



ONLINE DECEASED CLAIM SETTLEMENT PORTAL



Navigation and Procedure for submitting claims:

- This application is for the purpose of submitting claims of deceased customers of Central Bank Of India.
- For submitting claims, claimants need to have proper details of deceased customer along with the death certificate.
- Claimant(s) need to visit Central Bank Of India Website.
URL: <https://centralbankofindia.co.in/en/>
- Scroll down and click on Other Services and Information Section.
- Then click on Deceased Claims Settlement Portal.
- After that, click on Submit/Track intimation of Deceased Claim.
- A page with navigations for With Nominee and Without Nominee will be displayed here. Claimant(s) need to select the option accordingly.

Nomination Flow

- A page will be opened showing two options like New Claim for submitting new claims and Track claim for tracking the submitted claims.
- After clicking on new claim, claimant needs to validate his mobile number post which claimant will be shown with claims initiated/submitted with his/her mobile number. Claimant can update any one of the claims and submit them further. If there are no existing claims with that mobile number, claimant will be redirected directly to the page where claimant needs to punch all the details.
- At first claimant needs to enter basic details and save them, then he/she needs to enter deceased customer account details and save them, then claimant account details should be entered and saved. After that KYC details of claimant should be entered.
- Claimant can upload any other relevant and supporting documents under the 'other documents' section.
- Once all the details are properly entered and declaration is provided, claimant can submit the claim.
- After submission, claimant will be provided with claim reference number which can be used for tracking the claim further. Claimant also receives SMS and E-mail regarding the online submission of claim.
- Once the online submission is done, claimant need to visit the home branch along with all the stated documents in original.
- Claimant needs to upload death certificate of deceased customer in basic details section.
- In the KYC details section, claimant needs to upload his/her ID proof.
- Documents accepted for ID Proof: Aadhar, PAN, Passport and Voter ID.
- Maximum size acceptable for each document upload: 100KB.
- Document format should be of PNG, JPG, JPEG, and PDF.



Without Nominee Flow

- The claimant must validate their mobile number and email Id to register a claim.
- After successful authentication, the claimant will be presented with two options: New Claim and Track Claim, along with the list of claims already initiated by them.
- The claimant can resume an already initiated claim or initiate a new claim.
- The claim form is divided into different sections, and the claimant must save the details section-wise.
- First, the claimant must enter the deceased person's details. In the case of joint accounts, the details of both deceased account holders can be entered.
- Next, the claimant must enter the account details of the deceased person(s). A maximum of three accounts can be added.
- The claimant must enter the claimant details and upload the Officially Valid Document (OVD), permanent address proof, and current address proof. The accepted OVDs are: Aadhar Card, Passport, Voter ID, Driving Licence, NREGA Job Card, and National Population Register (NPR) Letter.
- A maximum of eight claimants can be added.
- If the combined balance of all the claimed accounts exceeds ₹15 lakh, the details of two sureties must be provided.
- The claimant can download all the annexures, complete them, and upload the duly filled and signed annexures.
- The system will display the home branches of the accounts entered in the Account Details section. The claimant must select any one of the displayed branches for processing and settlement of the claim.
- After all the sections have been completed and saved, the claimant can submit the claim. Upon successful submission, the system will display a Claim Reference Number.
- The maximum permitted file size for each uploaded document is 200 KB.
- Accepted document formats are PNG, JPG, JPEG, and PDF.

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