

Notes: 1. This affidavit is to be executed in the presence of a first class judicial or stipendiary Magistrate/Public notary.

2. This affidavit should be signed by each deponent separately.

Deed of Indemnity to be provided by each of the surviving members of the HUF indemnifying NSDL from and against all losses, liability, costs and expenses including legal fees

ANNEXURE XI -DEED OF INDEMNITY

(Value of holding not exceeding Rs.10 lakh on the date of application)

THIS DEED OF INDEMNITY is made at _____ this _____ day of _____ of _____

By

Sr. No.	Name of Applicant	Age	Gender	Address

(Collectively, "Surviving Members")

IN FAVOUR OF:

_____ (Name of Participant), and having its registered address at _____ and acting as a duly registered Participant under the provisions of The Depositories Act, 1996, Regulations and Bye Laws made thereunder (hereinafter referred to as "Participant", which expression shall, unless it be repugnant or contrary to the context thereof, mean and include its successors and permitted assigns)

AND

National Securities Depository Limited (NSDL), and having its registered address at 4th Floor, Trade World, "A" Wing, Kamala Mills Compound, Senapati Bapat Marg, Lower Parel, Mumbai 400 013 and acting as a duly registered Depository under the provisions of The Depositories Act, 1996, Regulations and Bye Laws made thereunder (hereinafter referred to as "NSDL", which expression shall, unless it be repugnant or contrary to the context thereof, mean and include its successors and permitted assigns)

WHEREAS:

- A. The Surviving Members are members of Hindu Undivided Family ("HUF"), which holds a beneficial owner account in the name of _____, the Deceased Karta, with the Participant bearing Client ID _____ ("the said beneficial owner account"), with Participant having DP ID _____;
- B. _____ ("the Deceased Karta") was named as the account holder in the said beneficial owner account.
- C. The Deceased Karta passed away on _____.
- D. _____ is the new Karta of our HUF and shall hold the securities lying to the credit of the said Demat Account.
- E. The surviving members have requested the Participant to transmit the securities held in the said beneficial owner account held in the name of the Deceased Karta to the beneficial owner account opened in the name of the new Karta and bearing Client ID _____ held with _____ (Name of Participant) DP ID _____ and to effect the change in beneficial ownership.
- F. The surviving members have requested the Participant to effect the foregoing change by transmitting the securities held in the said beneficial owner account held by the Deceased Karta to the beneficial owner account held in the name of the new Karta, who has been solemnly affirmed on oath to be the newly elected Karta, without insisting on production of a succession certificate or an order of the court of competent jurisdiction,

which we undertake to file with the Participant no sooner than the same is available to us, and which we shall pursue in right earnest.

THIS DEED WITNESSTH that in consideration of _____ the Participant agreeing to process the aforesaid request for change of account holder by transmitting the securities held in the said beneficial owner account held in the name of the Deceased Karta to the beneficial owner account held in the name of the new Karta (Client ID _____; DP ID _____), that we hereby jointly and severally indemnify _____ the Participant and NSDL and agree to keep indemnified and hold the Participant and NSDL saved, harmless and defended for all time hereafter from and against all losses, claims, legal proceedings, actions, demands, risks, charges, taxes, duties, damages, costs, expenses, including attorney and legal fees and penalties whatsoever which may be initiated against the Participant or NSDL by reason of the Participant having agreed at our request to change the name of the account holder of the said beneficial owner account from the Deceased Karta to the new Karta as aforesaid without insisting on production of a succession certificate or an order of the court of competent jurisdiction. If called upon by the Participant or NSDL to do so, we shall join any proceedings that may be initiated against the Participant and or NSDL and we shall defend at our cost any such proceedings. Further, we shall initiate such proceedings as may be considered necessary by the Participant and or NSDL, if called upon by the Participant and or NSDL to do so, in order to protect the Participant's and or NSDL's interests and to further and perfect the indemnity granted hereby in favour of NSDL. IN WITNESS WHEREOF:

Dated this ___ day of _____ of _____

Signed and delivered by the Surviving Members:

Name of Surviving Member(s)	Signature(s)

Before me Notary Public

SURETY

I the undersigned certify that the above facts are true to the best of my knowledge and bind myself as surety to make good all claims, charges, costs, damages, demands, expenses and losses which the Participant/NSDL, its successors and assigns may sustain, incur or be liable for in consequence of complying with the request contained above of the applicant(s) herein and the Participant/ NSDL and its successors, assigns will be entitled to claim and realise all claims, charges, costs, damages, demands, expenses and losses from me or from my properties, as the case may be.

_____ Signature of Surety

Name : _____ Address: _____

Date : _____ Place : _____

(Signature of Magistrate/Notary)

Full Name and _____ Address of _____ Magistrate/

Notary: _____

PIN: _____

Regd. No.: _____

Notarial/Court Fee Stamps	Official Seal of Magistrate/Notary
---------------------------	------------------------------------

Notes: 1. This affidavit is to be executed in the presence of a first class judicial or stipendiary Magistrate/Public notary. Affidavit from the surviving members of the HUF declaring that the person designated by them is indeed the new Karta of the HUF and as to completeness and accuracy of the information provided.

ANNEXURE XII: AFFIDAVIT

(Value of holding not exceeding ₹10 lakh on the date of application)

We, the applicants listed below, residing at the respective addresses set out below,

Sr. No.	Name of Applicant	Age	Gender	Address

do hereby solemnly affirm on oath and state that as under:

_____ ("the Deceased Karta") was holding a beneficial owner account bearing Client ID _____; DP ID _____ ("the said beneficial owner account") with _____, (Name of the Participant), as the Karta for and on behalf of our HUF.

The Deceased Karta passed away on _____.

We are all the surviving members of a Hindu Undivided Family ("HUF").

We state and declare that the aforesaid list of surviving members is complete and exhaustive and does not leave out any member of the HUF. We affirm that this list is accurate in all respects whatsoever.

The said Deceased Karta was holding the following securities in the said Demat Account: (Applicants to reproduce from the latest Transaction Statement or Statement of Holdings)

_____ is the new Karta for our HUF and shall hold the securities lying to the credit of the said beneficial owner account. We confirm to _____ (Name of the Participant) that the new Karta is indeed the new Karta of our HUF.

We have requested that the securities be transmitted from the said beneficial owner account held by the Deceased Karta to the beneficial owner account opened in the name of the Designated Karta (Client ID _____; DP ID _____) and have filed a Transmission Form on _____ (date). We state that all the information provided therein and in this Affidavit is complete and accurate in all respects and that all the members of the HUF are fully aware of the above request made to the Participant and there is no pending dispute, difference, objection or claim to the same among any of the members of the HUF in this regard.

VERIFICATION

We hereby solemnly affirm and say that what is stated herein above are true to my knowledge and nothing has been concealed therein.

Solemnly affirmed at _____, this _____ day of _____ of _____:

Sr. No.	Name of Applicant (s)	Signature

Before me Notary Public

Annexure XIII: Acknowledgement from claimant for receipt of funds

I _____ received a sum of Rs. _____ in words rupees _____ only from AU Small Finance Bank, _____ branch through Banker's cheque no. _____ dated _____ in favour of _____ as full and final settlement of my/our claim as legal heir/successor/survivor/nominee of the balance standing in account number(s) _____ / _____ / _____, in the name of deceased Late. _____ -.

I/We understand that the Bank has only issued the payment considering us as a trustee of the legal heirs of the deceased Late. _____ and I/We do not have any other claim from the Bank henceforth.

Name of claimant: _____

Signature: _____

Date: _____

Place: _____



Annexure XIV: Incomplete/ discrepant deceased claim settlement request received from claimant

Date: «Letter_Date»

To,
«NAM_Claimant_FULL»
«TXT_Claimant_ADD1»,
«TXT_Claimant_ADD2»,
«TXT_Claimant_ADD3»,

Subject: Deceased claim settlement for account < Account number>

Dear «NAM_Claimant_FULL»,

Namaskar!

We write with reference to your request for deceased claim settlement and wish to inform you that, we have observed a discrepancy in the request / supporting documents.

Hence, we are unable to process the claim for the captioned account due to <mention reason>

We request you to resubmit your request post addressing the above stated discrepancy, along with the copy of this letter at your nearest AU Bank branch.

In case of any query/clarification, please feel free to call us at 1800 1200 1200. You can also write to us at customercare@aubank.in from your registered E-mail. Also, you can visit our nearest AU Bank branch. We would be delighted to assist you.

Thanking you
Yours sincerely,

Annexure XV: Letter of indemnity for settlement of deceased claim of missing persons

UNDERTAKING CUM INDEMNITY (on ₹500 stamp paper and duly notarized)

The person(s) detailed in the Schedule below, hereinafter referred to as the Declarant(s), do and each of us doth hereby solemnly affirm, declare and state that:

1. One Mr./Ms. _____ (“Account Holder”) is maintaining _____ (“Account”) with AU Small Finance Bank Limited at _____ Branch (“Bank”).
2. The Account Holder since _____ got missing from his place/city of residence and the Declarant(s) had lodged a missing report with _____ police station _____. The Police authorities, after considerable search shared a non-traceable report dated _____, with respect to the Account Holder, with the Declarant(s). Copy of the missing report and non-traceable report are annexed to this Undertaking cum Declaration.
3. It has been ___ years since the Account Holder is reported missing and the Declarant(s) have not filed an application, or have filed an application on _____, having case no. _____/ _____ before the _____ at ____ (“Competent Court”) of which the next date of hearing is _____, under the relevant provisions of law for expressly declaring the Account Holder as deceased.
4. The Account Holder, as on date, has the class 1 legal heirs as mentioned in the Schedule below.
5. The Account Holder alone was entitled to the amounts lying to the credit of the said Account and no other person had any share, right, title or interest therein or any part thereof. A sum of _____ is now lying to the credit of the said Account and forms part of the estate of the Account Holder.
6. In the circumstances aforesaid, the Declarant(s) is/are the only class 1 heirs and legal representatives of the Account Holder, is/are absolutely entitled in equal shares, to the said sum of _____.
7. No application has been preferred by the Declarant(s) or any one of the Declarant(s) and/or on behalf of the Declarant(s) or any one of the Declarant(s), nor are the Declarant(s) aware of or have knowledge of any other person who has preferred any application in the court of competent Jurisdiction for grant of representation to the estate of the Account Holder.
8. No estate duty is payable in respect of the estate of the Account Holder.
9. The Declarant(s) has/have not been stopped by any Judicial/Revenue/Government authority from dealing with the estate of the Account Holder or any part thereof.
10. The Declarant(s) do and each of the Declarant(s) doth hereby of its own free will and accord and without any undue influence and/or coercion release its representative share/right title and interest in the amount outstanding to the credit of the aforesaid Account in favor of Mr. _____ absolutely and do hereby irrevocably authorize the Bank to pay over the amount standing to the credit of the said Account to Mr. _____ absolutely.
11. On the basis of the aforesaid representations and declarations, the Declarant(s) request the Bank to close the said Account and pay over the amount, standing to the credit of the said Account to Mr. _____, to which the Bank has agreed to do on the following indemnity being given by the Declarant(s).
12. Mr. _____ will receive such amounts as trustee(s) on behalf of the Declarant(s), and receipt of the payment of the said sum of ` _____ by Mr. _____ would constitute a full discharge of the Bank’s obligations in this regard in Declarant(s) favor.
13. In consideration of the Bank having agreed to close the said Account and pay over the amount, lying to the credit of the Account Holder, unto Mr. _____ by way of:
 - a. Fund transfer _____
 - b. DD issuance _____
 - c. RTGS/NEFT _____

on the basis of the foregoing representation and without insisting upon our obtaining legal representation to the estate of the Account Holder, the Declarant(s) do hereby jointly and each of us doth hereby severally agree to indemnify and keep indemnified the Bank and its officers against all claims and demands, actions, suits, and proceedings, estate charges and expenses and loss and/or damages that may be made or shall arise and/or accrue against the Bank and/or its officers or any of them by reason of the Bank relying on the missing report of the Account Holder dated _____, the non-traceable report _____ submitted by the Declarant(s) to the Bank or the application dated _____ filed by the Declarant(s) before the Competent Court and the Bank having so closed the said Account and paid over the amount standing to the credit thereof to Mr. _____. The Declarant(s) shall pay the amount so demanded by the Bank within 7 (seven) days of receipt of notice from the Bank in this regard.

The courts and tribunals of competent jurisdiction of Jaipur (Rajasthan) shall have exclusive jurisdiction regard to any proceedings relating to this Undertaking cum Indemnity.

Solemnly declared at _____ this _____ day of _____ by the within named (to be signed by all Declarant(s))

SCHEDULE

Sr. No	Name of Declarant	Son/Daughter/ Wife of	Communication Address	Relation with Account Holder	Signature
1					
2					
3					
4					
5					

Sr. no.	Name of Witness	Son/Daughter/ Wife of	Communication Address	Signature
1.				
2.				

Annexure XVI: Declaration from nominee for updation of PAN

To
The Branch Manager
AU Small Finance Bank Limited
_____ Branch

Re: PAN updation in respect of Account Nos. _____ of Late Shri/Smt.
_____.

Dear Sir,

I inform the demise of Shri/Smt. _____ (Deceased) on _____
_____. He/ She holds the account(s) as mentioned hereinbelow (“**Account(s)**”) at AU Small Finance Bank Limited,
_____ branch (hereinafter referred to as ‘the Bank’):

S.no.	Account No.	Account held in the name(s) of	Details of Deceased Nominee including name, address, occupation, age and relationship with the Deceased
1.			
2.			
3.			

I hereby kindly request you to update my PAN card number in above Account(s) in your Bank.

* Copy of PAN to be attached

I have submitted the following documents. Please return the original death certificate to us after verification:

1. Death Certificate (Original + 1 certified photocopy) issued by the competent government authority
2. _____*
3. _____*

(* Please input documents as applicable to the existing deceased policy)

I hereby declare and agree that:

- I am acting as a trustee of the legal heir(s)/legatee(s) of the Deceased depositor and updation of my PAN in relation to the Account(s) will not affect the right or claim which legal heir(s)/legatee(s) of such deceased deposit holder on the Account(s).
- The TDS forms as well as updation of my PAN in relation to the Account(s) will not constitute a document for claiming legal ownership over the Account(s) of the deceased deposit holder.
- The documentary evidence, if any, provided by me, including but not limited to documents provided as proof of my identity, death certificate of Deceased, etc. are true and complete in all respect.

I hereby solemnly affirm that the above statements are true and correct to the best of my knowledge and belief.

Yours faithfully,

Signature of nominee

Name and Address of nominee _____

Place: _____

Date: _____

Annexure XVII: Indemnity from legal heirs for collection of property papers

Undertaking cum Indemnity

(To be notarized and stamped on Rs 500/- stamp paper)

Persons, whose name(s) and address(es) as specified in Annexure 1 (hereinafter called the "**Legal Heirs**") do hereby, jointly and severally, solemnly affirm and state that:

1. _____ ("**Borrower**") had availed credit facility to the tune of Rs. _____/- (Rupees _____ only) ("**Facility**") vide loan account bearing number _____ ("**Loan Account**") from AU Small Finance Bank Limited ("**Bank**"). The Facility was backed by mortgage of the property as mentioned in schedule ("**Property**"), by _____ ("**Mortgagor**").
2. The Mortgagor expired on _____ leaving behind the below Legal Heirs, namely:

1.	6.
2.	7.
3.	8.
4.	9.
5.	10.

Legal Heirs hereby confirm the Bank and declare that they are the only Legal Heirs of the Mortgagor and no other person or entity has any right, title, or interest in the mortgaged Property. To establish the relationship with the Mortgagor, necessary KYC documents and other related documents are enclosed herewith along with the death certificate of the Mortgagor which is marked as Annexure -A.

3. As the Facility availed by the Borrower is now closed and the mortgaged Property is free from the charge of the Bank, Legal Heirs are desirous of collecting the original property papers with respect to the mortgaged Property and have accordingly appointed _____ ("**Designated Legal Heir**") to collect the original property papers with respect to the mortgaged Property from the Bank, for and on behalf of all the other Legal Heirs.
4. Legal Heirs further confirm and acknowledge that the original property papers of the mortgaged Property handed over by the Bank to the Designated Legal Heir, for and on behalf of Legal Heirs, under acknowledgment shall be construed as duly received and acknowledged by all the Legal Heirs. Legal Heirs also ratifies collection of the original property papers of the mortgaged Property by the Designated Legal Heir, for and on behalf of Legal Heirs, from the Bank.
5. Based on the aforesaid assurances and confirmation by all the Legal Heirs, Bank as agreed to return the original property papers of the mortgaged Property, for and on behalf of Legal Heirs, to the Designated Legal Heir.
6. Legal Heirs hereby agree and undertake to, jointly and severally, indemnify and shall keep indemnified, saved, harmless and defend the Bank and its officers against any claims, third party litigations, risks, actions, proceedings, losses, consequences, charges, demands, costs, liabilities and expenses whatsoever, which may be incurred or made against or demanded by or from the Bank or any of its directors, accountants and other officers of the Bank or may have incurred/suffered by the Bank due to the wrong commitments or assurances given by any or all the Legal heirs hereunder or due to such return of the original property papers of the mortgaged Property to the Designated Legal Heir, for and on behalf of Legal Heirs. Legal Heirs shall pay to the Bank upon demand for any payment, loss and damage which the Bank may make, suffer or sustain by reason or on account thereof and shall upon request appear and defend at Legal Heir's own cost and expense any action which may be brought against the Bank in connection therewith.
7. Legal Heirs hereby agree and confirm that they shall not hold the Bank liable for any losses or damages that may arise due to release of the original property papers of the mortgaged Property to the Designated Legal Heir, for and on behalf of Legal Heirs.

8. Legal Heirs hereby agree that this Undertaking cum Indemnity shall be binding on our legal heirs, executors, legal representatives, and they shall execute any further assurances and documents as required by the Bank in this regard.
9. Legal Heirs hereby agree that whatsoever statements made hereinabove are true and correct to the best of their knowledge and belief, and no material information has been concealed or misstated.
10. Legal Heirs further state that if any inaccuracy is detected, they shall be liable to forfeiture of any benefits derived and other actions as per the law.
11. The courts and tribunals of competent jurisdiction of Jaipur (Rajasthan) shall have exclusive jurisdiction with regard to any proceedings relating to this Undertaking cum Indemnity.

Place:

Dated: ___/___/_____

Annexure - 1

S. No.	Name of Legal Heir	Age	Relationship with the deceased	Address	Signature

Witness:

1. Name:

Signature:

Date:

2. Name

Signature:

Date:

Schedule of Property

Property Owner	Details of Property