

Process for claiming the unclaimed deposit / activating the inoperative account

As per RBI Circular No. RBI/2011-12/389 DBOD No. Leg. BC. 81/09.07.005/2011-12 dated February 7, 2012, the list of unclaimed deposits / inoperative accounts which are inactive / inoperative for ten years or more has been displayed on the Bank's website. The list contains only the names and the addresses of the account holder(s) in respect of unclaimed deposits / inoperative accounts.

A search may thus be conducted with the name of the account holder(s) (individual / entity). If a match is found, the name and address of the customer will be displayed. Accordingly, the customer / survivor / legal heir/authorised signatories, as the case may be, may lodge a claim for the unclaimed deposit / activate the account, as the case may be. The claim process is as follows: -

Claim by self

Customer can visit the nearest branch of the Bank and submit the unclaimed deposit claim form (As per Annexure I below) duly filled and signed. For an unclaimed deposit (fixed deposit account), the customer can visit the nearest branch of the Bank with the original fixed deposit receipt. In the absence of the original fixed deposit receipt, the customer may contact the branch officials.

The aforesaid have to be submitted along with a valid proof of identity and address in the name of the account holder(s).

Claim by legal heir / nominee

For the claim process, the legal heir / nominee can visit the nearest branch of the Bank and submit the documents as advised by the branch and has also to comply with the legal requirements.

Claim by non-individual

For claim of non-individual accounts, the customer needs to submit the Claim Form on the Company's/ firm's /institution's letterhead duly signed by the authorized signatories along with their valid identity and address proofs. The customer may also be required to submit such other documents as may be requested by the Bank.

Note: Please carry original documents for verification.

For any further clarifications / details on the procedure, you may visit the nearest Axis Bank Branch.

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Unclaimed Deposits / Inoperative Accounts – Claim Form

Date:

The Branch Head

From:

Axis Bank

_____ Branch

Dear Sir/Madam

I/We, the undersigned Mr. / Mrs. / Ms. / Dr. _____ in the capacity of

 Self Nominee Legal Heir Others (please specify)

Request for settlement of claim, for deposit account(s) held with your Bank in the names(s) of Mr. / Mrs. / Ms. / Dr. _____

Claim details

Name of the Deposit Holder : _____

Communication Address : _____

I understand that the claim will be settled post due diligence and authentication of documents as per the Bank's policy and guidelines.

Yours faithfully,

Signature: _____

Name:: _____

Address :

Contact No.:

Customer Acknowledgment slip (to be filled in by Bank official)

Date: ____/____/____

Received a request form Mr. / Mrs. / Ms. / Dr. _____, for claiming Unclaimed Deposits / Inoperative Accounts

Axis Bank _____ Branch

Signature of Bank Official with Bank Seal _____