

|   |          |            |
|---|----------|------------|
|  <p><b>ఆంధ్ర ప్రదేశ్ గ్రామీణ బ్యాంక్</b><br/><b>ANDHRA PRADESH GRAMEENA BANK</b><br/>(Scheduled Bank owned by Government)<br/>HEAD OFFICE: GUNTUR<br/><i>Operations Department</i></p> | Cir. No. | 473/2026   |
|   | Ref No.  | Ops/37     |
|   | Date     | 31.03.2026 |

## **Policy on Settlement of Death Claim 2026**


All Branches and Regional Offices are hereby informed that the Bank's Board has approved the Policy on Settlement of Death Claim 2026-27 in compliance with the latest RBI directions during its 10<sup>th</sup> meeting on 13.03.2026 vide Resolution No. 466.

This policy is effective from 01.04.2026 to 31.03.2027, and may be extended for a further period not exceeding three months with the specific approval of the Chairman of the Bank.

Further, any future modifications or amendments to the policy shall automatically form part of the existing policy framework.

All Branches and Offices are advised to carefully go through the policy guidelines and strictly adhere to the instructions.

Clarifications, if any, may be sought from the Operations Department, Head Office-Guntur, through the respective Regional Offices, as per extant guidelines.

  
**B. Rama Krishna**  
**General Manager**



| <b>INDEX</b> |  |          |
|--------------|--|----------|
| S. No.       | PARTICULARS  | Page No. |
| 1            | Background   | 1        |
| 2            | Scope of the Policy  | 1        |
| 3            | Objective of the Policy  | 1        |
| 4            | Definitions  | 1        |
| 5            | Settlement of Claims in Deposit Accounts of Deceased Depositor<br>1) Accounts with nominee(s)/ survivorship clause<br>2) Accounts without nominee/ survivorship clause:<br>a) Under Simplified Procedure<br>i. Claim amount up to the Threshold limit<br>ii. Claim amount above the Threshold limit<br>b) Not comes under Simplified Procedure<br>i. Claims involving 'Will' without any dispute<br>ii. Cases involving contesting claims/disputes | 2        |
| 6            | Treatment of credits in the name of a deceased depositor post settlement   | 5        |
| 7            | Premature termination of term deposit accounts in case of depositor's death  | 5        |
| 8            | Settlement of Claims in Safe Deposit Locker, Gold Ornaments and Articles in Safe Custody by Deceased Customer<br>1) Claims with Nominee(s)/ Survivor(s)<br>2) Cases without nominee/ survivorship clause<br>a) Under the simplified procedure<br>b) Not falling under the Simplified Procedure<br>i. Claims involving 'Will' without any dispute<br>ii. Cases involving contesting claims/ dispute   | 5        |
| 9            | Procedure for taking inventory of contents of safe deposit locker  | 8        |
| 10           | Delegation powers for sanctioning of death claims  | 8        |
| 11           | Operational and Compensation related aspects   | 11       |
| 12           | Settlement of claims in respect of deposit accounts of a sole proprietary concern  | 11       |
| 13           | Modes for Certification of 'proof of death' document issued outside India  | 11       |
| 14           | Amendments (Annexure-A)  | 13       |
| 15           | New Annexure (Annexure - B)  | 20-47    |



## **1. Background:**

In the course of availing of various Banking services, the customer's money or assets may remain in possession of the Bank. So long as the customer is alive, he/she or his/her authorized representative can claim the moneys or assets back from the Bank giving a valid discharge. However, upon the death of the customer, it is his/her registered nominees/legal heirs who are entitled to receive the moneys or assets remaining in possession of the Bank.

Death of a person is a turbulent period, both mentally and financially, for the members of the bereaved family. Speedy disposal of claim petitions of deceased depositors would be a solace to the legal heirs/nominee/survivor of the deceased depositor. The Bank has adopted the policy of effective and efficient handling of claim petitions by branches while ensuring that the money of deceased depositor is claimed by the proper persons who are entitled thereto.

Providing excellent service to our esteemed customers is the key to success. In addition to providing high quality service to our customers, there is a need to settle the claims of rightful legal heirs/ successors/claimants/ nominees, quickly and as per norms. As service-oriented bankers, it becomes our duty to properly guide the registered nominees/legal heirs. Prompt and speedy settlement of claims will facilitate enhancing the image of our bank and strengthen our bond with surviving family members. The claims should be settled in such a way that the bank's interest is not jeopardized. Settlement of claims is an important aspect of the branch operations, hence it needs focused attention.

## **2. Scope of the Policy**

The Death Claim Policy shall cover the claim settlement function of all the Branches/Offices of the Bank.

## **3. Objective of the Policy**

The main objective of the guidelines for settlement of claims is to ensure that only the rightful claimants (nominees/legal heirs/ successors) get the moneys or access to lockers belonging to the deceased individual customer in accordance with law.

## **4. Definitions:**

- **Applicable:** These directions applicable to the Death Claim settlement in respect of Deposit accounts, Gold Ornaments, Safe deposit locker and articles in safe custody.
- **'Accounts with survivorship clause'** refers to joint deposit accounts styled as 'either or survivor', or 'anyone or survivor', or 'former or survivor' or 'latter or survivor' or any other such clause.
- **'Apostille'** refers to a certificate that authenticates the origin of a public document (e.g., a birth, marriage or death certificate, a judgment, an extract of a register or a notarial attestation). Apostilles can only be issued for documents issued in one country party to the Hague Apostille Convention and that are to be used in another country which is also a party to the Convention. In India, such attestations are done by Ministry of External Affairs.
- **'Threshold limit'** means ₹15 lakh (Fifteen Lakh Rupees only)

- Legal representation: It is a Court Order such as Probated Will, Letter of Administration or Succession Certificate, empowering certain person/s to collect the amounts due to the deceased.
- Probated Will: It is a copy of the will certified under the seal of the Court of competent jurisdiction confirming that the will has been duly executed and has the force to be acted upon. It is the legal process/court order administering the estate of a deceased person by resolving all claims and distributing the deceased person's property under a valid Will. Bank to act as per the probate/court order.
- Letter of Administration: Where there is no will or when a person dies leaving a Will without appointing an Executor or if an executor appointed by a Will is legally incapable or refused to act or who has died before the testator or before he has proved the Will, an administrator can be appointed by a Competent Court as distinguished from an executor who can be appointed by a person by his/her Will or codicil.
- Succession Certificate: It is a Certificate/order issued by a Court of competent jurisdiction declaring the names of legal heirs of a deceased person and percentage of their share in the property of the deceased. A succession certificate is a document which gives authority to a person named in the document to collect "debts and securities" (i.e. credit balances & transferable securities) due to deceased person.
- Intestate means a person not leaving behind any will before dies.

## 5. Settlement of Claims in Deposit Accounts of Deceased Depositor

### 1) Accounts with nominee(s)/ survivorship clause:

Payment of the outstanding balance upon the death of the depositor(s) to the nominee(s)/ survivor(s) shall be considered a valid discharge of a bank's liability, provided:

- (i) the bank has exercised due care and caution in establishing the identity of the nominee(s)/ survivor(s) and the deceased status of the account holder(s) by obtaining appropriate documentary evidence (physical or equivalent e document);
  - (ii) there is no order from the competent court in the knowledge of the bank, as on the date of settlement/ payment, restraining the nominee(s)/ survivor(s) from receiving or the bank from making the payment from the account of the deceased depositor(s); and
  - (iii) it has been made clear in writing to the nominee(s)/ survivor(s) that they would be receiving the payment from the bank as a trustee of the legal heirs of the deceased depositor(s), i.e., such payment to them shall not affect the right or claim which any person may have against the nominee(s)/ survivor(s) to the extent of the payment made to them.
- In the case of a joint deposit account with or without survivorship clause, the nominee's right arises only after the death of all the depositors.
  - Payment made to the nominee(s)/ survivor(s), subject to the foregoing conditions, shall constitute a full and valid discharge of a bank's liability.
  - Irrespective of the amount standing to the credit of the deceased account holder(s). The bank shall require submission of the following documents in such cases:
    1. Claim form, as given in **Annex I-A**, duly signed by the nominee(s)/ survivor(s);
    2. Death certificate of the deceased depositor(s); and

3. Officially Valid Document of the nominee/ survivor towards verifying her/ his identity and address.

2) Accounts without nominee/ survivorship clause:

a) Simplified Procedure:

Keeping in view the imperative need to avoid inconvenience and undue hardship to the legal heir(s)/ claimant(s), a simplified procedure has been adopted for the settlement of claims in respect of deposit accounts where the aggregate amount payable, including accrued interest, as on the date of the application is less than the threshold limit, provided

- (i) a deceased depositor(s) had not made any nomination or in case of a joint account, the account was without nominee/ survivorship clause,
- (ii) there is no Will left behind by the deceased depositor(s),
- (iii) there is no contesting claim, and
- (iv) there is no order from a competent court in the knowledge of the bank, restraining the claimant(s) from receiving nor the bank from making the payment.

i. Claim amount up to the threshold limit:

The bank shall settle the claim up to the threshold limit based on

- (i) Claim form, as given in **Annex I-B**, duly filled in and signed by the claimant(s) other than those who have signed the letter of disclaimer/ no objection;
- (ii) Death certificate of the deceased depositor(s);
- (iii) Officially Valid Document of the claimant(s) towards verifying his/ her identity and address;
- (iv) Bond of indemnity, as given in **Annex I-C**, signed by the claimant(s);
- (v) Letter of disclaimer/ no objection, as given in **Annex I-D**, from non-claimant legal heir(s), if applicable; and
- (vi) Legal Heir Certificate/Family Member Certificate issued by a competent authority; **OR** Declaration, as given in **Annex I-E**, regarding the legal heir(s) of the deceased depositor(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.

✚ *No bond of surety from a third-party shall be obtained in case of claims up to the threshold limit.*

ii. Claim amount above the threshold limit:

In cases where claim amount is above the threshold limit, the bank shall settle the claim based on

(i) Succession Certificate and

- Claim form, as given in **Annex I-B**, duly filled in and signed by the claimant(s) other than those who have signed the letter of disclaimer/ no objection;
- Death certificate of the deceased depositor(s);
- Officially Valid Document of the claimant(s) towards verifying his/ her identity and address;

**OR**

- (ii) Legal Heir Certificate/Family Member 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 depositor, 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.

In such cases, the bank shall call for the below mentioned documents

- Claim form, as given in **Annex I-B**, duly filled in and signed by the claimant(s) other than those who have signed the letter of disclaimer/ no objection;
- Death certificate of the deceased depositor(s);
- Officially Valid Document of the claimant(s) towards verifying his/ her identity and address;
- Bond of indemnity, as given in **Annex I-C**, signed by the claimant(s);
- Letter of disclaimer/ no objection, as given in **Annex I-D**, from non-claimant legal heir(s), if applicable;
- The bank may also call for a bond of surety, as given in **Annex I-C**, from third-party individuals (which may include non-claimant legal heir(s)) who are acceptable to the bank and good for the claim amount.

**b) Settlement of Claims not falling under the Simplified Procedure:**

**i. Claims involving 'Will' without any dispute**

The bank shall settle claims involving 'Will' left behind by a deceased depositor on the basis of Probate of Will/ Letter of Administration, as applicable, in addition to documents mentioned below.

- Claim form, as given in **Annex I-B**, duly filled in and signed by the claimant(s) other than those who have signed the letter of disclaimer/ no objection;
- Death certificate of the deceased depositor(s);
- Officially Valid Document of the claimant(s) towards verifying his/ her identity and address;

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 is free to 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 below.

- Bond of indemnity, as given in **Annex I-C**, signed by the claimant(s);
- Letter of disclaimer/ no objection, as given in **Annex I-D**, from non-claimant legal heir(s), if applicable;


**ii. Cases involving contesting claims/ dispute**

In case of contesting claims or dispute amongst the legal heir(s) and/ or the beneficiaries named in the Will of the deceased depositor, the bank shall settle claims on the basis of Probate of Will or Letter of Administration or Succession Certificate or Court order/ decree, as applicable, and the documents mentioned below.

- Claim form, as given in **Annex I-B**, duly filled in and signed by the claimant(s) other than those who have signed the letter of disclaimer/ no objection;
- Death certificate of the deceased depositor(s);

- Officially Valid Document of the claimant(s) towards verifying his/ her identity and address;

Further, where there is an order from a Court restraining the bank from making the payment, the claim shall not be entertained during the period the order is in force. The settlement of claim shall be considered based on subsequent Court order to that effect.

 *No bond of surety shall be insisted from a third party in cases falling under either paragraph (a) or (b).*

#### **6. Treatment of credits in the name of a deceased depositor post settlement**

In order to avoid hardship to the survivor(s) / nominee of a deposit account, the bank shall obtain appropriate agreement / authorisation from the survivor(s) / nominee regarding the treatment of pipeline flows in the name of the deceased account holder. In this regard, the bank may consider adopting either of the following two approaches:

The Bank could be authorised by the survivor(s) / nominee of a deceased account holder to open an account styled as 'Estate of Shri \_\_\_\_\_, the Deceased' where all the pipeline flows in the name of the deceased account holder could be allowed to be credited, provided no withdrawals are made.

**OR**

The Bank could be authorised by the survivor(s) / nominee to return the pipeline flows to the remitter with the remark "Account holder deceased" and to intimate the survivor(s) / nominee accordingly. The survivor(s) / nominee / legal heir(s) could then approach the remitter to effect payment through a negotiable instrument or through ECS transfer in the name of the appropriate beneficiary.

#### **7. Premature termination of term deposit accounts in case of depositor's death**

Premature termination of term deposits would be allowed **without any penal charge**, even if the deposit is within the lock-in period.

Premature termination of term deposits opened jointly, with or without survivorship clause, shall require the consent of the surviving depositors and the legal heir(s) of the deceased joint holder, in case of death of one of the depositors.

However, in case of joint accounts with survivorship clause, if a specific mandate is furnished by all the depositors jointly to the bank, either at the time of placing the term deposit or anytime subsequently during the tenure of the deposit, then premature withdrawal option shall be allowed to the survivors on the death of any of the depositors, without seeking the concurrence of the legal heir(s) of the deceased joint deposit holder.

## **8. Settlement of Claims in Safe Deposit Locker, Gold Ornaments and Articles in Safe Custody by Deceased Customer**

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

**1.**

- (a) If a sole locker hirer nominates an individual(s) to receive the contents in the locker in case of her/ his death, a 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 es15.
- 2.** The following documents shall be obtained by a bank for processing the claim in cases falling under paragraphs (a) and (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.
- 3.** 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.

After receipt of the documents mentioned at paragraph 2 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**.

4. 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.

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.

Procedure, as prescribed in paragraphs 1 to 4 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.

## **2) Cases without nominee/ survivorship clause**

### **a) 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), a 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.

## **b) Settlement of Claims not falling under the Simplified Procedure**

### **i. 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 below

- (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;

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 below.

- (i) Letter of disclaimer/ no objection, as given in **Annex I-D**, from non-claimant legal heir(s), if applicable; and
- (ii) 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.

### **ii. 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 below.

- (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;

## **9. Procedure for taking inventory of contents of safe deposit locker**

After receipt of the required documents in claims falling under categories at paragraphs 1 and 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.

Procedure, as prescribed in paragraphs 1 to 3 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.

**10. Delegation powers for sanctioning of death claims**

Delegated authority is given here below for expeditious settlement of death claim in case of:-

- a) Deposits
- b) Gold Jewelry or Goods pledged with the bank.
- c) For release of Title deeds
- d) For Settlement of Locker claims

Consolidated amount (Rs.inlakh)

|   | Branch Heads          |                    |                  | Regional Manager | At Head Office     | At Head Office           |
|---|-----------------------|--------------------|------------------|------------------|--------------------|--------------------------|
| <b>Claim on Deposits</b><br><b>2. Claims</b> w.r.t. Securities, articles in safe deposit, lockers.<br><b>3. Release of Title Deeds of Property</b><br><b>4. Claim</b> w.r.t Missing Persons | Br. Mgr. Scale-I, &II | Br.Mgr. Scale-III, | Br.Mgr. Scale-IV |                  | GM Level Committee | Chairman Level Committee |
| <b>Deposits</b>   |                       |                    |                  |                  |                    |                          |
| On nomination   | FP                    | FP                 | FP               | FP               | -                  |                          |
| On Succession Certificate/ Probate/court order  | FP                    | FP                 | FP               | FP               | FP                 | FP                       |
| On indemnity of claimants and two sureties whose worth is equal to the claim amount   | 2.00                  | 5.00               | 10.00            | 100.00           | 500.00             | FP                       |
| <b>Gold Jewelry or Goods Pledged with the Bank</b>  |                       |                    |                  |                  |                    |                          |
| On Nomination   | FP                    | FP                 | FP               | FP               | FP                 | FP                       |
| On Succession Certificate/ Probate/court order  | FP                    | FP                 | FP               | FP               | -                  |                          |
| On indemnity of claimants and two sureties whose worth is equal to the claim amount   | 2.00                  | 5.00               | 10.00            | 100.00           | 500.00             | FP                       |
| <b>For Release of Title Deeds</b>   |                       |                    |                  |                  |                    |                          |

|  |    |    |    |    |    |    |
|--|----|----|----|----|----|----|
| On indemnity of claimants and two sureties whose worth is equal to the claim amount/succession certificate/court order | NP | NP | NP | FP | -  |    |
| <b>For Settlement of Locker Claims</b>   |    |    |    |    |    |    |
| On nomination  | FP | FP | FP | FP | FP | FP |
| On Succession Certificate/ Probate/court order   | FP | FP | FP | FP | FP | FP |
| On indemnity of claimants and two sureties whose worth is equal to the claim amount                                    | NP | NP | NP | FP | FP | FP |

\* FP=Full Power; NP=No Power

In line with the above, it is proposed to constitute the committees under

1. Chairman Level Committee comprising the following members:

- I. Chairman - Head of the Committee
- II. General Manager - Operations - Member
- III. General Manager - Strategies - Member
- IV. General Manager - Inspection - Member
- V. GM-Human Resources Dept - Member
- VI. HOD - Operations - Convener

HOD -Operations Department shall act as convener of the Committee. In the absence of HOD - Operations Department, General Manager-Operations Department shall act as the convener of the committee.

Minimum Quorum of any committee is 3 members including the head of the committee

2. General Manager Level Committee comprising the following members:

- I. General Manager - Operations - Head of the Committee
- II. HOD - Accounts - Member
- III. HOD - Strategies - Member
- IV. HOD-Human Resources Dept - Member
- V. HOD - Operations - Convener

HOD -Operations Department shall act as convener of the Committee. In the absence of HOD - Operations Department, HOD-Accounts Department shall act as the convener of the committee.

Minimum Quorum of any committee is 3 members including the head of the committee.

Note:

- i. Any deviation in terms & conditions except financial limit (where amount of claim is within the purview of Delegated Authority) to be placed before the next higher authority/committeewithproperjustificationforconsideration&approvalasBranch to RO, RO to HO.
- ii. Where means of the sureties are insufficient as required to settle the claim and claimants are finding it difficult, then approval may be considered by next higher

authority by obtaining sureties with total means (by clubbing means of both the sureties) of at least equal to the claim amount with proper justification on case to case basis.

- Maintenance of Register:  
Branches shall maintain relevant claim register and it should be preserved permanently.
- As per the recent amendment to the banking regulation act, the bank can allow account holders to appoint up to 4 nominees instead of one. In this regard, the branch may act accordingly as per the recent RBI guidelines.

## **11. Operational and Compensation related aspects**

### **Standardisation of procedure for submission of claims**

A bank shall use the standardised forms for receiving the claims and other documents as per the formats provided in Annex I-A to I-H.

The standardised forms and other documents required for settlement of claims shall be made available in all the branches as well as on the bank's website for the convenience of the claimant(s).

However, in case of any pending or incomplete/ incorrect documents, the bank shall intimate the claimant about the list of such documents while acknowledging the receipt of claim. On subsequent submission of all the required documents, the bank shall issue a confirmation to the claimant that all required documents have been received for processing of the claim.

A bank may provide the facility for online lodgement of such claims. Upon a claimant uploading the claim form along with the required documents, the bank shall send acknowledgement/ confirmation through appropriate channels and also make available the provision for online tracking of the status of the claim. In such cases, if the bank requires the claimant to produce original documents for submission/ verification, the same shall be allowed to be done at any of its branches.

### **Compensation for delay in settlement of claims**

If any deposit related claim is not settled within the timeframe stipulated above, then the bank shall communicate the reasons for such delay to the claimant(s). Further, in cases of delay attributable to the bank, compensation shall be paid by the bank in the form of interest, at a rate not less than the prevailing Bank Rate + 4% per annum, on the settlement amount due for the period of delay. The reference date for reckoning the amount due and the prevailing Bank Rate shall be the date of receipt of all required documents from the claimant.

For claims related to safe deposit locker/ articles in safe custody, the bank shall be required to pay compensation to the claimant(s) at the rate of ₹5,000 for each day of delay, in cases where it doesn't adhere to the timeline.

## **12. Settlement of claims in respect of deposit accounts of a sole proprietary concern**

Nomination facility is also available in respect of deposits held in the name of a sole proprietary concern. Accordingly, a bank shall follow the procedure for settlement of claims in respect of such accounts as has been prescribed above for the accounts with/ without nominee/ survivorship clause, as applicable.

### 13. Modes for Certification of 'proof of death' document issued outside India

In cases involving death of a customer outside India, 'proof of death' document is issued by an authority outside the country. In such cases, a bank shall accept the original certified copy of the document issued for 'proof of death', certified in the country of its issuance in any one of the following modes:

- (i) authorised officials of overseas branches of Scheduled Commercial Banks registered in India; or
- (ii) branches of overseas banks with whom Indian banks have correspondent banking relationships; or
- (iii) a Court Magistrate or Judge or Notary Public; or
- (iv) consularised by Indian Embassy/ Consulate General in the country of issuance; or
- (v) apostilled.

## 14. Amendments (ANNEXURE - A)

| Existing (as per Cir.121/2025)  | Revised  |
|---|--|
| <p><b>4.2.1. Obtaining of claim papers:</b></p> <ul style="list-style-type: none"> <li>Application Proforma as per OF-9 and Annexure-3/Annexure-4 to be got filled up fully and properly by the heirs of the deceased.</li> </ul>   | <ul style="list-style-type: none"> <li>Application Proforma as per Annexure I-A/ Annexure I-B to be got filled up fully and properly by the heirs of the deceased.</li> <li>Note: Read the same wherever the old OF-9 and Annexure-3/Annexure-4 referred.</li> </ul> |
| <p><b>4.2.2 Appropriation of assets towards liabilities</b></p> <ul style="list-style-type: none"> <li>In case it is not possible for any of the legal heirs to come personally to receive the assets or to take delivery of the jewels of the deceased, they may give consent letter and the branches may act upon the same provided there is no doubt about the genuineness of such consent letter. The consent letters as stated supra shall be kept attached to the stamped receipt/discharge of the person so authorized.</li> </ul> | <ul style="list-style-type: none"> <li>Letter of Disclaimer/No Objection as per Annexure I-D and Stamped Receipt as per Annexure II-A/ Annexure II-B.</li> </ul>   |
| <p><b>4.3.1 Discharge:</b></p> <ul style="list-style-type: none"> <li>All payments of deposits or delivery of other assets to the heirs or to the claimants after clearing the dues, if any, in full should be made against the joint stamped receipt of the legal heirs/succession certificate holders and Executors of the Will etc. Proforma of the receipt is provided in Annexure 6.</li> </ul>  | <ul style="list-style-type: none"> <li>Proforma of the receipt is provided in Annexure II-A/Annexure II-B.</li> <li>Note: Read the same wherever the Discharge receipt/ Annexure- 6 referred.</li> </ul>   |
| <p><b>4.4 Obtaining of Indemnity:</b></p> <ul style="list-style-type: none"> <li>A specimen of the Deed of indemnity to be obtained</li> </ul>  | <ul style="list-style-type: none"> <li>Bond of Indemnity/surety as per Annexure I-C/ I-H</li> </ul>  |

|   |   |
|---|---|
| <p>is furnished in Annexure-5 and it should be drafted on those lines depending upon the circumstances of each case.</p> <ul style="list-style-type: none"> <li>• Branches are permitted to dispose-off the claim without obtaining third party indemnity where there is absolutely no doubt regarding the title of legal heirs/claimants to the assets of the deceased customers. If, however, Head of the Branch feels that in the interest of the bank such third-party indemnity is necessary, it should be obtained without fail.</li> <li>• A specimen of Third-Party Indemnity is furnished in Annexure-II.</li> </ul> | <ul style="list-style-type: none"> <li>• No bond of surety from a third-party shall be obtained in case of claims up to the threshold limit.</li> <li>• The bank may call for a bond of surety, as given in Annex I-C, from third-party individuals (which may include non-claimant legal heir(s)) who are acceptable to the bank and good for the claim amount.</li> <li>• No bond of surety shall be insisted from a third party in cases falling under either <ul style="list-style-type: none"> <li>(a) Claims involving 'Will' without any dispute or</li> <li>(b) In case of contesting claims or dispute amongst the legal heir(s) and/ or the beneficiaries named in the Will of the deceased depositor, the bank shall settle claims on the basis of Probate of Will or Letter of Administration or Succession Certificate or Court order/ decree, as applicable.</li> </ul> </li> </ul> |
| <p><b>4.5 Payment of interest on Term Deposit:</b></p> <ul style="list-style-type: none"> <li>• Where the depositor has expired before the date of maturity of the deposit, simple interest shall be paid for the overdue period from the date of maturity of the deposit till the date on which it is actually repaid to the heir/s nominee of the deceased depositor at the rate as ruling on the maturity date of deposit.</li> </ul>  | <ul style="list-style-type: none"> <li>• Where the depositor has expired before the date of maturity of the deposit, SB interest shall be paid for the overdue period from the date of maturity of the deposit till the date on which it is actually repaid to the heir/s nominee of the deceased deposit or in accordance with the prevailing Deposit policy.</li> </ul>   |
| <p><b>5. Delegation powers for sanctioning of death claims</b></p> <ul style="list-style-type: none"> <li>• Gold Jewellery or Goods Pledged with the Bank</li> </ul>  | <ul style="list-style-type: none"> <li>• To arrive Delegation powers, Prevailing Market value of the gold (Nt. wt.) at the time of claim settlement can be taken into consideration</li> </ul>  |
| <ul style="list-style-type: none"> <li>• As per the recent amendment to the banking regulation act, the bank can allow account holders to</li> </ul>  | <ul style="list-style-type: none"> <li>• The Bank has issued Circular No. 260/2025 dated 31.10.2025, in accordance with RBI guidelines, outlining the conditions applicable to</li> </ul>   |

|  |  |
|--|--|
| <p>appoint up to 4 nominees instead of one. In this regard, the branch may act accordingly as per the recent RBI guidelines.</p>   | <p>four nominees in cases of simultaneous or successive nominations.</p>   |
| <p><b>6.1.3 Safe Deposit Lockers</b></p> <p><b>6.2.3 Safe Deposit Lockers</b></p> <p>With Nomination:<br/>Form for taking inventory is enclosed as Annexure-7.</p> <p>Without Nomination:<br/>Form for taking inventory is enclosed as Annexure- 7(a).</p>   | <ul style="list-style-type: none"> <li>• Annexure I-F</li> </ul>   |
| <p><b>6.1.4 Safe Custody Article/s</b></p> <p>With Nomination:<br/>Form for taking inventory is enclosed as Annexure-8.</p> <p>Without Nomination<br/>Form for taking inventory is enclosed as Annexure - 8(a).</p>  | <ul style="list-style-type: none"> <li>• Annexure I-G</li> </ul>   |
| <p><b>7.10. Verification of Records &amp; Disposal of Claims:</b></p> <p>xiii. In case any of the legal heirs is not able to approach the Branch while settling the death claim, a consent letter as per Annexure-10 need to be obtained along with attestation of the responsible person.</p>   | <ul style="list-style-type: none"> <li>• Letter of Disclaimer/no objection as per Annex I-D</li> </ul>   |
| <p><b>9.2. 1. Claims up to ₹ 10,000/-:</b><br/><b>(In case of No Nomination)</b></p> <p>a) When Branch Manager is fully satisfied about the identity, integrity and bonafides of the claimants after due enquiry, he can settle the claim upto Rs.10,000/-without insisting for legal heir certificate, affidavit and Indemnity Bond.</p> <p>b) A Declaration to be obtained in Annexure-III/Annex 12(To</p> | <ul style="list-style-type: none"> <li>• Claim amount up to the limit ₹ 25,000/-:</li> </ul> <p>The bank shall settle the claim up to the limit based on</p> <ol style="list-style-type: none"> <li>Claim form, as given in Annex I-B, duly filled in and signed by the claimant(s)</li> <li>Death certificate of the deceased depositor(s);</li> <li>Officially Valid Document of the claimant(s) towards verifying his/</li> </ol> |

|  |  |
|--|--|
| <p>be stamped as an agreement)</p> <p>c) Death Certificate issued by appropriate authority (Gram Panchayat/ Municipality/ Corporation as per State Acts)</p> <p>d) Claim settlement may be made to any one or more of the claimants - preferably the widow / widower of the deceased, without insisting for signature of all the claimants. In such cases branch to invariably obtain a declaration in Annexure-III (To be stamped as an agreement)</p>  | <p>her identity and address;</p> <p>(iv) Bond of indemnity, as given in Annex I-C, signed by the claimant(s);</p> <p>Please note Surety is not required.</p>   |
| <p><b>9.2.2. Claims above ₹ 10,000/- up to ₹ 25,000/-:</b></p> <ul style="list-style-type: none"> <li>• Claims arising out of other than testamentary succession in deposit accounts having aggregate balance of or in securities the value of the securities pledged with the Bank is Rs 25,000/- or below (the prevailing market value is the basis) is to be settled with death certificate issued by competent authority acceptable to the Bank, a simplified claim cum declaration (Annexure-IV) &amp; KYC of the claimants.</li> </ul> |  |
| <p><b>9.2.3. The Branches / Offices have to obtain the following documents to settle the claims of the legal heirs of the deceased depositor/s on the assets of the deceased depositor/s where the amount involved in the claim exceeds Rs 25000/-.</b></p> <ul style="list-style-type: none"> <li>• Death Certificate issued by</li> </ul>  | <p>A.</p> <ol style="list-style-type: none"> <li>i) Succession Certificate</li> <li>ii) Claim form, as given in Annex I-B, duly filled in and signed by the claimant(s) other than those who have signed the letter of disclaimer/ no objection;</li> <li>iii) Death certificate of the deceased depositor(s);</li> <li>iv) Officially Valid Document of the claimant(s) towards verifying his/ her</li> </ol> |

|  |   |
|--|---|
| <p>Panchayat<br/>Secretary/Municipal<br/>Corporation Authorities.</p> <ul style="list-style-type: none"> <li>• Family Members' Certificate issued by the Tahsildar concerned.</li> <li>• A letter of indemnity of requisite value from a third party well known to the Bank.</li> <li>• Succession Certificates in case of disputes and doubts.</li> </ul> | <p>identity and address;<br/><b>OR</b></p> <p>B.</p> <p>Legal Heir Certificate/ Family Member Certificate issued by a competent authority; <b>OR</b></p> <p>Declaration, as given in Annex I-E, regarding the legal heir(s) of the deceased depositor(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. In such case, following documents shall obtain</p> <ul style="list-style-type: none"> <li>(i) Claim form, as given in Annex I-B, duly filled in and signed by the claimant(s) other than those who have signed the letter of disclaimer/ no objection;</li> <li>(ii) Death certificate of the deceased depositor(s);</li> <li>(iii) Officially Valid Document of the claimant(s) towards verifying his/ her identity and address;</li> <li>(iv) Bond of indemnity, as given in Annex I-C, signed by the claimant(s);</li> <li>(v) Letter of disclaimer/ no objection, as given in Annex I-D, from non-claimant legal heir(s), if applicable;</li> <li>(vi) The bank may also call for a bond of surety, as given in Annex I-C, from third-party individuals (which may include non-claimant legal heir(s)) who are acceptable to the bank and good for the claim amount</li> </ul> <p>No bond of surety from a third-party shall be obtained in case of claims up to the threshold limit.</p> |
|--|---|

|  |   |
|--|---|
| <p>9.2.8. Time limit for settlement of claims</p> <ul style="list-style-type: none"> <li>The Branches/Regional Offices/Head Office shall settle the claim in respect of deceased depositors and release payments to survivor(s)/nominee(s) within a period not exceeding 15 days from the date of receipt of the claim subject to the production of proof of death of the depositor and suitable identification of proof of death of the depositor and suitable identification of the claims, to the bank's satisfaction.</li> <li>In the case of accounts with out survivor/nominee clause, the claim should be settled within 1 month from the date on which the requisite documents have been submitted.</li> </ul> | <ul style="list-style-type: none"> <li>A bank shall settle a claim in respect of deposit accounts of a deceased customer within a period not exceeding 15 calendar days from the date of receipt of all the required documents associated with the claim.</li> <li>In case of safe deposit locker/ articles in safe custody, the bank shall, within 15 calendar days of receipt of all the required documents, process the claim and communicate with the claimant(s) for fixing the date for making inventory of the locker/ articles in safe custody.</li> <li>If claim pending beyond the stipulated period, that shall be report to the Customer Service Committee of the Board, giving reasons there for.</li> </ul> |
| <p><b><u>10. Settlement of claims in respect of Missing Persons</u></b></p> <p>Settlement of claims within threshold limits</p> <p>10.2. Our Bank has fixed Rs. 10,000/- as threshold limit or settlement of claims in respect of missing persons, without insisting on production of any documentation other than the following.</p> <p>10.3. The claim within the above limit should be settled without insisting on production of any documentation other than;</p> <ol style="list-style-type: none"> <li>FIR for reporting missing of a person.</li> <li>Non-traceable report issued</li> </ol>   | <ul style="list-style-type: none"> <li>The claim in respect of such missing person shall be settled as per the procedure applicable for settlement of claims in respect of a deceased customer. In such cases, a copy of the court order declaring the civil death of the account holder shall be obtained in lieu of the death certificate.</li> <li>However, to avoid inconvenience and undue hardship to the common person where the aggregate amount payable, including accrued interest, as on the date of the application is less than ₹1 lakh a copy of the First Information Report (FIR) and non-traceable report issued by police authorities shall be obtained in lieu of</li> </ul>                           |

|  |  |
|--|--|
| <p>by police authorities.</p> <p>iii. Letter of Indemnity.</p>   | <p>death certificate or an order from a competent court declaring the civil death of the account holder for settling the claim.</p>  |
| <p><b>13. 13.5. Safe Deposit Locker</b></p> <ul style="list-style-type: none"> <li>• The branch should then fix up a date and time for making an inventory and accordingly an inventory may be taken in the presence of all the heirs/ their duly constituted attorney/ies, two respectable witnesses known to the branch (should not be employees or ex-employees of the Bank), the valuer, the Safe Deposit Vault Custodian and another officer. The inventory may be prepared in the prescribed inventory record form. After making an inventory, care should be taken to redeposit all the contents in the said locker and to seal the locker.</li> <li>• The branches should forward the inventory papers to the General Manager(HO-Operations), in case of decease of sole hirers or jointly operated hirers without nomination, to enable them to consider delivering the contents against usual indemnity signed by the claimant/s and one or two surety/ies considered good for the amount involved.</li> <li>• On receipt of the approval, the claimant/s should be allowed to remove the contents from the locker after signing an indemnity and a letter of surrender</li> </ul> | <ul style="list-style-type: none"> <li>• After receipt all necessary documents 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.</li> <li>• The claimant(s) or their duly authorised representative(s) may remove the contents of the locker subsequent to submission of the Bond of Indemnity.</li> <li>• It may be noted that all claims irrespective of the amount have to be referred to the Regional Office. Powers are delegated to the concerned Regional Manager to settle the claims (other than under nomination).</li> <li>• 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.</li> </ul> |

together with the key.

The above-mentioned amendments and additions shall come into effect with immediate effect. The list of required annexures is provided in Annexure B.

### Annexure - B

|    |  |        |
|----|--|--------|
| 1. | Application Form for Settlement of Claim in Deposit Accounts/ Gold Ornaments/ Release of Contents of Safe Deposit Lockers/ Return of Articles in Safe Custody kept by Deceased Customer<br>(cases with Nomination or Joint Account with survivorship clause)       | I-A    |
| 2. | Application Form for Settlement of Claim in Deposit Accounts/ Gold Ornaments/ Release of Contents of Safe Deposit Lockers/ Return of Articles in Safe Custody kept by Deceased Customer<br>(cases other than Nomination or Joint Account with survivorship clause) | I-B    |
| 3. | Bond of Indemnity/Surety   | I-C    |
| 4. | Letter of Disclaimer/No Objection  | I-D    |
| 5. | Declaration/Affidavit  | I-E    |
| 6. | Form of Inventory of Contents of Safe Deposit Locker   | I-F    |
| 7. | Form of Inventory of Articles left in Safe Custody   | I-G    |
| 8. | Bond of Indemnity with respect to Delivery of contents of safe deposit locker/Articles kept in safe custody by the Deceased customer   | I-H    |
| 9. | Receipt  | II-A/B |

**Application Form for Settlement of Claim in Deposit Accounts/ Gold Ornaments/ 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

Date: \_\_\_\_\_

Andhra Pradesh Grameena Bank

\_\_\_\_\_ Branch

Madam/Dear Sir,

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

1. 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/Gold Ornaments /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/ Gold Ornaments /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): \_\_\_\_\_

**d. Gold Ornaments:**

| Sr. No.      | Gold loan Account Number | Description of Ornaments, Bank Gold coins | Gross Wt (gms) | Net Wt (gms) | Amount |
|--------------|--------------------------|---|----------------|--------------|--------|
| 1.           |                          |   |                |              |        |
| 2.           |                          |   |                |              |        |
| 3.           |                          |   |                |              |        |
| 4.           |                          |   |                |              |        |
| <b>Total</b> |                          |   |                |              |        |

**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/Gold Ornaments

/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       |                                  |         |               |               |

**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/ gold/ 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/ gold/ articles in safe deposit locker/ safe custody:**

| Sr. No. | Name of nominee(s)/survivor(s)/ Guardian of Minor Nominee | Signature/Thumbimpression <sup>2</sup> |
|---------|---|--|
| 1       |   |  |

|   |  |  |
|---|--|--|
| 2 |  |  |
| 3 |  |  |
| 4 |  |  |

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

\_\_\_\_\_

**Signature of witness:**

<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.

\*(Delete whichever is not applicable)

---

**FOR OFFICE USE**

**MANAGER'S REPORT**

1. Do you vouchsafe for the facts stated above?
2. Do you know the claimant/s, personally?
3. Have you satisfied yourself about the Claimant/s Title?
4. Have you obtained all the necessary documents to settle the claim?
5. Your recommendations regarding disposal of the claim.

Date \_\_\_\_\_

Branch Manager

**Application Form for Settlement of Claim in Deposit Accounts/ Gold Ornaments/ 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: \_\_\_\_\_

Andhra Pradesh Grameena Bank

\_\_\_\_\_ Branch

Madam/Dear Sir,

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

1. I/We \_\_\_\_\_ (Claimant(s)) hereby declare that I am/ we are the claimant(s) in the \*Deposit Accounts/ Gold Ornaments /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       |                              |               |                      |                         |                         |   |

3. I/ We, therefore, submit my/ our Claim for\*payment of the balance with accrued interest in deposit \_\_\_\_\_ accounts/Gold \_\_\_\_\_ Ornaments /releaseofcontentsofsafedepositlockers/returnofarticlesinsafecustody 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): \_\_\_\_\_

**d. Gold Ornaments:**

| Sr. No. | Gold loan Account Number | Description of Ornaments, Bank Gold coins | Gross Wt (gms) | Net Wt (gms) | Amount |
|---------|--------------------------|---|----------------|--------------|--------|
| 1.      |                          |   |                |              |        |
| 2.      |                          |   |                |              |        |
| 3.      |                          |   |                |              |        |

|    |              |  |  |  |
|----|--------------|--|--|--|
| 4. |              |  |  |  |
|    | <b>Total</b> |  |  |  |

**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/ Gold Ornaments /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/Gold Ornaments /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       |                  |                       |      |                |

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       |                               |               |                      |                         |
| 3       |                               |               |                      |                         |

5.2 I/We request the bank to \*release the contents of safe deposit lockers/Gold Ornaments /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.

\_\_\_\_\_

<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.

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

| 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:**

\_\_\_\_\_

<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.

\*(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 incasetherearedisputesamonglegalheirsandallofthemdonotjoininindemnifyingthe 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.

---

**FOROFFICEUSE**

**MANAGER'SREPORT**

1. Do you vouch safe for the facts stated above?
2. Do you know the claimant/s, personally?
3. Have you satisfied yourself about the Claimant/s Title?
4. Have you obtained all the necessary documents to settle the claim?
5. Your recommendations regarding disposal of the claim.

Date \_\_\_\_\_

Branch Manager

**BOND OF INDEMNITY/SURETY\***

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

(For Settlement of Claim in Deposit Accounts/Gold Ornaments of Deceased Customer without production of Legal Documents)

The Branch Manager

Date: \_\_\_\_\_

\_\_\_\_\_ Bank

\_\_\_\_\_ Branch

INCONSIDERATION of your paying or agreeing to pay us,  
(Mention here the name of the claimant(s))

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

The sum of Rupees \_\_\_\_\_ standing at the  
\*\*credit of following deposit accounts and following Gold Ornaments with your bank in the name of  
Shri/Smt./Kum. \_\_\_\_\_ since deceased, **without production of a Court Order or Probate of Will  
or Letter of Administration or a Succession Certificate** to his/ her estate:

| 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> |                                       |             |        |                                  |

| Sr. No.      | Gold loan Account Number | Description of Ornaments, Bank Gold coins | Gross Wt (gms) | Net Wt (gms) | Amount |
|--------------|--------------------------|---|----------------|--------------|--------|
| 1.           |                          |   |                |              |        |
| 2.           |                          |   |                |              |        |
| 3.           |                          |   |                |              |        |
| 4.           |                          |   |                |              |        |
| <b>Total</b> |                          |   |                |              |        |

**We,** \_\_\_\_\_, do hereby for  
(Mention here the Name of the\*\*claimant(s)/surety(ies))

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 or incurred by you by reasons or in consequence of your having agreed to pay/ or paying the said sum to the claimant(s) as aforesaid.

SIGNED AND DELIVERED by the above named

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

**(Heir(s)/claimant(s)of the deceased customer)**

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

\*SIGNED AND DELIVERED by the above named

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

**(Sureties)**

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

\*Surety is applicable only in case of claims above the threshold limit.

\*\* (Delete whichever is not applicable)

## Opinion Report on Surety

### A. Details to be furnished by the surety

|     |   |      |
|-----|---|------|
| 1.  | Name in Full  |      |
| 2.  | Address   |      |
| 3.  | Academic Qualification  |      |
| 4.  | Age   |      |
| 5.  | Occupation<br>(If employed, please state the name of the employer and since when employed).                           |      |
| 6.  | Present Monthly Income/ Salary  |      |
| 7.  | Total yearly income from all sources  |      |
| 8.  | No.of dependents  |      |
| 9.  | <b>Personal Assets</b>  |      |
| a.  | Immoveable Property, viz., land/ Building,etc. (please give details of acquisition,present value,etc.)                |      |
| b.  | Investments(Term Deposits,Shares,etc.,if any)   |      |
| c.  | Life Insurance Policy   |      |
| d.  | Other Assets  |      |
| e.  | Details of Bank Accounts, if any (Name and address of Bank with Account No. (Savings bank/ Current) to be furnished). |      |
| 10. | Personal Liability,If any   |      |
| 11. | Please indicate whether surety is related to claimant(s)<br>Yes/No  |      |
| 12. | Period for which claimant(s) are known  | Yrs. |

I confirm that all the statements made by me in this application are true and correct to the best of my knowledge and belief.

Place:

Date:

Signature

---

**(Surety)**

**B. Remarks of the Bank Official**

**LETTER OF DISCLAIMER/NO OBJECTION**

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

TheBranchManager

\_\_\_\_\_ Bank

\_\_\_\_\_ Branch

Dear Sir,

Details of deposit account(s)/Gold Ornaments /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): \_\_\_\_\_

d. Gold Ornaments:

| Sr. No. | Gold loan Account Number | Description of Ornaments, Bank Gold coins | Gross Wt (gms) | Net Wt (gms) | Amount |
|---------|--------------------------|---|----------------|--------------|--------|
| 1.      |                          |   |                |              |        |
| 2.      |                          |   |                |              |        |
| 3.      |                          |   |                |              |        |
| 4.      |                          |   |                |              |        |
| Total   |                          |   |                |              |        |

2. With reference to the above account(s)/ Gold Ornaments /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/ Gold Ornaments /returning the safe custody articles lying with you in the name of the afore said 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/ Gold Ornaments /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.

| Sr. No. | Name of the Non-claimantLegal Heir(s) (who relinquish their rights) | Age(yrs.) | Signature |
|---------|---|-----------|-----------|
| 1       |   |           |           |
| 2       |   |           |           |
| 3       |   |           |           |
| 4       |   |           |           |

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

\*(Delete whichever is not applicable)

**DECLARATION/AFFIDAVIT**

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

1. 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) here in after, 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/Gold Ornaments /articles in safe custody with the Andhra Pradesh Grameena 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 Andhra Pradesh Grameena Bank \_\_\_\_\_ branch, has agreed at my request to make payment of the amount of the deposits and deliver the articles in safe deposit locker/Gold Ornaments /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.

**Form of Inventory of Contents of Safe Deposit Locker**

The following inventory of contents of Safe Deposit Locker No. \_\_\_\_\_

located at \_\_\_\_\_ Branch of Andhra Pradesh Grameena Bank,

\*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 \_\_\_\_\_

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

Address \_\_\_\_\_

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Signature)

And

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

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

Address \_\_\_\_\_

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

Address \_\_\_\_\_

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Signature)

**(iii) Witness(es)**

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

Address \_\_\_\_\_

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

Address \_\_\_\_\_

\_\_\_\_\_  
(Signature)

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

Here by 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. \_\_\_\_\_

\_\_\_\_\_  
Signature

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

\_\_\_\_\_  
Signature

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

(\*Delete whichever is not applicable)

**Form of Inventory of Articles left in Safe Custody**

The following inventory of articles left in safe custody with \_\_\_\_\_  
 Branch of \_\_\_\_\_ Bank, 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       |   |                                       |

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 \_\_\_\_\_ (Signature)

Bank employee other than Custodian:

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

Address \_\_\_\_\_ (Signature)

---

**ACKNOWLEDGEMENT**

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

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

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

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

\_\_\_\_\_  
\_\_\_\_\_  
Surviving hirers

Here by, 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

Andhra Pradesh Grameena Bank

\_\_\_\_\_ Branch

Inconsideration of your delivering or agreeing to deliver to me/us,

\_\_\_\_\_  
\_\_\_\_\_

(Claimant(s))

The articles mentioned here under:

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

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 here by for ourselves s 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) \_\_\_\_\_

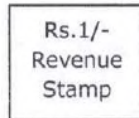
*(Claimant(s))*

**RECEIPT**

Received the contents of Safe Deposit Locker/ Articles kept in safe custody and/or the ornaments held in Gold Loan A/c No. \_\_\_\_\_ standing in the name of the deceased/ Missing customer \_\_\_\_\_ in full settlement of my /our claim.

| Safe Deposit Locker No./ Gold Loan Account No./Safe Custody Article Receipt No. | Details of the articles/ornaments | Description | Gross Wt (gms) | Net Wt (gms) |
|---|-----------------------------------|-------------|----------------|--------------|
|   |                                   |             |                |              |
|   |                                   |             |                |              |

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



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

Address \_\_\_\_\_

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

Address \_\_\_\_\_

(Signature)

(ii) Witness(es)

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

Address \_\_\_\_\_

(Signature)

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

Address \_\_\_\_\_

(Signature)

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_ at \_\_\_\_\_

Countersigned by Branch Manager

Annex II-B

RECEIPT

Received from the Branch Manager, Andhra Pradesh Grameena Bank, \_\_\_\_\_ Branch a sum of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only) towards the balances with accrued interest worked out upto the date of payment lying in SB A/c./ Current A/c. / RD A/c./ TDR A/c. /STDR A/c. No. \_\_\_\_\_ with \_\_\_\_\_ Branch standing in the name of \_\_\_\_\_ deceased/missing person in full settlement of my /our claim.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_ at \_\_\_\_\_

Rs.1/-  
Revenue  
Stamp

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

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

Address \_\_\_\_\_

(Signature)

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

Address \_\_\_\_\_

(Signature)

**(ii) Witness(es)**

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

Address \_\_\_\_\_

(Signature)

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

Address \_\_\_\_\_

(Signature)

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_ at \_\_\_\_\_

\_\_\_\_\_ Countersigned by Branch Manager