



Policy for Providing Access to the Locker / Safe Custody Articles of the Deceased Locker Hirer / Depositor of Safe Custody Articles

In respect of contents of safe deposit lockers and safe custody articles, the following process will be followed.

I. Lockers without Survivorship Mandate

a. Nomination is available

(i) Individual locker holder is deceased:

As per nomination rules, nomination can be created only in favour of one person. On death of sole locker hirer access will be allowed to nominee. In case nominee is minor, access will be allowed to guardian of nominee as mentioned in nomination form.

Nominee/guardian (in case of a minor nominee) has to submit following documents:

1. Application for claim (As per format in Annexure 8)
2. Copy of death certificate
3. Photo id card of nominee as per resident SB account KYC guidelines
4. Acknowledgment (As per format in Annexure 11)

(ii) Locker has Joint holders, Mode of Operation is jointly, Locker has one or more nominees:

One (or more) of the locker holders is deceased. The nominee(s) of the deceased hirer(s) along with the surviving hirer(s) will be allowed to access the locker and remove the contents on identification and verification of proof of death of the locker hirer(s).

Branch may receive information at the time of access of lockers, that one or more of the locker holders is deceased, since mode of operation is jointly.

Branch may upon receiving the information that any of the locker holders is deceased, should seal the operations/access in such locker and also stick a paper slip reading “deceased claim” on particular locker.

Following documents will be needed for settling the claim:

1. Application signed by all nominees and joint holders (As per Annexure 8)
2. Copy of death Certificate
3. Photo id cards of nominee as per KYC guidelines in force
4. Acknowledgment / receipt (Annexure 11)

Before permitting the nominee(s) and Survivors to remove the contents of the Safe Deposit Lockers, the Locker Custodian would prepare an inventory of the articles in the presence of the nominee(s)/survivor(s) and an independent witness. Format as per Annexure 15.

(iii) Where Mode of Operation is ERS or "Any one or Survivor":

Upon death of one of the joint hirers, the surviving hirer(s) will be allowed to access the locker and remove the contents upon verification of proof of death of the hirer(s).

Upon death of all the joint hirers, the nominee(s) of the deceased hirer(s) will be allowed to access the locker and remove the contents upon verification of proof of death of the hirer(s).

Branch needs to obtain following documents for deletion:

1. An application from all surviving joint holders (As per format in Annexure 8)
2. Copy of death certificate of deceased holder(s)
3. Acknowledgment / receipt (As per Annexure 11)

Before permitting the nominee(s) to remove the contents of the Safe Deposit Lockers, the Locker Custodian would prepare an inventory of the articles in the presence of the nominee(s)/survivor(s) and an independent witness. Format as per Annexure 15.

b. Nomination is not available

(i) Single Locker or Jointly operated locker and Will is present

In case of death of sole locker hirer, where there is no nomination and there is valid Will, access of locker will be given to the executor / administrator appointed by court on the basis of the Will.

Where there are joint locker hirers and mode of operation is "jointly", and there is no nomination, if one or more of the locker hirer(s) dies, the legal heirs of the deceased hirer(s) and surviving hirer(s) (or the person mandated by them) would be allowed to access the locker and remove the contents on establishing identification of legal heirs and verification of proof of death of the hirer(s).

Following documents needs to be obtained from legal heirs:

1. Application from claimants (As per Annexure 9)
2. Death Certificate
3. Letter of probate issued by court
4. Copy of Will verified by original Will by BM/BOM
5. Identity proof of beneficiary as per SB KYC guidelines
6. Stamped receipt from claimant on settlement of claims (As per Annexure 11)

Before permitting the legal heir(s) and Survivor(s) to remove the contents of the Safe

Deposit Lockers, the Locker Custodian would prepare an inventory of the articles in the presence of the legal heir(s) /survivor(s) and an independent witness. Format as per Annexure 15.

(ii) Nomination is not available in Single Locker or Jointly operated locker and Will is not present:

Branch may receive claim from legal heirs. Branch needs to settle the claims on the basis of Indemnity cum Affidavit as explained for Deposit accounts.

In case of death of sole/all hirer(s): to the legal heirs of hirer(s)

Following documents needs to be obtained from legal heirs:

1. Application from claimants (As per Annexure 9)
2. Letter of disclaimer (As per Annexure 10)
3. Death Certificate
4. Indemnity with Surety (As per Annexure 13)
5. Affidavit (As per Annexure 14)
6. Stamped receipt from claimant on settlement of claims (As per Annexure 11)

Before permitting the legal heir(s) to remove the contents of the Safe Deposit Lockers, the Locker Custodian would prepare an inventory of the articles in the presence of the legal heir(s) and an independent witness. Format as per Annexure 15.

(iii) Lockers with Survivorship Mandate:

1. The surviving hirer(s) will be allowed to access the locker and remove the contents on verification of proof of death of the hirer(s).
2. Upon death of all the joint hirer(s), the legal heirs would be allowed to access the locker and remove the contents on establishing identification of legal heirs and verification of proof of death of the hirer(s).

Before permitting the legal heir(s) to remove the contents of the Safe Deposit Lockers, the Locker Custodian would prepare an inventory of the articles in the presence of the legal heir(s) and an independent witness. Format as per Annexure 15.

LOCKER KEYS:

In all cases except where locker is continued to be used by surviving hirers, locker key needs to be obtained from nominee / claimants.

In case the claimant does not have the locker keys, locker needs to be broken open.

This should be done post obtaining documentation and approval.

The process for break open is given below:

Claimant should give a letter that keys are not available with him/keys are lost.

Branch should fix an appointment with Godrej / Steel Age etc., and send a letter on the Bank's letter head mentioning the date and time to break open the locker to Godrej.

Copy of the letter should also be sent to the claimant at his communication address, asking him to be present at the specified time and date.

It is imperative that the claimant should be present when the locker is forced open.

Two witnesses also need to be present at the time of break open of locker.

Acknowledgement should be obtained from claimant on the stamped receipt and all contents can be handed over to claimant after the break open of locker.

A receipt has to be taken from the Godrej / Steel Age representative for breaking open the locker and having changed the lock and key.

This receipt should be kept along with claim documents.

The correspondence initiated / sent / exchanged by the Bank, Godrej hirer(s) along with the receipt should be filed in Locker correspondence file.

NOTE :

1. The lock of one locker should NOT be interchanged with another locker, by availing the services of the local locksmith, under any circumstances.
2. Necessary notings in SDLS regarding the changed locker key number should be done without fail.

GUIDELINES TO BE FOLLOWED IN CASE OF SPECIFIC INSTANCES:

1. In case there is only one nominee, and nominee is not alive at time of death of deceased, case needs to be settled as case where no nomination has been registered.
2. Before settling the claim branch should recover arrears of rent and locker break open charges if any, from the claimant.
3. In case of each claim branch will have to check that there is no amount outstanding against the deceased.

Annexure – 8

Application for Deceased claim for Locker

(To be filled up when locker has nomination or joint locker holders)

From

The Branch Manager,
ICICI Bank Limited,
_____ Branch

Dear Sir,

DECEASED Locker Holder - LATE Mr/Mrs _____

Locker No. _____

We advise the demise of Mr./Mrs. _____ on _____. He/She holds the above Locker in your branch. The locker is in the name of: _____ .

Tick	Particulars
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<input type="checkbox"/>	<p>A. In case of Single holder and Nomination:</p> <p>I am holding a nomination in this locker by the name of</p> <p>Mr./Mrs. _____ (nominee name) son/daughter of _____ residing at _____ .</p>
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Please settle the claim for the Locker in the name of nominee.

	<p>B. In case of joint locker holders and mode of operation as either or survivor</p> <p>Request you to delete the name of deceased person and permit locker operations henceforth in the name all other joint locker holders with mode of operations as _____. We are enclosing herewith the fresh agreement and application form in support of the same.</p>
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<p>C. In case of joint locker holders and one/multiple nominees</p> <p>The locker stated has following joint holders.</p> <p>1. _____</p> <p>2. _____</p> <p>3. _____</p> <p>Following persons are nominees in this lockers:</p> <p>1. _____</p> <p>2. _____</p> <p>3. _____</p> <p>Please permit access to all joint holders and nominees jointly.</p>

2. We note to give all documents required by you like death certificate, stamped receipt etc. for settling the claims pertaining to locker.

Yours faithfully,

(signatures and names of nominees and joint holders)

Annexure-11

Acknowledgment from claimants

I/We have submitted claim/indemnity on date _____ for claiming contents of locker no. _____ on locker of demise of Late Mr/Ms _____.

I/We state that we have accessed locker no. _____ on date _____ with reference to our claim and obtained the contents of this locker.

I/We further state that I/We have no further claim against ICICI Bank LTD. with regard to this locker.

Signature of claimants

1. _____ (name of claimant _____)

2. _____ (name of claimant _____)

Date: _____ Place: _____

Annexure 15

Form of Inventory of articles left in the lockers

The following inventory of articles left in lockers with _____ branch of ICICI Bank, by Shri/Smt. _____ (deceased) under an agreement/receipt dated ____ was taken on this, _____ day of _____ 20 _____.

S. No.	Description of Articles	Other Identifying Particulars, if any

The above inventory was taken in the presence of:

1. Shri/Smt. _____ Or Shri/Smt. _____
(Nominee/Legal Heir) (Guardian appointed on behalf of minor
Nominee/Legal Heir)
and Shri/Smt. _____ (Survivor only in case of Joint holding)

Address _____

Signature _____ Signature _____

I, Shri/Smt. _____ (Nominee/Legal Heir /guardian appointed on behalf of minor Nominee/legal heir) and Shri/Smt. _____ (Survivor only in case of Joint holding) hereby acknowledge receipt of the articles comprised and set out in the above inventory together with a copy of the said inventory.

Shri/Smt. _____ Shri/Smt. _____

(Nominee/Legal Heir) (Guardian appointed on behalf of minor Nominee/ Legal Heir)

Date & Place _____ Signature _____

Signature _____

Signed and sealed in the presence of

Name of Branch Official 1

Name of Branch Official 2