

## FREQUENTLY ASKED QUESTIONS (FAQS)

1. How claims for settlement of deceased constituent accounts can be lodged in the new framework?

Claimants/Nominees will be able to submit claim for settlement of deceased constituent accounts in two ways:

- a) Online Mode – At the Deceased Claim Settlement Portal (CRCF) available at Bank Website (bank.sbi) under Customer Care.
- b) Physical Mode - By visiting any of the branches where the deceased a/c holder has a deposit account.

2. What types of accounts will be covered for settlement of claims of deceased constituents?

Saving Account, Current Accounts, Term Deposit Accounts, Special Term Deposit Accounts, Recurring Deposit and Govt. Deposit Schemes (PPF, SCSS and SSA).

3. What will be the process of settlement of different cases of deceased constituent accounts?

The process will cover all cases, with Nomination as well as without Nomination (both with and without Legal Representation) and Survivorship cases and will be applicable only for deposit accounts of individuals.

The specific rules and forms prescribed by Govt of India from time to time for settlement of Govt. Deposit Schemes (PPF, SCSS and SSA) will have to be followed.

However, settlement of bank deposit accounts may not be delayed due to non-fulfilment of specific conditions pertaining to Govt. deposit schemes. In such cases settlement of accounts under Govt. deposit schemes may be dealt separately.

Safe Custody Articles, Safe Deposit Lockers and loans in the same CIF of the deceased constituent, will be dealt with as per Bank's extant instructions. For loans, bank's specific and general lien will be available and applicable for the loans but the **same are to be dealt with by the home branch only, before settlement of the deceased claim.**

4. Whether the new process will include Nomination cases also?

Yes, new process will include Nomination cases also.

5. When all the accounts of the deceased customer are having details of nominee, even in such cases is it required to lodge the claim at the Portal?

Yes, in such cases, the nominee will have to lodge the claim through the Portal or may visit the branch for lodging the claims in the Portal by submitting the documents.

6. How can claimants/nominees register deceased claim online?

Submission of claim can be made by the claimants/nominees at the Deceased Claim Settlement Portal (CRCF) available at Bank Website (bank.sbi) under Customer Care. The claimants/nominees need to input the details of the deceased customer (any deposit account pertaining to the customer) at the Deceased Claim Settlement portal. They also need to upload their KYC documents and the Death Certificate of the deceased customer at the CRCF portal itself.

7. How a Branch can be selected to get the proceeds of the deceased amount?

The claimants/nominees can select any of the branches (where the deceased a/c holder has a deposit account) from the dropdown menu available in the Portal.

**8. Which branch will settle the claims of the claimants/nominees of deceased constituents?**

The claimants/nominees will be given the option to select any of the branches, where the deceased a/c holder has a deposit account, and he/she wants to settle the claim / submit required documents/ execute documentation before final payment.

**9. How can claimants/nominees register their claims through Branch?**

The claimants/nominees may visit any of the branches where the deceased a/c holder has any deposit account and can submit the documents.

**10. In case Nominee is illiterate and affixes thumb impression, how he/she put claim in the Portal?**

In such case, nominee will approach any of the branches where the deceased a/c holder has a deposit account and submit the required documents for lodgment of claim at Branch. Further, in case Nominee is illiterate and affixes thumb impression, witness is required. The witness can be any of the following:

- Magistrate or Judicial official
- Any Officer of the Central / State Government or Any Officer of the Bank.
- Any two persons acceptable to the Bank.

**11. What if, nomination is registered in favour of a minor?**

If the nominee is a minor, the person appointed by the deceased account holder to act on behalf of the minor, until he/she attains majority, has to submit the documents as specified.

**12. What is the procedure for settlement of claim in case of deceased account holders, jointly held with deceased constituent but having Survivorship Clause? (Either or Survivor, Former or Survivor, Later or Survivor and Any one or Survivor etc.)**

In the case of Current Account/ Savings Bank Account, the survivor(s) are required to transfer the balance to another account in their own name(s). If the survivor (s) do not have any other account, a new account may be opened after completion of the relevant formalities.

In case of Time Deposits two situations may arise as mentioned below:

a) Joint Time Deposit Account with 'E or S' and 'F or S' survivorship clause, where "E or S" form has been submitted by the depositors before the death of one of the depositors.

In such a case, if one of the depositors dies, then it is sufficient for the survivor(s) to make a simple application to the Home Branch along with a photocopy of the Death Certificate (Original to be produced for verification).

b) Joint Time Deposit Account with survivorship clause, where "E or S" form has not been submitted by the depositors before the death of one of the depositors.:

In such a case, surviving depositor(s) and the legal heirs of the deceased account holder can jointly claim the amount (with interest) before maturity.

c) In case of payment of Time Deposits before maturity, the interest shall be paid at the rate applicable for the period for which the deposit has actually run and will not attract penal charges levied on normal before maturity payment cases.

d) However, on maturity, surviving depositor(s) can claim deposit without reference to legal heirs of the deceased constituent.

e) In case of time deposits, on request from the legal heir(s)/representative(s)/nominees, the deposit can be split into two or more receipts individually in the name of legal heir(s)/representative(s)/nominees. It shall not be considered as premature withdrawal of the term deposit provided the period and the aggregate amount of the deposit do not undergo any change.

**13. What if the joint deposit is without survivorship clause?**

When a joint account holder dies, in the absence of a clause like Either or Survivor ( E or S), Former or Survivor (F or S), Latter or Survivor (L or S), the balance can be paid jointly to the survivors and the legal heirs of the deceased.

Example: If an account in the joint name of A and B, and if A dies, the balance will not be paid to B alone. It has to be paid jointly to B and to the legal heirs of A. The settlement can be made to the legal heirs of A either through legal representation or without legal representation as the case may be.

**14. What if the deceased customer's Accounts is having neither Survivorship Clause nor Nomination?**

In a deceased account where there is neither Survivorship clause nor Nomination, Bank delivers the assets only to the legal heirs of the deceased.

As disposal with legal representation is time consuming, Bank, for the convenience of the legal heirs and as a measure of customer service, has devised a system of settling the claim without production of legal representation on the basis of application, death certificate, letter of disclaimer, affidavit, Indemnity etc. The procedure for which, in brief, has been mentioned below:

The settlement of deceased constituent without production of legal representation is applicable only when:

- (i) The customer has died INTESTATE.
- (ii) There are no disputes among the legal heirs and all the legal heirs (other than those who have furnished a Letter of Disclaimer) join to indemnify the Bank and there is no reasonable doubt about the genuineness of the claimant(s) being the only legal heirs.

**15. What are the documents required for disposal of deceased accounts without legal representation?**

Depending on the amount of claim, the following documents need to be submitted.

**For Claim Amount up to Rs. 5.00 lacs (Principal + Interest)**

- (i) Photocopy of Death Certificate (original to be produced for verification by the bank).
- (ii) Photographs and KYC documents of all the claimants/ legal heir(s)/ Persons signing Disclaimers/ Guardian of Minor/ Person Signing the Declaration/ Affidavit/ Surety (ies) (Original documents to be produced for verification by the bank.)
- (iii) Account details of the Claimant(s), if available
- (iv) Revised Claim form duly filled and signed by the Claimant(s), other than those who signed the letter of disclaimer.

(v) The Declaration in the Revised Claim Form regarding the Legal Heirs(s) of the deceased is to be signed by-

- One independent person well known to the family of the deceased but unconnected with it and acceptable to the Bank OR
- By any account holder of the Bank known to the family of the deceased but unconnected with it, OR
- By any Govt. Official whose signature is verifiable by the Bank.

(vi) Stamped Letter of Indemnity from the Claimant(s).

(vii) Letter of Disclaimer – If applicable

### **For Claim amount above Rs. 5.00 lacs (Principal + Interest)**

In addition to the documents listed from i) to iv) above, additional documents are required as under:

a. Declaration in the Claim Form regarding the legal heirs of the deceased has to be sworn as an Affidavit before the Judicial Magistrate or Notary Public as under:

(i) By one independent person well known to the family of the deceased but unconnected with it and acceptable to the Bank. OR

(ii) By any account holder (KYC complied) of the Bank known to the family of the deceased but unconnected with-it. OR

(iii) By any Govt. Official whose signature is verifiable by the Bank.

b. Stamped Letter of Indemnity from the Claimant(s) plus one Surety good for the amount or two Sureties jointly good for the amount. Any legal heir(s) who has signed the Letter of Disclaimer in favour of other legal heir(s) may stand as surety if he/she is independently good for the amount of claim.

c. Details of Sureties (with proof) for compilation of the Opinion Report on Sureties

### **16. How will claimants/nominees know about the status of their claim?**

After registering the claim online by the claimants or by the selected branch in the Portal, a CRM case will be created and will be shared with the claimants through SMS/Email registered in the Portal. This Case ID will be used to track the claim status and further upload of specified documents. SMS/Email will be sent at each stage change or upload of remarks/documents.

### **17. How will Processing/ Sanctioning/Branch officials, dealing with deceased claim settlement process, communicate with claimants/nominees?**

All the comments posted by the Processing/ Sanctioning/Branch officials will be visible to the claimants/nominees at the Deceased Claim Settlement Portal available at Bank Website (bank.sbi) under Customer Care with date and time stamp. The claimants/nominees can check the portal for additional information and status and further upload the required documents/forms. These forms can also be submitted by the claimants/nominees at the selected branch. The claimants/nominees may be contacted by the Bank officials over telephone also for discreet enquiries.

**18. Can claimants visit or make calls to CCSC Officials for discussion?**

No, claimants are not required to visit CCSC Officials in person. Instead, CCSC /Branch Officials will contact the claimants, if needed.

**19. What will happen when the claimants/nominees could not upload the required forms/formats/documents in the Portal or could not submit the same to the Branch?**

In such cases, 3 reminders (SMS & Email) will be sent to the claimants/nominees for submission/upload of required documents (reminders on 30<sup>th</sup>, 45<sup>th</sup> and 60<sup>th</sup> day). Failure to submit/upload the documents by the claimants/nominees will lead to automatic closure of the CRM case on 90<sup>th</sup> day.

**20. What will happen if the CRM case ID gets closed due to non – submission of details at the Portal?**

In such case, claimants/nominees can lodge a new claim in the Portal and it will be treated as a fresh case.

**21. What will be the procedure for NRI claimants/nominees who could not visit Bank Branches physically for documentation etc.?**

In case of NRIs who are not in a position to visit the Bank branch, Bank has issued guidelines wherein they can avail the following options:

- He/she can execute the documents abroad in presence of officials of our foreign offices. If there is no branch in place of residence of the NRI claimant, the documents can be executed in the presence of Indian Embassy officials and the said document can be submitted to the Stamp authorities for payment of stamp duty after it reaches India.
- He/she can appoint his attorney for obtaining proper legal representation and obtain payment against affidavit, indemnity, surety etc. The procedure for the same is that the claimant should execute valid POA which is attested by the Indian Embassy officials.

**22. What is the provision of claim regarding missing person?**

With a view to alleviate hardship to claimants in respect of missing persons, claims up to Rs. 1,00,000/- (Rs. One Lac only) will be entertained without insisting for valid death certificate. All such claims in respect of claims of missing persons, reported missing for a minimum period of one year shall be settled on production of following documents:

- (i) FIR
- (ii) Non-traceable report issued by the police authorities.
- (iii) Indemnity from the claimant.

For claim amount above Rs. 1 lac: In case person is missing/not traceable (i.e., whereabouts of person is unknown for more than 7 years) an order/certificate of legal death/presumption of death issued by Court is required for settlement.