



ONLINE DEAF CLAIM SETTLEMENT PORTAL



Navigation and Procedure for submitting claims:

URL: <https://deaf.centralbank.co.in/>

- After clicking on the above link, customer needs to validate his mobile number. If there are no existing claims with that mobile number, customer will be redirected directly to the page where customer needs to punch all the details.
- At first customer needs to enter basic details and save them, then customer account details should be entered and saved. then KYC details of customer should be entered. After that customer can download DEAF claim application form. After filling all the required details customer can upload this form on the portal.
- Customer can upload any other relevant and supporting documents along with his/her latest photo under the 'Additional Documents' section.
- Once all the details are properly entered and declaration is provided, customer can submit the claim.
- After submission, customer will be provided with claim reference number which can be used for tracking the claim further. Customer also receives SMS and E-mail regarding the online submission of claim.
- Once the online submission is done, customer need to visit the home branch along with all the stated documents in original.

General Instructions:

- This application is for the purpose of submitting DEAF claims for the customers of Central Bank Of India.
- For submitting claims, customers need to have Account no. of the DEAF Account.
- In the KYC details section, customer needs to upload his/her ID proof.
- Documents accepted for ID Proof: Aadhar, PAN, Passport and Voter ID.
- Maximum size acceptable for each document upload: 200KB.
- Document format should be of jpg/jpeg/pdf.

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