

## **SAFE DEPOSIT LOCKER AND ARTICLES IN SAFE CUSTODY FACILITY POLICY**

**w.e.f. 07/02/2026 & for FY-2026-27**

***“This Policy has taken the effect of the RBI revised instruction of Safe Deposit Locker dated 18.08.2021. The review by RBI also takes into account, the principal enumerated by the Hon’ble Supreme Court in “Amitabh Dasgupta vs United Bank of India”, (Judgment dated February 19, 2021 in CA No.3966 of 2010).”***

All related statutory guidelines/ circulars issued by RBI/ GOI are incorporated in the policy. Further, if any amendments to the existing norms are made by the Reserve Bank of India or other Statutory Bodies/ Regulators, the same will be applicable and it will be treated as part of the policy.

**Safe Deposit Locker and Articles in Safe Custody Facility-POLICY**

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## **SAFE DEPOSIT VAULT (LOCKERS)**

### **1. INTRODUCTION**

Safe Deposit Lockers should normally be installed only at offices that are authorized by ZO/RO, provided the strong room is constructed as per prescribed specification. If the premise is on the ground floor, defender type safe with safe deposit locker may be provided with the separate enclosures and if the premises are on a higher floor, certificate from the architects regarding load bearing capacity of the floor is necessary and same should be held on record. Guidelines issued by BSD (CO) from time to time are to be adhered to. Proposal of sanction for installing Lockers should invariably include cost benefit analysis and should also establish the fact that it would generate additional income. The relationship between the banker and the customer of a locker is that of lessor and lessee.

### **PART I: Customer Due Diligence (CDD) for Lockers**

#### **1. Customer Due Diligence**

The existing customers of a branch who have made an application for locker facility and who are fully compliant with the Customer Due Diligence as per guidelines KYC policy of the Bank (as updated from time to time) may be given the facilities of safe deposit lockers/ safe custody article subject to on-going compliance.

Customers who are not having any other banking relationship with the bank may be given the facilities of safe deposit locker / safe custody article after complying with the CDD KYC Policy of the Bank (as updated from time to time) and subject to on-going compliance. The due diligence shall be carried out for all the customers in whatever rights and capacities they may be hiring the locker.

The locker-hirer/s shall not keep anything illegal or any hazardous substance in the Safe Deposit locker. If the bank suspects the deposit of any illegal or hazardous substance by any customer in the safe deposit locker, the bank shall have the right to take appropriate action against such customer as it deems fit and proper in the circumstances.

The branch shall obtain recent passport size photographs of locker-hirer(s) and individual(s) authorized by locker hirer(s) to operate the locker and preserve in the records pertaining to locker-hirer being maintained in the bank's branch.

## PART II: Locker Allotment

In order to facilitate customers making informed choices, Branch shall maintain a branch wise list of vacant lockers as well as a wait-list in Core Banking System (CBS) or any other computerized system compliant with Cyber Security Framework issued by RBI, for the purpose of allotment of lockers and ensure transparency in allotment of lockers. The branch shall acknowledge the receipt of all applications for allotment of locker and provide a wait list number to the customers, if the lockers are not available for allotment.

No new locker account should be opened without linkage of SB/CD account and Time Deposit as a caution deposit.

Memorandum of Letting of Lockers (SL-1) should be held / completed and duly signed by all the Hirers in the presence of the Custodian / Officer-in-charge of lockers.

Branch should give a copy of the Memorandum of Letting of Lockers (SL-1) regarding operation of the locker to the locker hirer at the time of allotment of the locker.

The Specimen Signature Card (SL-11) duly completed, including a password, should be obtained. The custodian/ officer-in-charge of lockers should counter- sign the Specimen Signature Card preferably in **red ink** or in a color different from the color in which lessee has signed.

All the hirers should also sign the Password Book (RSL-1).

The custodian / Officer-in-charge of the lockers should explain to lessee the significance of password and the need to keep it confidential.

With the technological development in the Banking Industry, customers / non customers are getting more comfort and convenience in meeting their banking requirements. Now we have started for online submission of application for availing locker facility through internet/mobile banking.

### 2.1 Model Locker Agreement

At the time of allotment of the locker to a customer, the branch shall enter into an agreement with the customer to whom the locker facility is provided, on a paper duly stamped. A copy of the locker agreement in duplicate signed by both the parties shall be furnished to the locker- hirer to know his/her rights and responsibilities. Original Agreement shall be retained with the branch where the locker is situated.

Supplementary and revised locker agreements have been provided as per IBA legal circular dated 28.02.2023 in this policy.

Lockers are let out for minimum one year period and maximum 5 years. At the time of renewal no fresh memorandum of letting is required to be executed.

### 2.2 Locker Rent

Branch may face potential situations where the locker-hirer neither operates the locker nor pays the rent. To ensure prompt payment of locker rent, banks are allowed to obtain a Term Deposit, at the time of allotment, which would cover three years' rent and the charges for breaking open the locker in case of such eventuality. Banks, however, shall not insist on such Term Deposits

from the existing locker holders or those who have **satisfactory operative account(For SB-Who has maintained the average balance of Rs 10000/-in last two year/For CD-Who has maintained the average balance of Rs 25000/- in last two years)** . The packaging of allotment of locker facility with placement of term deposits beyond what is specifically permitted above will be considered as a restrictive practice. MMDC (caution deposit) for **three year's advance rent+Break open charges(Rs.5000/-)+Rs.1000/-** and marked lien till the surrender of the locker. No Security/Caution Money deposit is to be taken from any Staff / Ex- Staff/Staff family pensioner of the bank.

Top Management has relaxed the norm and approved the waiver of caution deposit on hiring of the second locker to general public/Staff/ex-staff/Staff family pensioner from 14.06.2024 with following conditions:

**(A) In case of staff/ex-staff/staff-family pensioner**

- ✓ Caution deposit not required to staff/ex-staff/staff family pensioner even if applied for second and subsequent locker on normal public rent.

**(B) In case of general public**

- ✓ Caution Deposit not required to customer for 2<sup>nd</sup> locker onwards, if any of the active locker is having caution Deposit in his/her CIF.
- ✓ To waive the Caution Deposit, at least one active locker should have linked with Caution Deposit
- ✓ However, if customer want to close the locker with caution and no other active locker/s in CIF is linked with Caution deposit, system will not allow to close and message will display "Caution is not linked with remaining lockers".

If locker rent is collected in advance, in the event of surrender of a locker by a customer, the proportionate amount of advance rent collected shall be refunded to the customer.

If there is any event such as merger / closure / shifting of branch warranting physical relocation of the lockers, the bank shall give public notice in two newspapers (including one local daily in vernacular language) in this regard and the customers shall be intimated at least two months in advance along with options for them to change or close the facility. In case of unplanned shifting due to natural calamities or any other such emergency situation, banks shall make efforts to intimate their customers suitably at the earliest.

The locker holder shall be permitted to pay the rent in advance for a maximum period of 5 years in lump-sum for which they will be allowed concession.

## **PART III: Infrastructure and Security Standards**

### **3.1 Security of the Strong Room/Vault**

Necessary steps to ensure that the area in which the locker facility is housed is properly secured to prevent criminal break-ins. The risks of accessibility of an allotted locker from any side without involvement of the locker-hirer concerned may be assessed and kept on record. There shall have a single defined point of entry and exit to the locker room/vault. The place where the lockers are housed must be secured enough to protect against hazard of rain / flood water entering and damaging the lockers in contingent situations. The fire hazard risks of the area should also be assessed and minimized. Regular necessary engineering / safety verification shall conduct to identify the risk and carry out necessary rectification.

The area housing the lockers should remain adequately guarded at all times. Access Control System may be installed, if required as per their risk assessment, which would restrict any unauthorized entry and create digital record of access to locker room with time log. The entry and

exit of the strong room and the common areas of operation under CCTV camera and preserve its recording for a period of not less than 180 days. In case any customer has complained to the branch that his/her locker is opened without his/her knowledge and authority, or any theft or security breach is noticed/observed, the branch shall preserve the CCTV recording till the police investigation is completed and the dispute is settled.

The staff concerned shall be properly trained in the security procedure. The internal auditors shall verify and report the compliance to ensure that the procedures are strictly adhered to.

### **3.2 Locker Standards**

All the new mechanical lockers to be installed by the banks shall conform to basic standards / benchmarks for safety and security as prescribed by Bureau of Indian Standards (BIS) or any other enhanced industry standards applicable in this regard.

In case the lockers are being operated through an electronic system, the bank shall take reasonable steps to ensure that the system is protected against hacking or any breach of security. The customers' personal data, including their biometric data, shall not be shared with third parties without their consent. Further, banks shall ensure that the electronically operated lockers are compliant with the Cyber Security Framework of the bank. The system should be capable of maintaining unalterable log of locker activities. The relevant statutory/regulatory guidelines/requirements applicable for IT/data protection shall be complied.

Engraving the Bank Name & branch code on all the locker keys is mandatory as per instructions with a view to facilitating identification of lockers / locker ownership by law enforcement agencies in case of need. Branch should contact the lessees of issued lockers to call at the Branch on an allotted day to get identification code embossed on the locker keys in the presence of the locker holder only. Further, the custodian of the locker shall, regularly/periodically, check the keys maintained in the branch to ensure that they are in proper condition. Branch shall permit the locker-hirer to operate the locker only with the key provided by the branch, although there is no restriction in allowing the customer to use an additional padlock of her /his own if there are such provisions in lockers.

## PART IV: Locker Operations

### 4.1 Regular Operations by Customers

The locker hirer and/or the persons duly authorized by him/ her only shall be permitted to operate the locker after proper verification of their identity and recording of the authorization by the officials concerned of the branch. The branch shall maintain a record of all individuals, including the locker-hirers, who have accessed the lockers and the date and time **(both check-in and check-out time)** on which they have opened and closed the locker and obtain their signature. The ingress and egress register for access to Vault Room by locker-hirers or any other individual including the banks' staff shall be maintained to record the movement of individuals in the Vault Room area with their signatures at appropriate place in the records.

***It is mandatory to Check-in; Check-out time should be recorded in the Daily Register of Attendance and marked in CBS on real time basis by branch. Internal auditor or inspecting official will check the Check –in and check -out operation in CBS through the CBS report with daily attendance register and if any discrepancy found then it should be reported in his report and checked also if any revenue loss for non- recovery of charges for locker operation more than 12 times by the customer in a year.***

The branch officer authorizing the locker-hirer to access the locker, after unlocking the first key / password shall not remain present when the locker is opened by the locker-hirer. The banks shall ensure that there is adequate privacy to the locker-hirers in the operations when customers access the lockers at the same time.

An email and SMS alert to the registered email ID and mobile number of the customer shall be sent before the end of the day as a positive confirmation intimating the date and time of the locker operation and the redressal mechanism available in case of unauthorized locker access.

### 4.2 Internal Controls by banks

There shall be a system of inter change of locks whenever the locker is surrendered by the hirer. The keys of vacant lockers shall be kept in sealed envelopes. The duplicate master keys shall be deposited with another branch of the bank. There shall be proper record of joint custody of master keys. Regional Office Visiting official shall conduct surprise periodic verification of surrendered/vacant lockers and their keys by an officer of the bank who is not connected with their custody and proper record shall be maintained as a proof of such verification.

Branch shall ensure that the Locker Register and the Locker Key Register are maintained in CBS. The Locker Register shall be updated in case of any change in the allotment with complete audit trails.

The branch custodian shall check whether the lockers are properly closed post locker operation. If the same is not done, the lockers must be immediately closed, and the locker-hirer shall be promptly intimated through e-mail, if registered or through SMS, if mobile number is registered or through letter so that they may verify any resulting discrepancy in the contents of the locker. The branch custodian shall record the fact of not closing the locker properly in the register and its closure by the branch with the date and time. Further, the custodian of the locker room shall carry out a physical check of the locker room at the end of the day to ensure that lockers are properly closed, and that no person is inadvertently trapped in the locker room after banking hours.

The lockers can be surrendered by the hirer/s as per the mandate given on the memorandum of locker/safe.

Where the surrender is to be effected by a duly authorized Agent, such surrender of locker can only be accepted when the Locker is empty and not otherwise. When surrender is to be effected by a Third Party, an authorization Letter (SL-8) signed by the Hirer/s as per the mandate given must be obtained. The Custodian / officer-in-charge of lockers should then open the Locker in the presence of the authorized Agent and if there are any contents in the Locker, the same should be relocked and the key handed back to the authorized Agent and the Hirers should be asked to remove the contents themselves and then surrender the Locker.

## **PART V: Nomination Facility and Settlement of Claims**

### **5.1 Nomination Facility**

The branch shall offer nomination facility in case of safe deposit lockers and safe custody of articles, in accordance with the provisions of section 45-ZC to 45-ZF of the Banking Regulation Act, 1949 and Banking Companies (Nomination) Rules, 2025. The facility of nomination was statutorily introduced through amendments to the Banking Regulation Act, 1949 in 1985, empowering banks to accept nominations for deposit accounts, safe deposit lockers, and articles kept in safe custody. Over time, this provision has evolved as a crucial mechanism to provide clarity and convenience in the transfer of ownership rights after the depositor's demise. To further strengthen and standardize the framework, the Government of India has enacted the Banking Laws (Amendment) Act, 2025, which amends Sections **45ZA**, **45ZC**, and **45ZE** of the Banking Regulation Act, 1949, and has notified the Banking Companies (Nomination) Rules, 2025. These provisions, effective from **November 1, 2025**, aim to enhance the efficiency, transparency, and legal validity of the nomination process.

In alignment with these legislative changes, the Reserve Bank of India (RBI) has issued comprehensive guidelines under the circular RBI/2025-26/95 DoR.MCS.REC.59/01.01.003/2025-26 dated October 28, 2025, titled "Nomination Facility in Deposit Accounts, Safe Deposit Lockers and Articles kept in Safe Custody with Banks Directions, 2025." These Directions come into force with effect from November 1, 2025.

A bank shall be guided by the provisions of sections 45ZC to 45ZG of the Act (read with section 56 of the Act when applied to cooperative banks) and the Rules in the matter of nomination in safe deposit lockers and articles kept in safe custody.

In case the nominee is a minor, the same procedure as prescribed for the bank accounts shall be followed by the banks. A passport size photo of the nominee attested by the customer may be obtained from the customers, at his/her option and preserved in the records. Thumb-impression(s) shall be required to be attested by two witnesses. Signature of the account holders need not to be attested by witnesses.

Branch shall have appropriate systems and procedures in place to register the nomination, cancellation and / or variation of the nomination, in their books, made by the locker hirers.

Branch shall acknowledge the receipt of duly completed form of nomination, cancellation and / or variation of the nomination. Such acknowledgement shall be given to all the customers irrespective of whether the same is demanded by the customers or not.

### **5.2 Rules for Nomination in respect of articles in safe custody. —**

- (1) The nomination to be made by an individual in respect of articles left in safe custody with a banking company shall be in favour of one or more individuals not exceeding four, successively.

### **5.3 Rules for Nomination in respect of safe deposit lockers. —**

- (1) The nomination to be made by an individual or as the case may be, all the individuals together, who hire a locker whether such locker is located in the safe deposit vault of banking company or elsewhere, shall be in favour of one or more individuals not exceeding four, successively.

### **5.4 Common Rules for nomination in Deposit , Safe Custody & Safe Deposit Lockers-**

- (1) The nomination shall be made either in, —

- a) the Nomination Form annexed to these rules; or
  - b) the electronic or digital mode (“e-nomination”) in case the banking company has made such a facility available.
- (2) A banking company can permit e-nomination only, if it, —
- a) enables the depositor, or as the case may be, all the depositors, to nominate one or more individuals not exceeding four, either successively or simultaneously;
  - b) obtains all necessary details prescribed in the Nomination Form or e-nomination;
  - c) ensures that the nomination is authenticated, validating and confirming the credentials of the depositor; and
  - d) has a system of alerting the depositor for all nominations made.
- (3) The methods of authentication of nomination shall include, —
- a) electronic signature;
  - b) electronic authentication technique that is reliable and specified in the Second Schedule to the Information Technology Act, 2000; and
  - c) Internet or Mobile banking application: Provided that in case of methods (a) and (b) of authentication, a single factor authentication, which validates and confirms the credentials of the depositor making the nomination shall be sufficient, and in case of method (c), a minimum two factor authentication, that validates and confirms the credentials of the depositor making the nomination shall be mandatory.
- (4) The nomination shall be made only in respect of deposits which are held in the individual capacity of the depositor and not in any representative capacity as the holder of an office or otherwise.
- (5) Where the nominee is a minor, the depositor or, as the case may be, all the depositors together, may, while making the nomination, appoint another individual not being a minor, to receive the amount of the deposit on behalf of the nominee in the event of the death of the depositor or, as the case may be, all the depositors during the minority of the nominee.
- (6) In the case of a deposit made in the name of a minor, the nomination shall be made by an individual lawfully entitled to act on behalf of the minor.
- (7) The variation or cancellation of the previous nomination or e-nomination made by the depositor or all the depositors together shall be through subsequent nomination or e-nomination.
- (8) Every subsequent nomination shall cancel the previous nomination, or vary it, as the case may be.
- (9) A nomination, cancellation of nomination or variation of nomination may be made as aforesaid at any time during which the deposit is held by a banking company to the credit of the depositor or depositors, as the case may be.
- (10) In the case of a deposit held to the credit of more than one depositor, the cancellation or variation of a nomination shall not be valid unless it is made by all the depositors.
- (11) The banking company shall acknowledge in writing or in electronic or digital mode, to the concerned depositor or depositors, the filing of the Nomination Form, or e-nomination and also the fact of cancellation or variation of nomination.
- (12) The duly completed Nomination Form or e-nomination or subsequent cancellation or variation of nomination shall be registered in the books of the banking company, either physically or electronically.
- (13) A nomination or cancellation of nomination or variation of nomination shall not cease to be in force merely by reason of the renewal of the deposit.

- (14) If an individual, or a group of individuals, as the case may be, who has made a nomination in respect of a deposit, desires to have that nomination extended to his or their other accounts in the same banking company, a request may be made to the said effect to the banking company, and once accepted by the banking company, it shall be treated as if a separate nomination has been made for each of those accounts.
- (15) If, by mistake or otherwise, a nomination is made in the Nomination Form in favour of more than four individuals, the names of the first four individuals appearing in the order, shall be recognized.

**The application Form for Nomination / Cancellation of Nomination / Variation of Nomination in respect of Bank Deposits, Articles in Safe Custody, and Safe Deposit Lockers is to be taken from customer/s as specified in Anex- I**

## **5.5 Settlement of Claims in case of death of a Customer**

### **5.5.1 Claims with Nominee(s)/ Survivor(s)**

- (a) If a sole locker hirer nominates an individual(s) to receive the contents in the locker in case of her/ his death, the bank shall give access of the locker to such nominee(s) with liberty to remove the contents of the locker.
- (b) in case the locker was hired jointly with the instructions to operate it under joint signatures, and the locker hirers nominate any other individual(s), in the event of death of any of the locker hirers, the bank shall give access of the locker and the liberty to remove the contents jointly to the nominee(s) and the survivor(s).
- (c) In case the locker was hired jointly with survivorship clause and the hirers instructed that the access of the locker should be given to "either or survivor", "anyone or survivor" or "former or survivor" or according to any other survivorship clause permissible under the provisions of the Banking Regulation Act, 1949, the bank shall follow the mandate in the event of death of one or more of the joint locker hirers.
- (d) In case of a minor nominee, the bank shall ensure that, the contents of locker, when sought to be removed on behalf of the minor nominee, are handed over to the guardian whose details have been provided in the nomination form. If the details of the guardian have not been provided in the nomination form, the bank shall hand over the contents of the locker to a person who is, in law, competent to receive the contents of safe deposit locker on behalf of such minor.
- (e) The following documents shall be obtained by a bank for processing the claim in cases falling under paragraphs 5.5.1 (a) and 5.5.1 (b) above:
- I. Claim form, as given in **Annex I-A**, duly signed by the nominee(s)/ survivor(s);
  - II. Death certificate of the safe deposit locker hirer(s); and
  - III. Officially Valid Document of the nominee/ survivor towards verifying her/ his identity and address.
- (f) A bank shall, however, ensure the following before giving access to the contents to the nominee(s)/ survivor(s):

- I. Exercise due care and caution in establishing the identity of the nominee(s)/ survivor(s) and deceased status of the locker hirer(s) by obtaining appropriate documentary evidence (physical or equivalent e document);
  - II. There is no order or direction as on date from a Court/ Forum in the knowledge of the bank, restraining the nominee(s)/ survivor(s) from having access or the bank from giving access to the locker of the deceased hirer(s) and liberty to remove the contents of such locker; and
  - III. Make it clear to the nominee(s)/ survivor(s) that access and liberty to remove the contents of the locker is given to them only as a trustee of the legal heir(s) of the deceased locker hirer(s), i.e., such access and liberty to remove the contents given to them shall not affect the right or claim which any person may have against the nominee(s)/ survivor(s) to whom the access is given.
- (g) After receipt of the documents mentioned at paragraph 18 above and being satisfied to the genuineness of the claim, the bank shall correspond with the nominee(s)/ survivor(s) in writing and fix a date and time for making an inventory of the contents of the safe deposit locker. The same shall be undertaken in the presence of the nominee(s) and/or survivor(s) and/ or their authorised representatives, two independent witnesses (should not be employee or ex-employee of the bank), the safe deposit vault custodian and another employee of the bank not associated with locker operations, and recorded as per the inventory form given in **Annex I-F**.
- (h) The bank shall then hand over the possession of the contents of the locker to the nominee(s)/ survivor(s)/ the person competent to receive the contents on behalf of the minor, as the case may be, and obtain an acknowledgment, as given in **Annex I-F**, that all the contents in the locker of the deceased hirer(s) have been removed and the locker is empty, and they have no objection to allotment of the locker to any other locker hirer as per norms of the bank.
- (i) Production of legal documents, viz., Succession Certificate, Letter of Administration, Probate of Will, etc., or Bond of indemnity from the nominee(s)/ survivor(s) shall not be required unless there is any discrepancy in nomination.
- (j) Procedure, as prescribed in paragraphs 5.5.1 (a) to 5.5.1(i) above, shall be followed *mutatis mutandis* for return of articles kept by the deceased customer in the safe custody of the bank. However, inventory form given in **Annex I-G** shall be used in such cases.

## 5.5.2 Cases without nominee/ survivorship clause

### 5.5.2.1 Settlement of claims falling under the simplified procedure

- (a) Keeping in view the imperative need to avoid inconvenience and undue hardship to the legal heir(s)/ claimant(s), the bank shall adopt a simplified procedure for settlement of claims in safe deposit lockers *provided* there is no dispute amongst the legal heir(s)/ claimant(s) and
- (i) the deceased locker hirer(s) had not made any nomination, or
  - (ii) the joint hirers had not given any mandate that the access may be given to one or more of the survivors by a clear survivorship clause, or
  - (iii) there is no 'Will' left behind by the deceased locker hirer.
- (b) In cases falling under the simplified procedure, the bank shall obtain the following documents to settle the claim without obtaining any legal documents such as Succession Certificate, Letter of Administration, Court order, etc.
- (i) Claim form, as given in **Annex I-B**, duly filled and signed by the claimant legal heir(s);
  - (ii) Death certificate of the safe deposit locker hirer(s);

- (iii) Officially Valid Document of the claimant(s) towards verifying her/ his identity and address;
- (iv) Letter of disclaimer/ no objection, as given in **Annex I-D**, from non-claimant legal heir(s), if applicable; and
- (v) Legal Heir Certificate issued by a competent authority or Affidavit, as given in **Annex I-E**, sworn before a Notary Public/ Judge/ Judicial Magistrate regarding the legal heir(s) of the deceased locker hirer(s) by an independent person who is well known to the family of the deceased, is not a party to the claim and is acceptable to the bank.

### **5.5.2.2 Settlement of Claims not falling under the Simplified Procedure**

#### **(a) Claims involving 'Will' without any dispute**

The bank shall settle claims involving 'Will' left behind by a deceased safe deposit locker hirer on the basis of Probate of Will/ Letter of Administration, as applicable, in addition to documents mentioned at clauses 5.5.2.1 (b)(i) to (iii) above. In cases where a person other than a legal heir is named as a beneficiary in the Will, applicable documents shall also be obtained from her/ him.

However, the bank may exercise discretion and act as per 'Will' of the deceased without requiring production of the probate of such Will, provided the same is not inconsistent with applicable laws, there is no dispute regarding the Will amongst the legal heir(s) and/ or beneficiaries named in the Will and the bank is otherwise satisfied as to the genuineness of the Will. In such cases, the bank shall additionally call for the documents mentioned at clauses 5.5.2.1 (b)(iv) and (v) above.

#### **(b) Cases involving contesting claims/ dispute**

Cases involving dispute amongst the legal heir(s) and/ or beneficiaries named in the Will, as applicable, shall be settled based on Probate of Will or Succession Certificate or Letter of Administration or Court order/ decree, as the case may be, and the documents mentioned at clauses 5.5.2.1 (b) (i) to (iii) above.

### **5.5.3 Procedure for taking inventory of contents of safe deposit locker**

After receipt of the required documents in claims falling under categories at paragraphs 5.5.2.1 and 5.5.2.2 above and being satisfied to the genuineness of the claim, the bank shall correspond with the claimant(s) in writing and fix a date and time for making an inventory of the contents of the safe deposit locker, as given in form prescribed in **Annex I-F**, in the presence of all claimant(s) or their duly authorised representatives, two independent witnesses (should not be employee or ex-employee of the bank), the safe deposit vault custodian and another employee of the bank not associated with locker operations. Valuation of the contents of the safe deposit locker shall be carried out by an independent valuer and recorded in the Bond of Indemnity as given in **Annex I-H**. The claimant(s) or their duly authorised representative(s) may remove the contents of the locker subsequent to submission of the Bond of Indemnity. Bond of Indemnity shall not be required to be given in cases of claims settled on the basis of legal documents such as Probate of Will or Succession Certificate or Letter of Administration or Court order/ decree, etc.

**5.5.4** Procedure, as prescribed in paragraphs 5.5.2.1 to 5.5.2.2 above, shall be followed *mutatis mutandis* for return of articles kept by the deceased customer in the safe custody of the bank. However, inventory form given in **Annex I-G** shall be used in such cases.

## **PART VI: Closure and Discharge of locker items**

This part refers to the breaking open of the locker in a manner other than through the normal access by the customer using her/his original key or password under any one of the following circumstances:

- (i) if the hirer loses the key and requests for breaking open the locker at her /his cost; or
- (ii) if the Government enforcement agencies have approached the bank with orders from the Court or appropriate competent authority to seize lockers and requested for access to the lockers; or
- (iii) if the bank is of the view that there is a need to take back the locker as the locker hirer is not co-operating or not complying with the terms and conditions of the agreement.

### **6.1 Discharge of locker contents at the request of customer**

If the key of the locker, supplied by branch is lost by the locker-hirer, the customer (locker hirer) shall notify the branch immediately. An undertaking may also be obtained from the customer that the key lost, if found in future, will be handed over to the branch. ***All charges for opening the locker, changing the lock and replacing the lost key plus Rs.1000/ (exclusive of GST) may be recovered from the hirer. The charges applicable for replacement of lost keys / issue of new password shall be communicated to the locker hirer.***

The opening of the locker has to be carried out by the branch or its authorized technician only after proper identification of the hirer, proper recording of the fact of loss and written authorization by the customer for breaking open the locker.

The operation shall be done in the presence of the customer/s and an authorized official of the branch. It has to be ensured that the adjoining lockers are not impacted by any such operations and the contents of the lockers are not exposed to any individual other than the locker-hirer during the break-up or restoration process.

### **6.2 Attachment and recovery of contents in a Locker and the Articles in the safe custody of the bank by any Law Enforcement Authority**

In case of attachment and recovery of the contents in a locker of a customer or the articles left by a customer for safe custody of the bank by any Authority acting either under the orders of a Court or any other competent authority vested with the power to pass such orders, the branch shall co-operate in execution and implementation of the orders.

The branch shall verify and satisfy itself about the orders and the connected documents received for attachment and recovery of the contents in a locker or articles in the safe custody of the branch. The customer (locker-hirer) shall be informed by letter as well as by email/SMS to the registered email id/mobile phone number that the Government Authorities have approached for attachment and recovery or seizure of the locker or articles deposited for safe custody. An inventory of the contents of locker and articles seized and recovered by the Authority shall be prepared in the presence of such Government Authorities, two independent witnesses and an officer of the branch and shall be signed by all. A copy of the inventory may be forwarded to the customer to the address available in the bank's records or handed over to the customer against acknowledgement.

Branch shall also record a video of the break-open process and the inventory assessment, wherever legally permissible, and preserve the video to produce as evidence in case of any dispute or Court or fraud case in future

### **6.3 Discharge of locker contents by banks due to non-payment of locker rent**

Branch shall have the discretion to break open any locker following due procedure if the rent has not been paid by the customer for three years in a row. The branch shall ensure to notify the existing locker-hirer prior to any changes in the allotment and give him/her reasonable opportunity to withdraw the articles deposited by him/her. A clause may be incorporated in the locker agreement to this effect.

Before breaking open the locker, the branch shall give due notice in writing of not less than 3 (three) months to the locker-hirer through a letter and through email and SMS alert to the registered email id and mobile phone number. If the letter is returned undelivered or the locker-hirer is not traceable, the branch shall issue public notice in two newspaper dailies (one in English and another in local language) giving reasonable time to the locker-hirer or to any other person/s who has interest in the contents of locker to respond. The locker shall be broken open in the presence of two officer of the bank and two independent witnesses etc. In case of electronically operated lockers (including Smart Vaults), the use of 'Vault Administrator' password for opening of locker shall be assigned to a senior official and complete audit trail of access shall be preserved. Further, branch shall also record a video of the break open process together with inventory assessment and its safe keep and preserve the same so as to provide evidence in case of any dispute or Court case in future. Branch shall also ensure that the detail of breaking open of locker is documented in CBS, apart from locker register. After breaking open of locker, the contents shall be kept in sealed envelope with detailed inventory inside fireproof safe in a tamper-proof way until customer claims it. A record of access to the fireproof safe shall invariably be maintained. While returning the contents of the locker, the branch shall obtain acknowledgement of the customer on the inventory list to avoid any dispute in future.

Branch shall ensure that the inventory prepared after breaking open of the locker and during settlement of claims, is in the appropriate forms as provided at the end of this circular or as near thereto as circumstances require. Further, branch shall not open sealed/closed packets left with them for safe custody or found in locker while releasing them to the nominee(s) and surviving locker hirers / depositor of safe custody article, unless required by law.

### **6.4 Discharge of locker contents if the locker remains inoperative for a long period of time**

If the locker remains inoperative for a period of seven years and the locker-hirer cannot be located, even if rent is being paid regularly, the branch shall be at liberty to transfer the contents of the locker to their nominees/legal heir or dispose of the articles in a transparent manner, as the case may be. Before breaking open the locker, the bank shall follow the procedure as prescribed shall be followed.

A clause has also be incorporated in the locker agreement to discharge the bank from liability in case the locker is not in operation and the locker is opened by the bank and contents are released as per law and as per the instructions issued by the Reserve Bank and the terms and conditions prescribed in the agreement.

## **PART VII: Compensation Policy / Liability for Banks**

### **7. Liability of banks**

The bank shall take care includes ensuring proper functioning of the locker system, guarding against unauthorized access to the lockers and providing appropriate safeguards against theft and robbery. Further, branch shall adhere to the Master Directions on Frauds for reporting requirements about the instances of robberies, dacoities, thefts and burglaries.

#### **7.1 Liability of banks arising from natural calamities like earthquake, flood, thunderstorm, lightning etc. or due to sole negligence of the customer**

The branch shall not be liable for any damage and/or loss of contents of locker arising from natural calamities or Acts of God like earthquake, floods, lightning and thunderstorm or any act that is attributable to the sole fault or negligence of the customer. Banks shall, however, exercise appropriate care to their locker systems to protect their premises from such catastrophes.

#### **7.2 Liability of banks arising from events like fire, theft, burglary, dacoity, robbery, building collapse or in case of fraud committed by the employees of the bank**

It is the responsibility of banks/branch to take all steps for the safety and security of the premises in which the safe deposit vaults are housed. It has the responsibility to ensure that incidents like fire, theft/ burglary/ robbery, dacoity, building collapse do not occur in the branch's premises due to its own shortcomings, negligence and by any act of omission/commission. As bank/branch cannot claim that they bear no liability towards their customers for loss of contents of the locker, in instances where loss of contents of locker are due to incidents mentioned above or attributable to fraud committed by employee(s), the bank/branch' liability shall be for ***an amount equivalent to one hundred times the prevailing annual rent of the safe deposit locker and same should be display in branch.***

Bank's liability in incident mentioned above due to shortcomings, negligence or any act of omission/commission on part of Bank shall be one hundred times of actual annual rent paid i.e. post concessional rent except in cases where Bank allows discount to locker to locker holder for advance rent payment subject to term and condition and other similar cases, if any.

## **PART VIII: Risk Management, Transparency and Customer Guidance**

### **8.1 Branch Insurance Policy**

Bank has a branch insurance policy to minimize the loss due to incidents like robbery, fire, natural calamities, and loss during shifting/merger of branch, etc., affecting contents of lockers.

### **8.2 Insurance of locker contents by the customer**

It is clarified in locker agreement that as bank/branch(es) do not keep a record of the contents of the locker or of any articles removed therefrom or placed therein by the customer, they would not be under any liability to insure the contents of the locker against any risk whatsoever. Banks shall under no circumstances offer, directly or indirectly, any insurance product to its locker hirers for insurance of locker contents.

### **8.3 Customer guidance and publicity**

Standard Operating Procedures (SOPs) on various aspects shall be displayed on our corporate websites for public viewing. The branch shall ensure that the customers are made aware of the bank's terms and conditions to avail those facilities.

The updated information on all kinds of charges and other require information for safe deposit lockers and safe custody articles will also be corporate websites.

## PART: IX OVERDUE RENT

- a) If rent on any locker remains unpaid it is said to be overdue & a formal notice should be sent to locker holder to pay the overdue rent with penal charge and slip should be pasted on the keyhole of the locker and operation should be permitted only on payment of locker rent with arrears.
- b) Wherever rents are overdue, rates for the respective periods shall be applicable for the overdue period.

### Waiver of overdue rent and penalty:

Sr.	Designation	Delegated Powers		
		Waiver power per Locker		Maximum Ceiling per Locker for Overdue Rent & Penalty
		Overdue	Penalty	
1.	Branch Manager Scale - II	10%	10%	<b>Rs. 1000/-</b> (100% in case of locker broken open and found empty. Break opening charges of such empty lockers to be debited to P&L)
2.	Branch Manager Scale - III	15%	15%	<b>Rs. 1500/-</b> (100% in case of locker broken open and found empty. Break opening charges of such empty lockers to be debited to P&L)
3.	Branch Manager Scale - IV	25%	25%	<b>Rs. 2000/-</b> (100% in case of locker broken open and found empty. Break opening charges of such empty lockers to be debited to P&L)
4.	Branch Manager / Regional Manager Scale - V	50%	50%	<b>Rs. 3000/-</b> (100% in case of locker broken open and found empty. Break opening charges of such empty lockers to be debited to P&L)
5.	Sr. Regional Manager / Zonal Manager Scale - VI	75%	75%	<b>Rs. 4000/-</b> (100% in case of locker broken open and found empty. Break opening charges of such empty lockers to be debited to P&L)
6.	Field General Manager Scale – VII / General Manager, Central Office (OPR)	100%	100%	<b>Rs. 6000/-</b>
7.	Committee of GM / DGM /AGM - OPR at Central Office	100%	100%	<b>No Limit</b>

### Terms and Conditions:

- i. Waiver to be considered only after exhausting all avenues of recovery.
- ii. Only cases, where the overdue rent is for more than 3 year, are eligible.
- iii. The rent of locker and penalty may be waived only when it is empty.
- iv. The lessee who has/have surrendered the locker, by way of waiver of rent and /or penalty, the new locker will not be allowed to them in future.
- v. The total amount of waiver should be within the monetary ceiling specified.
- vi. In cases where the waiver offered is more than 10% of overdue rent & penalty, branch should ensure that the locker is renewed only on payment of – “3 years advance locker rent + charges for breaking open the locker + Rs. 1,000/- to be kept as deposit (Security/ Caution Money Deposit). In case the customer is not ready to accept these terms, he should be asked to surrender the locker.

**Reporting:** Delegatee exercising the powers of waiver should submit quarterly report as per format **SL - 20** (Attached herewith) as under:-

- A. Branch to Regional Office - By 10<sup>th</sup> of succeeding month of the quarter
- B. RO to ZO consolidated report - By 20<sup>th</sup> of succeeding month of the quarter
- C. ZO to CO (OPR) consolidated report - By 30<sup>th</sup> of succeeding month of the quarter

## PART X: REFUND OF LOCKER RENT

There may be cases where some of our existing locker holders may want to surrender the locker before the expiry of the term for which rent is already paid and demand refund of rent pertaining to the remaining period. In such cases the advance rent recovered by the branches may be refunded subject to the following terms:

- a) If locker rent is collected in advance, in the event of surrender of a locker by a customer, the proportionate amount of advance rent collected shall be refunded to the customer. Refund of the locker rent, if any, shall be paid proportionately on the pro rata basis for the days left as on the Date of Surrender of Locker for which locker rent has already been received in advance.**
- b) In case of surrender of locker before five years, locker charges at normal rates (without concession) shall be charged and rest of the amount shall be refunded means Concessional rates of rent applicable for advance rent payment for 1 years 6 months to 5 years, if any, will not be available to the lessee when the locker is surrendered and refund is requested.**
- c) The amount to be refunded will be calculated as if no concession is available i.e. Normal rent p.a. as applicable on date of refund shall be considered to calculate the amount to be refunded.**

## PART XI: LOCKERS OTHER DEATILS

### 11.1 CONCESSION IN RENT: (w.e.f .01.04.2024)

#### For general Public

<b>Slab Wise Discount on Advance Locker</b>	
<b>Rent</b>	
<b>Period</b>	<b>Discount percentage (%)</b>
1 Year +6 month & above	2%
2 Years	5%
3 Years	10%
4 Years	15%
5 Years	20%
Staff/Ex-staff, family pensioner of deceased staff/deceased Ex-staff	25%

- a) All categories of permanent staff i.e. Officers and Award Staff while in service and retired employees including Officers and Award Staff who have retired reaching superannuation or retired voluntarily as per Banks" rule will be extended a concession in Locker Rent irrespective of size of locker.
- b) This concession will not be available to staff who have resigned for any reason including physical incapacitation or who have been dismissed from bank services or whose services are terminated owing to disciplinary action or who have abandoned bank service.
- c) The concession shall be extended to any size of locker hired by staff / Ex- staff either singly or jointly with spouse or dependent children only.
- d) The concession shall be extended to any size of locker hired by family pensioner of deceased staff/deceased Ex-staff w.e.f 01.04.2024.
- e) The concession in rent shall be allowed for only one locker in any one of the branches as per the choice / option of the Staff/Ex-staff, family pensioner of deceased staff/deceased Ex-staff.
- f) Staff/Ex-staff, family pensioner of deceased staff/deceased Ex-staff will not allowed additional concession over the staff concession rate.

### 11.2 LEASE OF LOCKERS:-

The lease of Safe Deposit Lockers will be on a year to year basis (beginning from the 1<sup>st</sup> of the Calendar month in which the locker is leased out irrespective of the actual date of lease). However, the locker holder shall be permitted to pay the rent in advance for a maximum period of 5 years in lump sum.

### 11.3 WORKING HOURS FOR LOCKER OPERATION\_

Access to safe deposit lockers will be available to the locker holders for the **FULL WORKING HOURS of the branch** and not restricted to business hours.

### 11.4 ADDITION OF NAMES

- a) Obtain the prescribed Forms **(SL-2)** signed by all the existing as well as the new Lessee/s.
- b) Obtain new letter of Memorandum of Letting of Safe/Locker agreement duly signed by the lessees including the newly added one/s and ensure the OVD (officially valid documents) should be taken.
- c) Ensure that the newly added lessee/s signature is obtained and scanned along with "Mode of Operation".
- d) CBS Module to be updated accordingly. (Refer **LCS-9 & LCS-16**).

### 11.5 DELETION OF NAMES

- a) Obtain the prescribed Form **(SL-3)** signed by all the Hirers.
- b) Cancel the signature of the outgoing Hirer/s from the Specimen Signature Card.
- c) Make necessary changes in the CBS system.

**OR**

- d) The locker holders may surrender the locker and sign a new agreement of Memorandum of Letting.

### 11.6 OPERATION OF LOCKER BY A THIRD PARTY

- a) It is not our practice to allow operation of a locker by a third party even on the strength of a Letter of Authority signed by all the hirers. However operation of a locker can be allowed if a regular Power of Attorney is given by all the Joint Hirers as per Form SL-12 in favour of the third party.
- b) Obtain the signature of the Power of Attorney Holder (Attorney) duly authorized by all the existing hirers and get the same scanned.

## 11.7 Revised Annual Locker Rent Details

### Revised Rent of Lockers (w .e. f. 01-04-2022)

Category of Locker	Locker Size	Previous Metro/Urban	Previous Semi urban/Rural	Revised Metro	Revised Urban/ Semi Urban	Revised Rural
A	Small	1500	1000	<b>2000</b>	<b>1600</b>	<b>1100</b>
B	Small	2000	1500	<b>2500</b>	<b>2100</b>	<b>1500</b>
C	Medium	3000	2000	<b>4000</b>	<b>3000</b>	<b>2000</b>
D	Medium	3000	2000	<b>4000</b>	<b>3000</b>	<b>2000</b>
H-1/E	Medium	4000	3000	<b>5000</b>	<b>4000</b>	<b>3000</b>
F/G	Large	6000	4500	<b>7000</b>	<b>6000</b>	<b>4500</b>
H/L-1	Ex-Large	8000	6000	<b>9000</b>	<b>8000</b>	<b>6000</b>
L	Ex-Large	10000	8000	<b>11000</b>	<b>10000</b>	<b>8000</b>

(Above rate are excluding GST)

Mumbai Main Office			
Category of Locker	Locker Size	Previous Rate per annum	Revised Rate per annum
Group A	Small	2500	<b>3000</b>
Group B	Small	3500	<b>4000</b>
Group BB	Medium	3500	<b>4500</b>
Group C	Large	7000	<b>8000</b>
Group D	Large	25000	<b>26000</b>
Safe	Ex-Large	50000	<b>51000</b>

(Above rate are excluding GST)

**\*\*Locker operation (visit) up to 12 is free thereafter Rs.100/- per visit (GST excluded). \*\***  
**(w.e.f. 01-04-2022)**

**\*\*At the time of open of locker account, customer must provide their SB/CD account no. and Time deposit (covers three years advance rent +break open charges+Rs1000/-) and same shall be linked with their locker account\*\***

Revised One time Registration Charges at the time of leasing out of lockers(w.e.f 01-04-2022)	
Rural /Semi	Rs.300
Urban/Metro	Rs.500

A premium of **15%** in annual rent (Small, Medium, Large, and Ex-Large Lockers) in following identified metro cities where demand for locker is high. (W.e.f. 01-04-2022)

**1)Gwalior 2)Baroda 3)Rajkot 4)Coimbatore 5)Nagpur 6)Pune 7)Jabalpur 8)Nasik 9)Madurai 10)Kota 11)Indore 12)Bhopal 13)Jodhpur 14) Mumbai 15)Raipur 16) Surat 17)Ludhiana 18)Vijayawada 19)Delhi 20)Jaipur 21)Thane 22)Chennai 23)Kolkata 24)Hyderabad 25)Pune 26)Patna 27)Agra 28)Amritsar 29)Lucknow 30)Bangalore.**

**We confirm that all related statutory guidelines/circulars issued by RBI/Govt. of India have been incorporated in the policies.**



भारतीय रिज़र्व बैंक  
RESERVE BANK OF INDIA  
[www.rbi.org.in](http://www.rbi.org.in)

RBI/2022-23/168  
CO.CEPD.PRS.No.S1233/13-01-018/2022-2023

January 23, 2023

All Commercial Banks (including RRBs, Small  
Finance Banks, Payment Banks and Local Area  
Banks)  
All Co-operative Banks

**Safe Deposit Locker/Safe Custody Article Facility provided by banks**

Please refer to the [RBI circular DOR.LEG.REC/40/09.07.005/2021-22](#) dated August 18, 2021 on the captioned subject.

2. In terms of paragraph 2.1.1 of the said circular, banks were required to renew their locker agreements with existing locker customers by January 1, 2023. However, it has come to the notice of the Reserve Bank that large number of customers are yet to execute the revised agreement and are facing difficulties in doing the same. In many cases, the banks are yet to inform the customers about the need for renewal of agreements before January 1, 2023. Further, there is a need for revision in the Model Agreement drafted by the Indian Banks' Association (IBA) to fully comply with the revised instructions.

3. Considering the above aspects, the deadline for banks is being extended in a phased manner to December 31, 2023. Banks are advised to notify all their customers of the revised requirements by April 30, 2023 and ensure that at least 50 per cent and 75 per cent of their existing customers have executed the revised agreements by June 30 and September 30, 2023 respectively. Banks shall report the status of compliance with these instructions on the [DAKSH](#) supervisory portal of the Reserve Bank on a monthly basis.

4. IBA is being advised separately to review and revise the Model Agreement to ensure that it complies with the requirements of circular dated August 18, 2021 and circulate a revised version to all banks by February 28, 2023. There may be instances, where the revised agreements already executed in pursuance of circular dated August 18, 2021 are at variance with this revised IBA Model Agreement. In such cases, all the provisions of the said circular of the RBI, in particular Part VII thereof on compensation policy/liability of banks, shall continue to apply to banks even if not explicitly stated in the agreements already executed. Further, in such cases, banks shall have the option to execute fresh agreements or revise them through supplementary agreements. The cost of stamp paper in such cases may be borne by the banks.

5. Banks are advised to facilitate execution of the fresh/supplementary stamped agreements with their customers by taking measures such as arranging stamp papers, franking, electronic execution of agreement, e-stamping, etc. and provide a copy of the executed agreement to the customer. Where operations in lockers have been frozen for non-execution of agreement by January 1, 2023, the same should be unfrozen with immediate effect.

Yours faithfully,

(Anupam Sonal)  
Chief General Manager

**(11.9) What should the Branch Do (In case of revised locker agreement and supplementary locker agreement).**

**(a) Supplementary Safe Deposit Locker Agreement.(Given on page no. 30 of this policy)**

-To be used where the Locker Agreement based on the earlier Model Safe Deposit Locker Agreement (*As per the IBA Legal Circular dated 27.1.2022 and our locker policy 2022-23*) is already obtained. The cost of stamp paper in such cases may be borne by the branches.

\*\*\*\*\*

**(b) Revised Safe Deposit Locker Agreement.(Given on page no.34 of this policy)**

-To be used with *new locker holder/s and existing locker holders*.

Branches are advised to facilitate execution of the fresh/supplementary stamped agreements with their customers by taking measures such as arranging stamp papers, franking, electronic execution of agreement, e-stamping, etc. and provide a copy of the executed agreement to the customer.

\*Covering letter on page no.44 should be obtained from existing locker holder at time of execution of revised locker agreement.

\*\*\*\*\*

[Stamp as Agreement]

(As per IBA legal Circular dt.28.02.2023)

### **SUPPLEMENTARY SAFE DEPOSIT LOCKER AGREEMENT**

**THIS LOCKER AGREEMENT IS MADE BETWEEN THE BANK AND ITS CUSTOMER AT THE PLACE AND ON THE DATE AS STATED IN THE SCHEDULE HERETO (THE “AGREEMENT”).**

The expression “the Bank” shall include its successors, administrator and assigns and the expression “the Customer” shall include, when the Customer is:

- (a) one or more individuals, his/ her/ their heirs(s), executor(s), administrator(s) and legal representative(s);
- (b) a proprietorship firm, the proprietor and his/ her heirs(s), executor(s), administrator(s) and legal representative(s);
- (c) a partnership firm, such firm and its successor, such firm’s partners, the survivor or survivors among them and the heir(s), executor(s), administrator(s), legal representative(s) of each one of them;
- (d) a Hindu Undivided Family (HUF), its members and their survivor(s), legal heir(s), executor(s), administrator(s) and legal representative(s); and
- (e) a limited company, its successors.

(The Bank and the Customer are each referred to as a “Party” and collectively as “Parties”)

#### **WHEREAS:**

- (A) The Customer being desirous to avail of safe deposit locker facility, has approached the Bank for such facility;
- (B) The Bank is agreeable to provide to the Customer the safe deposit locker facility subject to certain terms and conditions;
- (C) The Parties have entered into agreement dated: \_\_\_\_\_ setting out the understanding between them in this regard. (“Earlier Agreement”)
- (D) The Parties are now desirous to supplement the Earlier Agreement.

**IT IS FURTHER AGREED AS FOLLOWS BY AND BETWEEN THE PARTIES BY THIS SUPPLEMENTARY AGREEMENT:**

#### **1. ADDITION OF NEW CLAUSE**

A new clause reading as follows shall stand added to the Earlier Agreement:

##### **1 A. CUSTOMER’S RIGHTS**

- (a) The Customer shall have, subject to terms of this agreement, a right to use the Locker for keeping belongings and expect reasonable care by the Bank for protecting such belongings and in case of the Bank’s failure to do so, avail of such remedies as may be available from time to time under the applicable law and regulations.
- (b) The Bank acknowledges the Customer’s rights as may prevail from time to time under the applicable law and regulations.

## **2. CHANGE TO THE CLAUSE 4.1 IN THE EARLIER AGREEMENT**

Word “fire” in Clause 4.1 of the Earlier Agreement shall stand deleted and the said Clause 4.1 of the Earlier Agreement shall now read as follows:

4.1 The Bank shall not be liable for in any case for deterioration or damage to the contents of the Locker whether caused by rain, flood, earthquake, lighting, civil disturbance or commotion, riot or war or in the event of any terrorist attack or by any other similar cause(s).

## **3. The Earlier Agreement shall stands amended in terms hereof.**

## **4. LAW AND JURISDICTION**

This Agreement is made subject to Indian law and all matters arising out of it shall be subject to the jurisdiction of courts at the place where the Bank is situated or in the jurisdiction of which the Bank falls.

### SCHEDULE

<b>Place:</b>		<b>Date:</b>
<b>1. PARTIED TO THIS AGREEMENT</b>		
<b>1(A)</b>	<b>THE BANK</b>	[●], incorporated in under [●] and operating in these presents through its branch as stated below
	<b>BRANCH</b>	
<b>1(B)</b>	<b>THE CUSTOMER</b>	<b>NAME AND ADDRESS:</b>
		1 Name: Address: Email ID: Telephone Number: Mobile Number:
		2 Name: Address: Email ID: Telephone Number: Mobile Number:
		3 Name: Address: Email ID: Telephone Number: Mobile Number:
<b>2</b>	<b>DESCRIPTION OF LOCKER</b>	<b>LOCKER NUMBER:</b>
		<b>KEY NUMBER:</b>
<b>3</b>	<b>LOCKER RENT PER YEAR</b>	Rs.(in figures): _____ Rupees(in words): _____ (As may be revised from time to time) (Payable in advance)
<b>4</b>	<b>PERIOD OF LICENCE</b>	1 (One) year from the date of this Agreement which at the end of such one year shall stand automatically extended for a further period of 1 (one) year every time unless terminated in terms hereof.
<b>5</b>	<b>OPERATING MANDATE</b>	
<b>6</b>	<b>ANY OTHER TERM</b>	

**IN WITNESS WHEREOF**, the Parties hereto have executed this Agreement.

<b>For the Customer</b>			
	<b>1</b>	<b>2</b>	<b>3</b>
<b>Signature</b>			
<b>Name</b>			
<b>Designation/</b>			

<b>Capacity*</b>			
------------------	--	--	--

(\*in case where the Customer is non individual/ not signing in person)

<b>For the Bank [Bank Name/ Branch Name]:</b>
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Signature:
------------

<b>Name of the signatory:</b>
-------------------------------

<b>Designation:</b>
---------------------

[Stamp as Agreement]

**(SL-1)**

## **REVISED SAFE DEPOSIT LOCKER AGREEMENT**

**THIS LOCKER AGREEMENT IS MADE BETWEEN THE BANK AND ITS CUSTOMER AT THE PLACE AND ON THE DATE AS STATED IN THE SCHEDULE HERETO (THE "AGREEMENT").**

The expression "the Bank" shall include its successors, administrator and assigns and the expression "the Customer" shall include, when the Customer is:

- (a) one or more individuals, his/ her/ their heirs(s), executor(s), administrator(s) and legal representative(s);
- (b) a proprietorship firm, the proprietor and his/ her heirs(s), executor(s), administrator(s) and legal representative(s);
- (c) a partnership firm, such firm and its successor, such firm's partners, the survivor or survivors among them and the heir(s), executor(s), administrator(s), legal representative(s) of each one of them;
- (d) a Hindu Undivided Family (HUF), its members and their survivor(s), legal heir(s), executor(s), administrator(s) and legal representative(s); and
- (e) a limited company, its successors.

(The Bank and the Customer are each referred to as a "Party" and collectively as "Parties")

### **WHEREAS:**

- a) The Customer being desirous to avail of safe deposit locker facility has approached the Bank for such facility;
- b) The Bank is agreeable to provide to the Customer the safe deposit locker facility subject to certain terms and conditions; and
- c) The Parties have decided to enter into this Agreement to set out the understanding between them in this regard.

### **IT IS AGREED BY AND BETWEEN THE PARTIES AS FOLLOWS:**

#### **1. LOCKER LICENCE**

- 1.1 The Bank as a licensor hereby grants to the Customer as a licensee, the licence to use the safe deposit locker, the details of which are more particularly described in the Schedule to this Agreement (hereinafter referred to as the "Locker"), subject to the terms and conditions as set out under this Agreement.
- 1.2 The Customer hereby accepts the license granted in terms hereof for fee as specified in the Schedule by way of rent (the "Rent").
- 1.3 The license to use the Locker hereby granted is:
  - (a) Personal and for the Customer's own use and not for the use of any person other than the Customer;

- (b) Non- transferable;
- (c) Only for legitimate purposes such as storing of valuables like jewelry and documents but not for storing any cash or currency;
- (d) Not for storing:
  - (i) arms, weapons, explosives, drugs and/ or any contraband material; and/ or
  - (ii) any perishable material and/ or radioactive material and/ or any illegal substance; and/or
  - (iii) any material which can create any hazard or nuisance to the Bank or to any of its customers.

1.4 The Customer shall have no right or property in the Locker other than the right to access and use the Locker in accordance with the terms and conditions specified under this Agreement.

1.5 The Customer shall be allowed to operate the Locker:

- (a) On a working day of the Bank during the specific time notified from time to time by the Bank for locker operation and in absence of such notification, during the business hours of the Bank. However, in the event of the Bank is not being able to operate for any reason beyond its control such as flood, riot, curfew, lockout etc., the Bank shall not have any obligation to allow operation of Locker;
- (b) After the Customer entering the details of such operation in the Bank's records in the form and manner as stipulated by the Bank; and
- (c) After the Customer provides identity proof, if so demanded by the Bank.

## 1 A. CUSTOMER'S RIGHTS

- (a) The Customer shall have, subject to terms of this agreement, a right to use the Locker for keeping belongings and expect reasonable care by the Bank for protecting such belongings and in case of the Bank's failure to do so, avail of such remedies as may be available from time to time under the applicable law and regulations.
- (b) The Bank acknowledges the Customer's rights as may prevail from time to time under the applicable law and regulations.

## 2. CUSTOMER'S UNDERTAKINGS AND OBLIGATIONS

2.1 The Customer shall:

- (a) Use the Locker only for the purpose for which it is provided and in accordance with applicable law and regulations;
- (b) Abide by rules and regulations for locker operation as the Bank may from time to time adopt;
- (c) Keep the key, password or any other identification mechanism provided by the Bank for opening of the Locker in a place of safety, not share the same with any other person and not allow the same to fall into hands of any other person, so as to save unauthorized use of the Locker;
- (d) Operate the Locker only using the key, password or any other identification mechanism



the applicable laws and regulations, in case of any one or more of the following events-

- (a) In the event Termination Notice in accordance with Clause 3.2.1 hereof is served to the Customer and the Customer does not surrender and vacate the Locker after the end of the notice period stipulated under the Termination Notice;
- (b) The Rent remains unpaid for 3 (three) consecutive years; and
- (c) The Locker remains inoperative (irrespective of whether Rent is paid or not) for a period of 7 (seven) years or more; and the Customer cannot be located by the Bank.

- 3.3.2 Before exercising the right to break open the Locker, the Bank shall send to the Customer a notice (in addition to the Termination Notice under Clause 3.2.1 above) in writing of not less than 3 (three) months by registered post/ speed post (and also by (i) email where email id of the Customer is available; and (ii) SMS and/or WhatsApp where the mobile phone number of the Customer is available) of the Bank's proposed action of breaking open of the Locker ("**Break Open Notice**").
- 3.3.3 Notwithstanding, anything contained under this Agreement the Bank shall take all possible efforts to contact the Customer by sending messages on mobile phone of the Customer, sending a personal messenger to the Customer's address, making phone calls on the Customer's land line/ mobile phone etc. before breaking open of the Locker.
- 3.3.4 In case the Termination Notice and the Breaking Open Notice as foresaid sent by the Bank is returned undelivered or the Customer is not found to be traceable despite the Bank having taken reasonable efforts including those stated under Clause 3.3.2 and 3.3.3 above, the Bank shall, before breaking open the Locker, issue a public notice of not less than 3 (three) months about the Bank's intention to break open the Locker, in minimum 2 (two) newspapers (one in English and another in local language) in the same location where the Customer resides as evidenced by the Customer's address as stated in the Agreement or as further communicated by the Customer to the Bank.
- 3.3.5 The breaking open of Locker would be done in the presence of a committee consisting of 2 (two) officers of the Bank and 2 (two) independent persons acting as witnesses. In the event of electronically operated Locker (including Smart Vaults), the use of 'Vault Administrator' password for opening of locker shall be assigned to a senior official and complete audit trail of access shall be preserved.
- 3.3.6 Upon breaking open of the Locker, having followed the procedure as set out above, the Bank shall prepare inventory of the contents of the Locker and get valuation of the contents done by the Bank's approved Valuer and the contents of the Locker shall be kept in sealed envelope along with detailed inventory inside a fireproof safe in a tamper-proof way.
- 3.3.7 In addition to the above, the Bank shall also record a video of the break open process together with inventory assessment and safe keep and preserve the same so as to provide evidence in case of any dispute or court case in future.
- 3.3.8 Furthermore, the Bank shall also ensure that the details of breaking open of locker is documented in the Bank's Core Banking System (CBS) or any other computerized system compliant with the Cyber Security Framework issued by RBI from time to time, apart from locker register.
- 3.3.9 Disposal of the articles of the Locker as recorded in the inventory prepared in the manner as stated in the paragraphs above, shall be done either by sale in public auction and the sale proceeds shall be applied first towards the Customer's dues to the Bank (including outstanding Rent, breaking open charges and any other dues) and balance be refunded to the Customer or held for the disposal at the order of the Customer.

3.3.10 Before sale of the contents of the Locker by conducting public auction, a notice of not less than 3 (three) months in writing by registered post/ speed post (and also by (i) email where email id of the Customer is available; and (ii) SMS and/or WhatsApp where the mobile phone number of the Customer is available) shall be issued by the Bank to the Customer about the intention of the Bank to auction the contents of the locker for recovery of the dues to the Bank. The said notice (“**Auction Notice**”) shall contain the date, time and place of auction and a copy of the inventory of the contents of the Locker made in terms hereof.

#### **4. THE BANK’S DISCHARGE FROM OBLIGATIONS AND LIABILITY**

- 4.1 The Bank shall not be liable for in any case for deterioration or damage to the contents of the Locker whether caused by rain, flood, earthquake, lighting, civil disturbance or commotion, riot or war or in the event of any terrorist attack or by any other similar cause(s).
- 4.2 The Bank shall not be liable for any damage/ loss of contents of the Locker arising from any act that is attributable to the fault or negligence of the Customer whatsoever.
- 4.3 The Bank shall be discharged of its obligations and shall not be liable for any cost, loss or liability incurred by the Customer (including for any damage and/or loss of contents of Locker) in the event the Locker is broken open and its contents dealt with in keeping with the provisions of this Agreement.
- 4.4 Regardless of the above, the Bank’s liability on the Locker shall always be subject to limitation under the applicable law and regulation.
- 4.4 The contents of the Locker shall in no manner be considered insured by the Bank, and the Bank shall not have any liability to insure the contents of the locker against any risk whatsoever.

#### **5. OTHER TERMS AND CONDITIONS**

- i. Locker hirer/s have to pay the penalty amount on the overdue rent as per the bank circular which is revised from time to time and will agree to pay the penalty on such rate.
- ii. Access shall be had to Locker by the Lessee/hirer and in case of Joint Lessees/hirer/s by all of them together or by any one or more of them as they may indicate by special Instructions to be given in writing by all of them from time to time and which instructions any one of them can cancel, in which case access will only be allowed to all of them together. Access can also be allowed to a duly appointed Agent of a Lessee or of Joint Lessees together, provided that the Authority in favour of such Agency is duly recorded in the Books of the Bank, and in case of Joint Lessees, such authority can be revoked by any one of them at any time. In case of the death of a Sole Lessee, only his or her Legal Heir / Legal representatives (meaning thereby executor or administrator of the deceased) shall be recognized. In case of the death of any one of the Joint Lessees, the Survivor/s of them if previously authorized by the deceased shall be entitled to have access to the Locker, otherwise the consent or authority of the executor or administrator of the deceased shall be required before access can be had by the survivor/s of such Joint Lessees provided however there being valid nomination made by Lessee/ Lessees, in the event of death of sole lessee / joint lessees, access to the locker and liberty to remove the contents of the locker shall be given to the nominee /s as the case may be, and such nomination shall be governed by the Banking Regulation Act, 1949 read with the Banking Companies (Nomination) Rule 1985 or any other enactment, rules and regulation that may be in force from time to time.
- iii. The rent is payable in advance and the same is calculated from the beginning of the month i.e. from 1st of the Calendar month, irrespective of the date of signing of the memorandum,

till next June, thereafter for the entire year from 1st July to 30th June of the subsequent year. A penal charge is payable on the overdue amount of rent for the overdue period.

- iv. In order to terminate the lease, written notice to give up possession (which may be given by either party) must be given one week prior to the termination of any period of the letting, of the Locker, with its key, as at noon on the day of the termination of the letting, to be given up to the Bank. The lease of the Locker shall be considered renewed after the agreed period until the Locker is surrendered and the key returned, but this condition is without prejudice to the rights of the Bank accrued in the meantime.
- v. The bank shall have a lien or charge upon all property deposited with them for all rent due from the Lessee/hirer/s to the Bank with a power of selling such property or any part thereof for the purpose of realizing of such rent from time to time.
- vi. Any notice sent by post, on the last known address of the lessee/hirer/s shall be deemed to have been duly served. The Bank should be notified of any change of address.
- vii. If a key of the locker is lost by the lessee, the bank should be notified without delay, but the bank shall not be responsible for any mistake/loss/damage. The charges for opening the Locker replacing the lost key and for changing the lock shall be paid by the Lessee. The Lessee shall use the key provided by the Bank for the purpose of operation of the Locker and no duplicate thereof shall be made. In the event of any duplicate of the key being made, the lease hereby granted shall be liable to be terminated without prejudice to the Bank's other rights and remedies with immediate effect.
- viii. Locker hirer/s have to pay the penalty amount on the overdue rent as per the bank circular which is revised from time to time and will agree to pay the penalty on such rate.
- ix. If locker hirer/s surrender the locker before five year or the surrender before time as decided by bank, Locker charges at normal rates (without concession) shall be charged and rest of the amount shall be refunded to the Bank.
- x. Lessee/s/hirer/s are warned not to inform the number of their Locker and their Pass Words and also not to deliver their keys to any person/s other than their duly Authorized Agents.
- xi. The Safe Deposit Vault is a separate department of the Bank. It has no connection with the monetary dealings of customers in other department of the Bank.
- xii. It is agreed that the relation of Hirer of the Locker and the Bank is that of Lessee and lessor for the within mentioned Locker and not that of a Customer and Banker.
- xiii. It is hereby agreed that all rents, rates assessment, taxes, levies, dues etc. levied by or payable to the Govt. or the Municipality or any other local or public body or authority in respect of the letting of the Safe / Locker which may be payable by the bank shall be recoverable from Lessee /Lessees.
- xiv. As this is the contract between the Bank as the Lessor and Hirer as the Lessee, the Bank will not be liable or responsible for any loss or deterioration or damage or for anything whatsoever sustained or caused to the contents of the said Locker or any part thereof for or due to any reason or reasons whatsoever. The same is absolutely at the risk and responsibility of the Hirer.
- xv. Right of admission to the vault is reserved.
- xvi. The lessee is required to keep adequate amount as security equivalent to three years rent and charges for break opening of locker and Rs.1000/-, in case of any eventuality.
- xvii. The Bank reserves right not to allow operation of the locker by lessee in case Bank receives Court Order or Order by any Competent Authority to that effect.
- xviii. Subject to the provisions thereof the lessee, shall hold harmless and indemnify the Bank from and against all or any claim, damages including legal cost and expenses caused to or suffered by the Bank provided the same arises from a breach of the agreement arrived between the parties.
- xix. Lessee/hirer or authorized operator to ensure before leaving Vault that nothing is left out of the locker and locker is properly locked. The Bank shall not responsible for any loss sustained by lessee leaving any article outside the locker.
- xx. Lessee/hirer to provide/register his/her/their mobile no. and E-mail id so as to enable the bank to communicate the lessee or send SMS/Whatapp in case of rent due/overdue or for any other purposes as necessitated.

- xxi. Lessee/hirer/s may be asked to open a Savings account and give mandate to the Branch for recovery of Rent.
- xxii. Lessee/hirer/s shall no keep anything illegal or any hazardous substance in the Safe Deposit locker. If the bank suspects the deposit of any illegal or hazardous substance by any lessee in the safe deposit locker, the bank shall have right to take appropriate action against such lessee as it deems fit and proper in the circumstances.
- xxiii. If the bank is of the view that there is a need to take back the locker as the locker hirer is not co-operating or not complying with the terms and conditions of the agreement.
- xxiv. On hiring new locker the locker hires must provide the their SB/CD account for linkage with their locker account and Time deposit which would cover three year advance rent + break open charges +Rs.1000 as a caution deposit in case of such eventuality.
- xxv. The Lessee/hirer/s agrees to abide by such Rules and Regulations concerning to Locker rent and its charges(One time registration charges, Locker operations charges, Premium on rent in selected cities etc.) as the bank may adopt/determine from time to time.
- xxvi. Once the advance rent is collected with the consent of customer thereafter no refund will be allowed.
- xxvii. In case of surrendered of locker, no GST will be refunded as well as any taxes collected.
- xxviii. Locker facility will be for minimum for one year.
- xxix. Earlier If locker was in overdue category then the lessee at time of operation of locker will provide the time deposit as a caution deposits in the form of three year advance rent plus break open charges plus Rs.1000/-.

## 6. LAW AND JURISDICTION

This Agreement is made subject to Indian law and all matters arising out of it shall be subject to the jurisdiction of courts at the place where the Bank is situated or in the jurisdiction of which the Bank falls.

### SCHEDULE

<b>Place:</b>		<b>Date:</b>
<b>1. PARTIED TO THIS AGREEMENT</b>		
<b>1(A)</b>	<b>THE BANK</b>	<b>[●],</b> incorporated in under <b>[●]</b> and operating in these presents through its branch as stated below
	<b>BRANCH</b>	
<b>1(B)</b>	<b>THE CUSTOMER</b>	<b>NAME AND ADDRESS:</b>
		<b>1</b> <b>Name:</b> <b>Address:</b> <b>Email ID:</b> <b>Telephone Number:</b> <b>Mobile Number:</b>
		<b>2</b> <b>Name:</b> <b>Address:</b> <b>Email ID:</b> <b>Telephone Number:</b> <b>Mobile Number:</b>
		<b>3</b> <b>Name:</b> <b>Address:</b>

		<b>Email ID:</b> <b>Telephone Number:</b> <b>Mobile Number:</b>
<b>2</b>	<b>DESCRIPTION OF LOCKER</b>	<b>LOCKER NUMBER:</b>
		<b>KEY NUMBER:</b>
<b>3</b>	<b>LOCKER RENT PER YEAR</b>	<b>Rs.(in figures):</b> _____ <b>Rupees(in words):</b> _____ <b>(As may be revised from time to time)</b> <b>(Payable in advance)</b>
<b>4</b>	<b>PERIOD OF LICENCE</b>	<b>1 (One) year from the date of this Agreement which at the end of such one year shall stand automatically extended for a further period of 1 (one) year every time unless terminated in terms hereof.</b>
<b>5</b>	<b>OPERATING MANDATE</b>	
<b>6</b>	<b>ANY OTHER TERM</b>	

**IN WITNESS WHEREOF**, the Parties hereto have executed this Agreement.

<b>For the Customer</b>			
	<b>1</b>	<b>2</b>	<b>3</b>
<b>Signature</b>			
<b>Name</b>			
<b>Designation/ Capacity*</b>			

(\*in case where the Customer is non-individual/ not signing in person)

<b>For the Bank [Bank Name/ Branch Name]:</b>
Signature:
<b>Name of the signatory:</b>
<b>Designation:</b>

**Covering Letter to be obtained from the Customers currently holding lockers**

Place:

Date:

To:

**The Manager**

\_\_\_\_\_ **Bank**

\_\_\_\_\_ **Branch**

Dear Sir/ Madam,

**Subject: Safe Deposit Locker- No: \_\_\_\_\_**

1. I/ We have been granted by you the subject facility in terms of the agreement dated \_\_\_\_\_ executed by me/ us ("**Earlier Agreement**").
2. In this connection, I/ We enclose herewith and tender to you a new safe deposit locker agreement (as required under the circular dated August 18, 2021, issued by the Reserve Bank of India bearing number RBI/2021-2022/86 DOR.LEG.REC/40/09.07.005/2021-22, titled Safe Deposit Locker/ Safe Custody Article Facility provided by the banks- Revised Instructions, as may be amended, modified, replaced and/or supplemented from time to time) executed by me/ us ("**New Agreement**") in substitution and/ or replacement of the Earlier Agreement.
3. I/ We also expressly understand, acknowledge and agree in this connection that the terms and conditions as stated in the New Agreement shall henceforth apply to the subject facility and the New Agreement shall on and from the date of execution of the New Agreement prevail over the Earlier Agreement in its entirety.

Yours faithfully,

	<b>1</b>	<b>2</b>	<b>3</b>
<b>Signature</b>			
<b>Name</b>			
<b>Designation/ Capacity*</b>			

(\*in case where the Customer is non-individual/ not signing in person)

**(Customer)**

Enclosure: New Agreement as above.

## Annex I

### Nomination Form

#### Form for Nomination / Cancellation of Nomination / Variation of Nomination (In respect of Bank Deposits, Articles in Safe Custody, and Safe Deposit Lockers)

(See Sections 45ZA, 45ZC, and 45ZE read with Section 56 of the Banking Regulation Act, 1949 and Rules 2 to 4 of the Banking Companies (Nomination) Rules, 2025)

**Central Bank of India**

**Branch Name:** \_\_\_\_\_

**Customer ID / Account No. / Locker No.:** \_\_\_\_\_

#### 1. Bank Customer details including deposit/article in safe custody/locker: -

(\*Nomination form is in respect of bank deposit/article in safe custody/locker)

**\*Name(s) of Depositor(s) / Individual(s) leaving articles in safe custody / Hirer(s) of locker:**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_

\* Account Number/locker Number/Other identification number of bank customer:

\* Nature of deposit/nature of articles/nature of locker:

Distinguishing Number:

Additional details, if any: -

\*Strike out whatever is not relevant

#### 2. Nomination Details

I/We, the undersigned, hereby nominate the following individual(s) to receive the amount of the deposits(s) or the articles in safe custody or the contents of the locker in respect of the particulars above mentioned in the event of my/our death

Serial Number	Name of Nominee.	&Address.	&Email/Mobile number, if any.	Relationship with bank customer, if any.	Age	Order of priority in case of successive nomination.	#Proportion of amount of deposit in percentage in case of bank deposit
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
1.						First Nominee	
2.						Second Nominee	
3.						Third Nominee	
4.						Fourth Nominee	

#In case of nomination in respect of the article in safe custody or locker, this column is to be deleted. & The bank may allow to modify these details in e-nomination from time to time, if required.

Note:

- (i) Simultaneous nomination refers to nomination of one more nominee but not exceeding four, with defined percentage and total amounting to 100%.
- (ii) Successive nomination refers to nomination in favour of one individual in order of priority and is also limited to four nominees; and the nominee lower in the order shall become effective only after the death of the nominee in the higher order.
- (iii) Column (H) above is not applicable in case of nomination in respect of the articles in safe custody/lockers.
- (iv) In respect of the deposits, out of column (G) and (H), only one column is to be filled.
- (v) Total percentage across all nominees in column (H) must equal 100%.
- (vi) If more than one individual is nominated, the order of priority shall be deemed to be in order in which names appear in column (B)

### 3. Cancellation of Nomination/Variation of Nomination:

I/We \_\_\_\_\_, the undersigned, hereby declare that the above nomination is made in supersession of all the previous nominations, if any, made by me/us in respect of the deposit/article in safe custody/locker described above. I/We declare that the above nomination has the effect of cancelling previous nominations in respect of the bank deposit/ article in custody of bank/locker.

### 4. Guardian Details (If any nominee is a minor)

Serial Number.	Name of Nominee.	Name of Guardian.	Relationship with Nominee.	Address.	Email/Mobile number of guardian, if any.
1.					

2.					
3.					
4.					

## 5. Declaration & Signature

I/We declare that the information provided above is true to the best of my/our knowledge and belief. I/We understand that this nomination will supersede any previous nominations for the above-mentioned accounts(s).

**Name of Depositor(s)**

**@Signature/E-authentication date**

@ In case of individual who cannot read and /or write, the signature means thumb-impression of such individual, which should be attested by two witnesses.

## 6. Acknowledgement (For Bank Use Only)

Received Nomination Form from: \_\_\_\_\_

Customer ID: \_\_\_\_\_

Date of Receipt: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Recorded on CBS / Core Banking System: Yes / No

Reference Number: \_\_\_\_\_

Signature of Bank Official: \_\_\_\_\_

Name & Designation: \_\_\_\_\_

Seal & Date: \_\_\_\_\_

## Instructions for Bank Customer:

1. You may nominate **more than one individual**, with clearly defined share percentages.
2. You may appoint successive nominees. In case of successive nomination, nomination shall be effective **only in favour of one individual in order of priority** in which their name appears in above table of nomination details. It may be noted that nomination of any nominee lower in the order of nomination shall become effective only after the death of all the nominees whose names are higher in the order of nomination.
3. Nomination is applicable to **all bank accounts/lockers/articles detailed** above unless otherwise specified.

4. This form or the details in this form, as circumstances may admit, can be submitted electronically where the bank enables **e-nomination**.
  5. If deposit is made in the name of minor or article is left in safe custody in the name of minor or locker is solely hired in the name of minor, this nomination form should be signed by an individual lawfully entitled to act on behalf of the minor.
-

**Application Form for Settlement of Claim in Deposit Accounts/ Release of Contents of Safe Deposit Lockers/ Return of Articles in Safe Custody kept by Deceased Customer  
(cases with Nomination or Joint Account with survivorship clause)**

The Branch Manager  
Central Bank of India

Date:

\_\_\_\_\_ Branch

Madam/ Dear Sir,

**Claim as \*Nominee/ Survivor for Payment of Balances in the \*Deposit Accounts/ Release of Contents of Safe Deposit Lockers/ Return of Articles in Safe Custody kept by Shri/ Smt./ Kum. \_\_\_\_\_ (Name of \*Deceased/ Missing Customer)**

I/ We \_\_\_\_\_ (Nominee(s)/ Survivor(s)) hereby declare that I am/ we are the \*Nominee(s)/ Survivor(s)/ appointed as Guardian of a Minor Nominee/ Survivor in the \*Deposit Accounts/ Safe Deposit Lockers/ Articles in Safe Custody kept by Shri/ Smt./ Kum. \_\_\_\_\_ (Name of Deceased/ Missing Customer) who \*expired on \_\_\_\_\_/ is missing/ not traceable since \_\_\_\_\_.

2. I/ We furnish below the required information about the deceased customer:

(a) **Date and Place of Death** \_\_\_\_\_

(b) **Details of Death Certificate No.** \_\_\_\_\_ dated \_\_\_\_\_ Authority \_\_\_\_\_  
(copy enclosed). (Original to be produced for verification)

(c) **Age** (as on the date of death) : \_\_\_\_\_ Yrs.

(d) **Marital Status** (as on the date of death) : Married / Unmarried/ Widow(er)

(e) **Address:**

\_\_\_\_\_

**City/ District:** \_\_\_\_\_ **PIN:** \_\_\_\_\_ **State:** \_\_\_\_\_ **Country:** \_\_\_\_\_

3. I/ We, therefore, submit my/ our Claim as Nominee(s)/ Survivor(s)/ Guardian on behalf of Minor Nominee/ Survivor for \*payment of the balance with accrued interest in deposit accounts/ release of contents of safe deposit lockers/ return of articles in safe custody kept by deceased customer as per details given below:

**a. Deposit Accounts**

Sr. No.	Nature of Deposits (SB/ CA/ TD, etc.)	Account No.	Amount	Date of Maturity (in case of TD)
1.				
2.				
3.				
4.				
<b>Total</b>				

b. **Safe Deposit Locker No.** \_\_\_\_\_ **Mode of Holding:** \_\_\_\_\_

Details of Articles (if known): \_\_\_\_\_

c. **Safe Custody Article Receipt No.** \_\_\_\_\_

Details of Articles (if known): \_\_\_\_\_

**4. Details of Nominee(s)/ Survivor(s):**

4.1 I/ We request the bank to transfer the balance payable (after making the required adjustments, set-off, if any) in deposit accounts of the deceased to the account(s) given below:

Sr. No.	Detail of nominee(s)/ survivor(s)		Mobile Number	Email Address	Bank Name, Account Type & Number, and IFSC details
	Name	Address			
1					
2					
3					
4					

4.2 I/ We request the bank to \*release the contents of safe deposit lockers/ return the articles in safe custody to the following persons:

Sr. No.	Detail of nominee(s)/ survivor(s)		Mobile Number	Email Address
	Name	Address		
1				
2				
3				
4				

4.3 For the minor nominee(s)/ survivor(s), name of such nominee(s)/ survivor(s) and his/ her natural/ legal guardian are given below:

Sr. No.	Name of the Minor Nominee(s)/ Survivor(s)	Date of Birth	Name of the Guardian	Relationship with Minor	Address of the Guardian	Mobile Number and Email address of the Guardian
1						
2						

**5. I/ We undertake that**

(i) I/ We shall hold/ receive the aforesaid amount/ articles in a fiduciary capacity as a trustee of the rightful beneficiary(ies) and any settlement made to me/ us shall not affect their rights.

(ii) The aforesaid \*accounts/ safe deposit locker/ safe custody articles are not the subject matter of any dispute and that there is no Court order restraining me/ us from claiming or the bank from settling the claim in my/ our favour or otherwise.

(iii) I/ We authorise the bank to exercise its right to lien and set-off and accordingly, to deduct the outstanding dues which are payable to the bank in relation to credit facilities availed by the Deceased or any other dues payable to the bank, from the balance held by the Deceased in the aforementioned account(s).

**6. I/ We have attached the following documents for the purpose of settlement of my/ our claim:**

- \*Death certificate (of deceased customer)/ First Information Report (FIR) and the non-traceable report issued by police authorities (in case of missing person)
- Officially Valid Document<sup>1</sup> in support of the identity and address of the Nominee(s)/ Survivor(s) making the claim.

7. The facts stated above are true and correct to the best of my/ our knowledge and belief.

**8. Name and signature of the \*nominee(s)/ survivor(s) who will receive the balance payable/ articles in safe deposit locker/ safe custody:**

Sr. No.	Name of nominee(s)/ survivor(s)/ Guardian of Minor Nominee	Signature/ Thumb impression <sup>2</sup>
1		
2		
3		
4		

**Name and address of witness (in case of claimant(s) placing the thumb impression):**

\_\_\_\_\_

<sup>1</sup> "Officially Valid Document" (OVD) means the passport, the driving licence, proof of possession of Aadhaar number, the Voter's Identity Card issued by the Election Commission of India, job card issued by NREGA duly signed by an officer of the State Government and letter issued by the National

Population Register containing details of name and address.

<sup>2</sup> In case a claimant is unable to sign, he/ she may place the thumb impression in the presence of a witness known to the bank.

**Signature of witness:**

\*(Delete whichever is not applicable)

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**FOR OFFICE USE**

## Annex I-B

### Application Form for Settlement of Claim in Deposit Accounts/ Release of Contents of Safe Deposit Lockers/ Return of Articles in Safe Custody kept by Deceased Customer (cases other than Nomination or Joint Account with survivorship clause)

The Branch Manager

Date:

Central Bank of India

\_\_\_\_\_ Branch

Madam/ Dear Sir,

**Claim for Payment of Balances in the \*Deposit Accounts/ Release of Contents of Safe Deposit Locker/ Return of Articles in Safe Custody kept by Shri/ Smt./ Kum. \_\_\_\_\_ (Name of Deceased/ Missing Customer)**

I/ We \_\_\_\_\_ (Claimant(s)) hereby declare that I am/ we are the claimant(s) in the \*Deposit Accounts/ Safe Deposit Locker/ Articles in Safe Custody kept by Shri/ Smt./ Kum. \_\_\_\_\_ (Name of Deceased/ Missing Customer) who \*expired on \_\_\_\_\_/ is missing/ not traceable since \_\_\_\_\_.

2. I/ We furnish below the required information about the deceased customer:

(a) **Date and Place of Death:** \_\_\_\_\_

(b) **Details of Death Certificate No.** \_\_\_\_\_ dated \_\_\_\_\_ Authority \_\_\_\_\_ (copy enclosed). (Original to be produced for verification)

(c) **Age:** \_\_\_\_\_ Yrs.

(d) **Marital Status:** Married / Unmarried/ Widow(er)

(e) **Address:**

\_\_\_\_\_

**City/ District:** \_\_\_\_\_ **PIN:** \_\_\_\_\_ **State:** \_\_\_\_\_ **Country:** \_\_\_\_\_

(f) **Religion:** \_\_\_\_\_

**Mention which law of succession is applicable** \_\_\_\_\_ (Hindu, Mohammedan, etc.)

(g) **Name, Relation & Age of the legal heir(s) of the deceased:**

Sr. No.	Name & Address	Age	Relation	Mobile Number & Email Address	Whether signing Letter of Disclaimer/ No Objection (Yes/ No)
1					
2					
3					
4					

**(h) In case of minor legal heir(s), details of Natural Guardian/ Legal Guardian:**

Sr. No.	Name of the Minor Legal Heir	Date of Birth	Name of the Guardian	Relationship with Minor	Address of the Guardian	Mobile Number and Email address of the Guardian
1						
2						

3. I/ We, therefore, submit my/ our Claim for \*payment of the balance with accrued interest in deposit accounts/ release of contents of safe deposit lockers/ return of articles in safe custody kept by deceased customer as per details given below:

**a. Deposit Accounts**

Sr. No.	Nature of Deposits (SB/ CA/ TD, etc.)	Account No.	Amount	Date of Maturity (in case of TD)
1.				
2.				
3.				
4.				
<b>Total</b>				

**b. Safe Deposit Locker No.** \_\_\_\_\_ **Mode of Holding:** \_\_\_\_\_

Details of Articles (if known): \_\_\_\_\_

**c. Safe Custody Article Receipt No.** \_\_\_\_\_

Details of Articles (if known): \_\_\_\_\_

**4.1 I/ We undertake that**

- (i)** I/ We shall hold/ receive the aforesaid amount/ payment in a fiduciary capacity as a trustee of the rightful beneficiary(ies) and any settlement made to me/ us shall not affect their rights.
- (ii)** The aforesaid \*accounts/ safe deposit lockers/ safe custody articles are not the subject matter of any dispute and that there is no Court order restraining me/ us from claiming or the bank from settling the claim in my/ our favour or otherwise.
- (iii)** I/ We authorise the bank to exercise its right to lien and set-off and accordingly, to deduct the outstanding dues which are payable to the bank in relation to credit facilities availed by the Deceased customer or any other dues payable to the bank, from the balance held by the Deceased customer in the aforementioned account(s).
- (iv)** To indemnify and hold the bank harmless against any claims, suits, legal proceedings by any legal heirs, executors, administrators, legal representatives, arising out of/ in connection with the settlement of this deceased claim in accordance to this request letter.

4.2 I/ We declare that

**(Select the applicable option)**

- there is **no** Will left behind by the Deceased to the best of my/ our knowledge and belief.
- The Will submitted by me/ us is the last Will left behind by the Deceased and the same is not the subject matter of any dispute.

4.3 I/ We lodge my/ our claim for the above \*balance with accrued interest/ safe deposit locker/ articles in safe custody of the above-named deceased in terms of:

**(Select the applicable option)**

- Will of Late Shri/ Smt/ Kum. \_\_\_\_\_ dated \_\_\_\_\_ (copy enclosed). The Will has neither been Probated nor has any Letter of Administration been obtained with respect to the same.
- Will of Late Shri/ Smt/ Kum. \_\_\_\_\_ dated \_\_\_\_\_ and a probate granted by the court of \_\_\_\_\_ located at \_\_\_\_\_ vide order dated \_\_\_\_\_ (copy enclosed).
- Letter of Administration No. \_\_\_\_\_ dated \_\_\_\_\_ issued by \_\_\_\_\_ at \_\_\_\_\_ (copy enclosed).
- Succession Certificate dated \_\_\_\_\_ granted by the Court of \_\_\_\_\_ located at \_\_\_\_\_ vide order dated \_\_\_\_\_ (copy enclosed).
- Court decree dated \_\_\_\_\_ issued by the Court of \_\_\_\_\_ located at \_\_\_\_\_ (copy enclosed).
- Legal Heir Certificate granted by \_\_\_\_\_ at \_\_\_\_\_ vide order dated \_\_\_\_\_ (copy enclosed).
- Declaration/ Affidavit from an independent person regarding the legal heir(s) of the deceased depositor (copy enclosed).

5.1 I/ We request the bank to transfer the balance payable (after making the required adjustments, set-off, if any) to the account of claimant(s) given below:

Sr. No.	Name of Claimant	Bank Name and A/c No.	IFSC	Branch Details
1				
2				
3				
4				

**For the minor claimant(s), name of such claimant(s) and his/ her natural/ legal guardian are given below:**

Sr. No.	Name of the Minor Claimant(s)	Date of Birth	Name of the Guardian	Relationship with Minor
1				
2				

5.2 I/ We request the bank to \* release the contents of safe deposit lockers/ return the articles in safe custody to the following persons:

Sr. No.	Name of Claimant
1	
2	
3	
4	

6. I/ We have attached the following documents for the purpose of settlement of my/ our claim (select the applicable documents):

- \*Death certificate (of deceased customer)/ First Information Report (FIR) and the non-traceable report issued by police authorities (in case of missing person)
- Officially Valid Document<sup>3</sup> in support of the identity and address of the Claimant(s) making the claim.
  - Will/ Probate of Will
  - Letter of Administration
  - Succession Certificate
  - Court Decree/ order
  - Legal Heir Certificate
- Declaration/ Affidavit from an independent person regarding the legal heir(s) of the deceased customer
  - Bond of indemnity signed by Claimant(s)
  - Bond of indemnity/ surety signed by Third Party(ies)
  - Letter of disclaimer/ no objection from non-claimant legal heir(s)

7. The facts stated above are true and correct to the best of my/ our knowledge and belief.

8. **Name and signature of the claimant(s) who will receive the balance payable/ articles in safe deposit locker/ safe custody:**

\_\_\_\_\_

<sup>3</sup> "Officially Valid Document" (OVD) means the passport, the driving licence, proof of possession of Aadhaar number, the Voter's Identity Card issued by the Election Commission of India, job card issued by NREGA duly signed by an officer of the State Government and letter issued by the National Population Register containing details of name and address.

Sr. No.	Name of the Claimant/ Guardian of Minor Claimant	Signature/ Thumb impression <sup>4</sup>
1		
2		
3		
4		

**Name and address of witness (in case of claimant(s) placing the thumb impression):**

**Signature of witness:**

\*(Delete whichever is not applicable)

Note :1. Bank is not responsible for any delay in disposal of the claim due to lack of full particulars furnished in this application and may insist on calling for a Legal Document in case there are disputes among legal heirs and all of them do not join in indemnifying the bank, or give Letter of Disclaimer/ No Objection, or where the bank has reasonable doubt about the genuineness of the claimant(s) being the only heirs of the deceased customer. The bank shall duly advise the claimant(s) in such cases.

2. In case the bank receives multiple claims from legal heirs of the deceased or in cases where there are inter se disputes amongst the legal heirs or a third party produces Will of the deceased, the bank shall not settle the claim unless the concerned party produces an Order/ Decree from Competent Court or Probate of the Will (as may be applicable), till such time the claim shall be kept on hold/ pending.

---

**FOR OFFICE USE**

<sup>4</sup> In case a claimant is unable to sign, he/ she may place the thumb impression in the presence of a witness known to the bank

**Annex I-D**

**LETTER OF DISCLAIMER/ NO OBJECTION**

**(To be duly stamped as per the Stamp Act applicable to the State)**

The Branch Manager

Central Bank of India

\_\_\_\_\_ Branch

Dear Sir,

Details of deposit account(s)/ safe custody articles/ safe deposit locker in the name of Shri/ Smt./ Kum. \_\_\_\_\_ since deceased are as follows:

a. Deposit Accounts

Sr. No.	Nature of Deposits (SB/ CA/ TD, etc.)	Account No.	Amount	Date of Maturity (in case of TD)
1.				
2.				
3.				
4.				
Total				

b. Safe Deposit Locker No. \_\_\_\_\_ Mode of Holding:

\_\_\_\_\_

c. Safe Custody Article Receipt No. \_\_\_\_\_

Details of Articles (if known): \_\_\_\_\_

**2.** With reference to the above account(s)/ safe deposit locker/ safe custody articles, I/ We, the legal heirs of Shri/ Smt./ Kum. \_\_\_\_\_ (Name of deceased customer), have to advise that we have no interest in the above deposits/ assets and as such we have no objection to your paying the \*balance amount in the above account(s)/ releasing the contents in safe deposit locker/ returning the safe custody articles lying with you in the name of the aforesaid Shri/ Smt./ Kum.

\_\_\_\_\_ (Name of the deceased customer) to Shri/ Smt./ Kum.:

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

4. \_\_\_\_\_

Such payment of the \*balance in the above account(s)/ release of the contents in safe deposit locker/ return of the safe custody articles would be completely binding on us and we will not question the bank's action in doing so. I/ We undertake to bind ourselves, our heirs and legal representatives not to revoke the declaration made herein.

<b>Sr. No.</b>	<b>Name of the Non-claimant Legal Heir(s) (who relinquish their rights)</b>	<b>Age (yrs.)</b>	<b>Signature</b>
1			
2			
3			
4			

Signed on this \_\_\_\_\_ day of \_\_\_\_\_ two thousand \_\_\_\_\_.

\*(Delete whichever is not applicable)

**Annex I-E**

**DECLARATION/ AFFIDAVIT**

**(To be duly stamped as per the Stamp Act applicable to the State)**

I, \_\_\_\_\_ S/D/O \_\_\_\_\_  
residing at \_\_\_\_\_  
do hereby make oath\*/solemnly affirm and say as follows:

That Shri/ Smt. /Kum. \_\_\_\_\_ (Name of the deceased customer) hereinafter, referred to as "the deceased" died intestate on \_\_\_\_\_ at \_\_\_\_\_.

2. That I know the deceased and his/ her family since the last \_\_\_\_\_ years.
3. That at the time of his/ her death, the deceased left surviving him/ her the following persons who according to the law by which they are governed, are the only legal heirs of the deceased entitled to succeed to the estate of the deceased on an intestate succession:

Sr. No	Name	Age (yrs.)	Relationship with the deceased
1			
2			
3			
4			

4. That I am not related in any manner whatsoever to the deceased or any of the above-mentioned persons nor have I any claim or interest of whatsoever nature in the estate of the deceased.
5. That I am informed, and I verily believe that the deceased has left certain \*deposits/ safe deposit locker/ articles in safe custody with the \_\_\_\_\_ Bank \_\_\_\_\_ branch, to which the above-mentioned persons are entitled to claim.
6. That I am making this solemn declaration sincerely and conscientiously believing the same to be true and with full knowledge that it is on the strength of this declaration that the \_ Bank \_\_\_\_\_ branch, has agreed at my request to make payment of the amount of the deposits and \*deliver the articles in safe deposit locker/ safe custody to the above mentioned persons without requiring

production of a grant of legal document to the estate of the deceased from a competent Court by them.

\*Sworn/ solemnly affirmed at this \_\_\_\_\_ day of \_\_\_\_\_ two thousand\_\_\_\_\_.

(Signature of Declarant)

in the presence of \_\_\_\_\_

**before me**

**Notary Public/ Judge/ Magistrate\*\***

\*(Delete whichever is not applicable)

\*\* The declaration is required to be sworn as an affidavit before a Notary Public/ Judge/ Magistrate only if the claim amount is above the threshold limit.

## Annex I-F

### Form of Inventory of Contents of Safe Deposit Locker

The following inventory of contents of Safe Deposit Locker No. \_\_\_\_\_  
located at \_\_\_\_\_ Branch of Central Bank of India,

\*hired in her/ his sole name by Shri/ Smt./ Kum. \_\_\_\_\_ (deceased),

\*hired jointly by Shri/ Smt./ Kum. (i) \_\_\_\_\_ (deceased)

(ii) \_\_\_\_\_

(iii) \_\_\_\_\_

was taken on this \_\_\_\_\_ day of \_\_\_\_\_ two thousand \_\_\_\_\_.

Sr. No.	Description of Articles in Safe Deposit Locker	Other identifying particulars, if any
1		
2		
3		
4		
5		
6		
7		
8		

2. For the purpose of inventory, access to the locker was given to the nominee/ survivor/ legal heirs/ beneficiary named in the Will or their duly authorised representative/s:

- \*By breaking open the locker under her/ his/ their instructions.
- \*Who produced the key to the locker

3. The above inventory was taken in the presence of:

(i) **Nominee/ Legal heir/ Beneficiary named in the Will of deceased hirer(s) or their duly authorised representative**

Shri/ Smt./ Kum. \_\_\_\_\_

Address \_\_\_\_\_

(Signature)

Shri/ Smt./ Kum. \_\_\_\_\_

\_\_\_\_\_

Address \_\_\_\_\_

(Signature)

And

**(ii) Survivors in case of Joint hirers (if applicable)**

Shri/ Smt./ Kum. \_\_\_\_\_

\_\_\_\_\_

Address \_\_\_\_\_

(Signature)

Shri/ Smt./ Kum. \_\_\_\_\_

\_\_\_\_\_

Address \_\_\_\_\_

(Signature)

**(iii) Witness(es)**

Shri/ Smt./ Kum. \_\_\_\_\_

\_\_\_\_\_

Address \_\_\_\_\_

(Signature)

Shri/ Smt./ Kum. \_\_\_\_\_

\_\_\_\_\_

Address \_\_\_\_\_

(Signature)

**(iv) On behalf of Bank**

Custodian:

Shri/ Smt./ Kum. \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

Bank employee other than Custodian:

Shri/ Smt./ Kum. \_\_\_\_\_

(Signature)

Address \_\_\_\_\_

\_\_\_\_\_

(Signature)

\*(Delete whichever is not applicable)

---

**ACKNOWLEDGEMENT**

\*I/ We, Shri/ Smt./ Kum. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

(Name of the nominee(s)/ legal heir(s)/ beneficiary named in the Will or their duly authorised representative and

Shri/ Smt./ Kum. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

(surviving hirers, if applicable)

hereby acknowledge the receipt of the contents of the safe deposit locker comprised in as set out in the above inventory. Further, all the contents in the locker have been removed and the locker is empty, and I/ we have no objection to allotment of the locker to any other locker hirer as per norms of the bank.

Shri/Smt./ Kum. \_\_\_\_\_

\_\_\_\_\_  
Signature

Shri/ Smt./ Kum. \_\_\_\_\_

\_\_\_\_\_

Shri/ Smt./ Kum. \_\_\_\_\_

\_\_\_\_\_  
Signature

Signature

Date and Place \_\_\_\_\_

(\*Delete whichever is not applicable)

**Annex I-G**
**Form of Inventory of Articles left in Safe Custody**

The following inventory of articles left in safe custody with \_\_\_\_\_  
 Branch of Central Bank of India, by Shri/ Smt./ Kum. \_\_\_\_\_  
 (deceased), under an agreement/ receipt number \_\_\_\_\_ dated \_\_\_\_\_ was taken on this  
 \_\_\_\_\_ day of \_\_\_\_\_ two thousand \_\_\_\_\_

Sr. No.	Description of Articles in Safe Custody	Other identifying particulars, if any
1		
2		
3		
4		
5		
6		
7		
8		

2. The above inventory was taken in the presence of:

**(i) Nominee or Legal Heir or Person mandated by Nominee (including Minor Nominee)/  
 Legal Heir**

Shri/ Smt./ Kum. \_\_\_\_\_

\_\_\_\_\_

Address \_\_\_\_\_

(Signature)

Shri/ Smt./ Kum. \_\_\_\_\_

\_\_\_\_\_

Address \_\_\_\_\_

(Signature)

**(ii) Witness(es)**

Shri/ Smt./ Kum. \_\_\_\_\_

\_\_\_\_\_

Address \_\_\_\_\_

(Signature)

Shri/ Smt./ Kum. \_\_\_\_\_

\_\_\_\_\_

Address \_\_\_\_\_

(Signature)

**(iii) On behalf of Bank**

Custodian:

Shri/ Smt./ Kum. \_\_\_\_\_ Address \_\_\_\_\_

Bank employee other than Custodian:

Shri/ Smt./ Kum. \_\_\_\_\_ Address \_\_\_\_\_

---

**ACKNOWLEDGEMENT**

\*I, Shri/ Smt./ Kum. \_\_\_\_\_ nominee/ legal heir/ mandate holder

\*We, Shri/ Smt./ Kum. \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ Legal heirs, and

Shri/ Smt./ Kum. \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ surviving hirers

hereby, acknowledge the receipt of the articles kept in the safe custody comprised in as set out in the above inventory.

Shri/ Smt./ Kum \_\_\_\_\_  
(Legal Heir/ Mandate Holder)

Shri/ Smt./ Kum. \_\_\_\_\_ Signature \_\_\_\_\_

Shri/ Smt./ Kum. \_\_\_\_\_ Signature \_\_\_\_\_

Shri/ Smt./ Kum. \_\_\_\_\_ Signature \_\_\_\_\_

Date and Place \_\_\_\_\_ (\*Delete whichever is not applicable)

**BOND OF INDEMNITY WITH RESPECT TO DELIVERY OF CONTENTS OF  
SAFE DEPOSIT LOCKER/ ARTICLES KEPT IN SAFE CUSTODY BY THE  
DECEASED CUSTOMER**

(to be submitted in case of claims settled without production of Legal Documents)

**(To be stamped as per the Stamp Act applicable to the State)**

The Branch Manager

Central Bank of India

\_\_\_\_\_ Branch

In consideration of your delivering or agreeing to deliver to me/ us,

\_\_\_\_\_

\_\_\_\_\_

(Claimant(s))

the articles mentioned hereunder:

<b>Safe Deposit Locker No./ Safe Custody Article Receipt No.</b>	<b>Details of the articles</b>	<b>Description</b>	<b>Weight</b>	<b>Valuation (to be filled in by the bank)</b>

and held in the name of Shri/ Smt./ Kum. \_\_\_\_\_ since  
deceased, without production of any probate of Will/ succession certificate/ letters of  
administration/ court order

I/ We \_\_\_\_\_ and

\_\_\_\_\_

(Claimant(s))

do hereby for ourselves and our heirs, legal representatives, executors and administrators,

*jointly and severally undertake and agree to indemnify you, the bank, its officers/ Directors, and its successors and assignees against all claims, demands, proceedings, losses, damages, charges and expenses which may be raised against you or incurred by you by reason or in consequence of having delivered or agreed to have deliver to me/ us the above mentioned articles of the deceased from the safe deposit locker/ sealed boxes in safe custody.*

*Signed and delivered by the above named on this \_\_\_\_\_ day of \_\_\_\_\_ two thousand \_\_\_\_\_.*

SIGNED AND DELIVERED by the above named

(1) \_\_\_\_\_

(2) \_\_\_\_\_

*(Claimant(s))*

**Declaration for Not Opting for Nomination Facility**

**To**

The Branch Manager

\_\_\_\_\_ (Branch Name)

Central Bank of India

**Subject: Declaration for Not Availing Nomination Facility**

I/We, \_\_\_\_\_ (Name), wish to open the following account with the bank:

- **Locker/Safe custody no:** \_\_\_\_\_

I/We have been duly informed by the bank about the availability and benefits of the nomination facility. However, I/We hereby **declare that I/We do not wish to avail the nomination facility** at the time of opening this **Locker/Safe custody**.

I/We understand that I/We may request nomination at any time in the future, if required.

**Customer Details:**

- Name(s): \_\_\_\_\_
- Address: \_\_\_\_\_
- Mobile No.: \_\_\_\_\_
- Signature(s): \_\_\_\_\_
- Date: \_\_\_\_\_

**For Bank Use Only:**

Declaration received and recorded on: \_\_\_\_\_

Signature of Bank Official: \_\_\_\_\_

Name & Employee PF No: \_\_\_\_\_