

(Strictly Confidential)

Locker Policy

(For Private Circulation Only)

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Reserve Bank of India vide their circular No. RBI/2021-2022/86 DOR.LEG. REC /40/09.07.005/2021-22 dated 18th August 2021 has reviewed the guidelines/instructions issued on the subject of “Safe Deposit Locker/Safe Custody Article Facility provided by the banks. Revised Instructions “The said revised instructions, are issued in supersession of the earlier instructions issued by the Reserve Bank on the subject as listed in the Appendix.

The revised instructions should come into force with effect from January 1, 2022 (except where otherwise specified) and be applicable to both new and existing safe deposit lockers and the safe custody of articles facility with the banks.

- 1. Introduction:** Safe deposit lockers facility is one of the ancillary services extended by bank at our branches. The locker units will be leased out to customers after obtaining adequate KYC documents and necessary due diligence. The relationship between the banker and the customer of a locker is that of lessor and lessee.
- 2. Eligibility:** Bank Lockers will be available to any person having contractual capacity i.e., Capacity to enter into contract. Thus, locker can be hired by an Individual singly and / or two or more individuals jointly as well as Firms, Limited Companies, H.U.F, Societies, Associations, Clubs, and Trusts.
- 3. Customer Due Diligence for Lockers**
 - A. The existing customers of a bank who have made an application for locker facility and who are fully compliant with the CDD criteria under the Master Direction – Know Your Customer (KYC) Directions, 2016 (as updated from time to time) may be given the facilities of safe deposit lockers subject to on-going compliance.
 - B. Customers who are not having any other banking relationship with the bank may be given the facilities of safe deposit locker after complying with the CDD criteria under the Master Direction – Know Your Customer (KYC) Directions, 2016 (as updated from time to time) and subject to on-going compliance. The due diligence should be carried out for all the customers in whatever rights and capacities they may be hiring the locker.
 - C. Bank should incorporate a clause in the locker agreement that the locker-hirer/s should not keep anything illegal or any hazardous substance in the Safe Deposit locker. If the bank suspects the deposit of any illegal or hazardous substance by any customer in the safe deposit locker, the bank should have the right to take appropriate action against such customer as it deems fit and proper in the circumstances.

- D. The branch should obtain recent passport size photographs of locker-hirer(s) and individual(s) authorised by locker hirer(s) to operate the locker and preserve in the records pertaining to locker-hirer being maintained in the bank's branch.
 - E. Where the lockers have not been operated for more than three years for medium risk category or one year for a higher risk category, branches should immediately contact the locker hirer and advise him to either operate the locker or surrender it. This exercise should be carried out even if the locker hirer is paying the rent regularly.
 - F. Further, the branch should ask the locker hirer to give in writing, the reasons why he / she did not operate the locker. In case the locker hirer has some genuine reasons as in the case of NRIs or persons who are out of town due to a transferable job etc., branches may allow the locker hirer to continue with the locker.
 - G. In case the locker hirer does not respond nor operate the locker, branches should consider opening the lockers after giving due notice to him. In this context, bank should incorporate a clause in the locker agreement that in case the locker is not operated for more than one year, the bank would have the right to cancel the allotment of the locker and open the locker, even if the rent is paid regularly.
4. **Secrecy and Confidentiality:** The Bank will ensure utmost secrecy of the Safe Deposit Lockers hired by the customer and will not divulge any information about hiring of lockers, mode of operation etc. To anyone, except when the disclosure is required to be made in compliance of the orders of a competent authority having statutory powers.
5. **Locker Allotment:** In order to facilitate customers making informed choices, branches may maintain a branch wise list of vacant lockers as well as a wait-list in Core Banking System (CBS), for the purpose of allotment of lockers and ensure transparency in allotment of lockers. The branches should acknowledge the receipt of all applications for allotment of locker and provide a wait list number to the customers, if the lockers are not available for allotment.

5.1 Locker Agreement: Bank should have a Board approved agreement for safe deposit lockers. For this purpose, bank may adopt the model locker agreement to be framed by IBA. This agreement should be in conformity with these revised instructions and the directions of the Hon'ble Supreme Court in this regard. Bank should ensure that any unfair terms or conditions are not incorporated in the locker agreements. Further, the terms of the contract should not be more onerous than required

in ordinary course of business to safeguard the interests of the bank. Branches should renew locker agreements with existing locker customers by January 1, 2023.

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

5.2 Locker Rent:

- 1) Branches may face potential situations where the locker-hirer neither operates the locker nor pays the rent. To ensure prompt payment of locker rent, branches are allowed to obtain a Term Deposit, at the time of allotment, which would cover three years' rent and the charges for breaking open the locker in case of such eventuality.
- 2) Branches, however, should not insist on such Term Deposits from the existing locker holders or those who have satisfactory operative account. The packaging of allotment of locker facility with placement of term deposits beyond what is specifically permitted above will be considered as a restrictive practice
- 3) If locker rent is collected in advance, in the event of surrender of a locker by a customer, the proportionate amount of advance rent collected should be refunded to the customer.
- 4) Locker rent and service charges will be decided by the Bank, depending on their size from time to time. The rent and related service charges will be publicized among the customers suitably.
- 5) If there is any event such as merger / closure / shifting of branch warranting physical relocation of the lockers, the bank should give public notice in two newspapers (including one local daily in vernacular language) in this regard and the customers should be intimated at least two months in advance along with options for them to change or close the facility. In case of unplanned shifting due to natural calamities or any other such emergency situation, branches should make efforts to intimate customers suitably at the earliest.

6. Infrastructure and Security Standards

A. Security of the Strong Room/Vault

- 1) Branches should take necessary steps to ensure that the area in which the locker facility is housed is properly secured to prevent criminal break-ins. The risks of accessibility of an allotted locker from any side without involvement of the locker-hirer concerned may be assessed and kept on record. Branches should have a single defined point of entry and exit to the locker room/vault. The place where the lockers are housed must be secured enough to protect against hazard of rain / flood water entering and damaging the lockers in contingent situations. The fire hazard risks of the area should also be assessed and minimized. The bank, should conduct necessary engineering / safety verification regularly to identify the risks and carry out necessary rectification.
- 2) The area housing the lockers should remain adequately guarded at all times. In future, the bank may install Access Control System, if required as per risk assessment, which would restrict any unauthorized entry and create digital record of access to locker room with time log. As per internal security policy, branches may cover the entry and exit of the strong room and the common areas of operation under CCTV camera and preserve its recording for a period of not less than 180 days. In case any customer has complained to the bank that his/her locker is opened without his/her knowledge and authority, or any theft or security breach is noticed/observed, the bank should preserve the CCTV recording till the police investigation is completed and the dispute is settled.
- 3) The security procedures should be well-documented and the staff concerned should be properly trained in the procedure. The internal auditors should verify and report the compliance to ensure that the procedures are strictly adhered to.

B. Locker Standards

- 1) All the lockers installed should conform to basic standards / benchmarks for safety and security as prescribed by Bureau of Indian Standards (BIS) or any other enhanced industry standards applicable in this regard.
- 2) Branches should ensure that identification Code of the bank / branch is embossed on all the locker keys with a view to facilitating identification of lockers / locker ownership by law enforcement agencies in case of need. Further, the custodian of the locker should, regularly/periodically, check the keys maintained in the branch to ensure that they are in proper condition. Branches should permit the locker-hirer to operate the locker only with the key provided by the bank, although there is no restriction in allowing the customer to use an additional padlock of her /his own if there are such provisions in lockers

7. Locker Operations

A. Regular Operations by Customers

- 1) The locker hirer and/or the persons duly authorized by him/ her only should be permitted to operate the locker after proper verification of their identity and recording of the authorization by the officials concerned of the bank. The branch should maintain a record of all individuals, including the locker-hirers, who have accessed the lockers and the date and time (both check-in and check-out time) on which they have opened and closed the locker and obtain their signature) (both times i.e., check-in and check-out). The ingress and egress register for access to Vault Room by locker-hirers or any other individual including the banks' staff should be maintained to record the movement of individuals in the Vault Room area with their signatures at appropriate place in the records.
- 2) The branch officer authorizing the locker-hirer to access the locker, after unlocking the first key should not remain present when the locker is opened by the locker-hirer. The branch should ensure that there is adequate privacy to the locker-hirers in the operations when customers access the lockers.
- 3) Bank may send an email and SMS alert to the registered email ID and mobile number of the customer before the end of the day as a positive confirmation intimating the date and time of the locker operation and the redressal mechanism available in case of unauthorized locker access.

B. Internal Controls by bank

- 1) **The lock should be inter changed whenever the locker is surrendered by the hirer.** The keys of vacant lockers should be kept in sealed envelopes. The duplicate master keys should be deposited with another branch of the bank. There should be proper record of joint custody of master keys. Branch should conduct surprise periodic verification of surrendered/vacant lockers and their keys by an officer of the bank who is not connected with their custody and proper record should be maintained as a proof of such verification.
- 2) Branch should ensure that the Locker Register and the Locker Key Register are maintained in CBS. The Locker Register should be updated in case of any change in the allotment with complete audit trails.
- 3) The branch custodian should check whether the lockers are properly closed post locker operation. If the same is not done, the lockers must be immediately closed and the locker-hirer should be promptly intimated through e-mail, if registered or through SMS, if mobile number is registered or through letter so that they may verify any resulting discrepancy in the contents of the locker. The bank custodian should record the fact of not closing the locker

properly in the register and its closure by the bank with the date and time. Further, the custodian of the locker room should carry out a physical check of the locker room at the end of the day to ensure that lockers are properly closed, and that no person is inadvertently trapped in the locker room after banking hours.

8. Surrender of Locker

- i. The locker can be surrendered by the hirer/s at any time during the contract period through a written application and handing over of keys to the Branch official.
- ii. Branch can also request for surrender of locker with due notice.
- iii. If locker rent is collected in advance, in the event of surrender of a locker by a customer, the proportionate amount of advance rent collected should be refunded to the customer.

9. Nomination Facility and Settlement of Claims

A. Nomination Facility

- 1) The bank should offer nomination facility in case of safe deposit lockers and, in accordance with the provisions of section 45-ZC to 45-ZF of the Banking Regulation Act, 1949 and Banking Companies (Nomination) Rules, /Co-operative Banks (Nomination) Rules, 1985. In case the nominee is a minor, the same procedure as prescribed for the bank accounts should be followed by the banks. A passport size photo of the nominee attested by the customer may be obtained from the customers, at his/her option and preserved in the records.
- 2) Forms SL1, SL1A, SL2, SL3 and SL3A for Safety Lockers) prescribed under Banking Companies (Nomination) Rules, 1985/Co-operative Banks (Nomination) Rules, 1985, only Thumb-impression(s) should be required to be attested by two witnesses. Signatures of the account holders need not be attested by witnesses.
- 3) Branch should have appropriate systems and procedures in place to register the nomination, cancellation and / or variation of the nomination, in their books, made by the locker hirers

B. Settlement of Claims in case of death of a Customer

- 1) Branches should refer a Board approved policy for settlement of claims. The policy is in conformity with the regulatory instructions and the Model Operational Procedure (MOP) for settlement of claims of the deceased constituents formulated by the IBA.
- 2) Bank should have a Board approved policy for nomination and release of contents of safety lockers / to the nominee and protection against notice of claims of other persons in accordance with the provisions of Sections 45 ZC to 45 ZF of the Banking Regulation Act,

1949 and the Banking Companies (Nomination) Rules, 1985/Co-operative Banks (Nomination) Rules, 1985 and the relevant provisions of Indian Contract Act and Indian Succession Act.

- 3) In order to ensure that the contents of lockers are returned to the genuine nominee, as also to verify the proof of death, bank will devise own claim formats, in terms of applicable laws and regulatory guidelines.
- 4) In this respect, "Master Circular on Settlement of Claims of Deceased Depositors is placed under "Quick References<admin and establishment"
- 5) Time limit for settlement of claims: Branches should settle the claims in respect of deceased locker hirers and should release contents of the locker to survivor(s) / nominee(s), as the case may be, 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 the claimant(s) with reference to nomination, to the bank's satisfaction
- 6) Bank should report to the audit committee or Executive committee of the Board, at appropriate intervals, on an ongoing basis, the details of the number of claims received pertaining to deceased locker-hirers / depositors of accounts and those pending beyond the stipulated period, with reasons therefor. Customer Service Committee of the Board of the bank should review the settlement of claims and make suggestions to ensure that the claims are settled as early as possible unless there is any litigation pending before the Courts or any difficulty is being faced in identifying the true claimant with reference to nomination.

C. Access to the articles in the safe deposit lockers.

- 1) If the sole locker hirer nominates an individual to receive the contents in the locker, in case of his death, after verification of the death certificate and satisfying the identity and genuineness of such individual approached, the branches should give access of the locker to such nominee with liberty to remove the contents of the locker, after an inventory was taken in the prescribed manner. In case the locker was hired jointly with the instructions to operate it under joint signatures, and the locker hirer(s) nominates any other individual(s), in the event of death of any of the locker hirers, the bank should give access of the locker and the liberty to remove the contents jointly to the survivor(s) and the nominee(s) after an inventory was taken in the prescribed manner. 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 branches should follow the mandate in the event of death of one or more of the joint locker-hirers.

- 2) Branches should, however, ensure the following before giving access to the contents to nominee / survivor:
 - i. Exercise due care and caution in establishing the identity of the survivor(s) / nominee(s) and the fact of death of the locker hirer by obtaining appropriate documentary evidence;
 - ii. Make diligent effort to find out whether there is any order or direction from Courts/Forums restraining it from giving access to the locker of the deceased; and
 - iii. Make it clear to the survivor(s) / nominee(s) that access to articles in the locker / s is given to them only as a trustee of the legal heirs of the deceased locker hirer i.e., such access given to them should not affect the right or claim which any person may have against the survivor(s) / nominee(s) to whom the access is given.
- 3) The branches should ensure that, the contents of locker, when sought to be removed on behalf of a minor nominee, are handed over to a person who is, in law, competent to receive the articles on behalf of such minor. Further, the branches should prepare an inventory of the articles in the presence of two independent witnesses, one officer of the bank who is not associated with the locker facility and the claimant (s), who may be a nominee or an individual receiving the articles, on behalf of a minor.
- 4) The bank should obtain a separate statement from the nominee (claimant) or the person competent to receive articles on behalf of the minor, as the case may be, that all the contents in the locker or in the safe custody of the bank, as the case may be, are received and the locker is empty and they have no objection to allotment of the locker to any other customer as per norms.
- 5) While giving access to the survivor(s) / nominee(s) of the deceased locker hirer, branches may avoid insisting on the production of succession certificate, letter of administration or probate, etc., or obtain any bond of indemnity or surety from the survivor(s)/nominee(s), unless there is any discrepancy in nomination. In this regard, branches should take note of instructions under para C.2.
- 6) In case where the deceased locker hirer had not made any nomination or where 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, branches should adopt a Board approved policy to facilitate access to legal heir(s) / legal representative of the deceased locker hirer. In this regard, branches should take note of instructions under para C.2.

10. Closure and Discharge of Locker Items

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

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

B. Discharge of locker contents at the request of customer

- i. If the key of the locker, supplied by bank is lost by the locker-hirer, the customer (locker hirer) should notify the bank immediately. An undertaking may also be obtained from the customer that the key lost, if found in future, will be handed over to the bank. All charges for opening the locker, changing the lock and replacing the lost key may be recovered from the hirer. The charges applicable for replacement of lost keys should be communicated to the locker hirer.
- ii. The opening of the locker has to be carried out by the bank or its authorized technician only after proper identification of the hirer, proper recording of the fact of loss and written authorization by the customer for breaking open the locker.
- iii. The operation should be done in the presence of the customer/s and an authorized official of the bank. It has to be ensured that the adjoining lockers are not impacted by any such operations and the contents of the lockers are not exposed to any individual other than the locker-hirer during the break-up or restoration process.

C. Attachment and recovery of contents in a Locker by any Law Enforcement Authority

- i. In case of attachment and recovery of the contents in a locker of a customer any Authority acting either under the orders of a Court or any other competent authority vested with the power to pass such orders, the branch should co-operate in execution and implementation of the orders.
- ii. The bank should verify and satisfy itself about the orders and the connected documents received for attachment and recovery of the contents in a locker or articles in the safe custody of the bank. The customer (locker-hirer) should be informed by letter as well as by email/SMS to the registered email id/mobile phone number that the Government Authorities

have approached for attachment and recovery or seizure of the locker or articles deposited for safe custody. An inventory of the contents of locker and articles seized and recovered by the Authority should be prepared in the presence of such Government Authorities, two independent witnesses and an officer of the bank and should be signed by all. A copy of the inventory may be forwarded to the customer to the address available in the bank's records or handed over to the customer against acknowledgement.

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

D. Discharge of locker contents by bank due to non-payment of locker rent

- i. Branches should have the discretion to break open any locker following due procedure if the rent has not been paid by the customer for three years in a row. The bank should ensure to notify the existing locker-hirer prior to any changes in the allotment and give him/her reasonable opportunity to withdraw the articles deposited by him/her. A clause may be incorporated in the locker agreement to this effect.
- ii. Before breaking open the locker, the branch should give due notice to the locker-hirer through a letter and through email and SMS alert to the registered email id and mobile phone number. If the letter is returned undelivered or the locker-hirer is not traceable, the bank should issue public notice in two newspaper dailies (one in English and another in local language) giving reasonable time to the locker-hirer or to any other person/s who has interest in the contents of locker to respond. The locker should be broken open in the presence of an officer of the bank and two independent witnesses. Further, branch should also record a video of the break open process together with inventory assessment and its safe keep and preserve the same so as to provide evidence in case of any dispute or Court case in future. Branch should also ensure that the details of breaking open of locker are documented properly. After breaking open of locker, the contents should be kept in sealed envelope with detailed inventory inside fireproof safe in a tamper-proof way until customer claims it. A record of access to the fireproof safe should invariably be maintained. While returning the contents of the locker, the branch should obtain acknowledgement of the customer on the inventory list to avoid any dispute in future.
- iii. Branches should ensure that the inventory prepared after breaking open of the locker and during settlement of claims, is in the appropriate forms as provided herewith. Further, Branches should not open sealed/closed packets left with them for safe custody or found in

locker while releasing them to the nominee(s) and surviving locker hirers, unless required by law.

- iv. Appropriation of “caution Money” towards overdue locker rent and other Bank Charges: - In cases of break-open of lockers carried out by the Branches for non-payment of locker rent, the caution money deposited by the hirer/s, will be appropriated for recovery of expenses incurred by the Branch in (i) breaking open the locker (ii) replacement of lock (iii) recovery of bank dues on account of overdue locker rent.
- v. Freezing and Unfreezing of Locker: -The Bank will give due cognizance to orders received from a competent authority having statutory powers for freezing / unfreezing of lockers

E. Discharge of locker contents if the locker remains inoperative for a long period of time

- i. If the locker remains inoperative for a period of seven years and the locker-hirer cannot be located, even if rent is being paid regularly, the bank should be at liberty to transfer the contents of the locker to their nominees/legal heir or dispose of the articles in a transparent manner, as the case may be. Before breaking open the locker, the bank should follow the procedure as prescribed in paragraph D2 and D3 above. Branches should ensure that the procedure to be followed by them for disposal of the articles left unclaimed for a reasonably long period of time as mentioned above is incorporated in locker agreement.
- ii. The bank should ensure that appropriate terms are inserted in the locker agreement executed with the customer specifying the position in case the locker is not in operation for long period. A clause may also be incorporated in the locker agreement to discharge the bank from liability in case the locker is not in operation and the locker is opened by the bank and contents are released as per law and as per the instructions issued by the Reserve Bank and the terms and conditions prescribed in the agreement.

11. Compensation Policy / Liability for Bank

A. Liability of Bank: The responsibility is owed by Bank for any loss or damage to the contents of the lockers due to negligence as bank owe a separate duty of care to exercise due diligence in maintaining and operating locker or safety deposit systems. The duty of care includes ensuring proper functioning of the locker system, guarding against unauthorized access to the lockers and providing appropriate safeguards against theft and robbery. Further, bank should adhere to the Master Directions on Frauds for reporting requirements about the instances of robberies, dacoities, thefts and burglaries.

- i. Liability of bank arising from natural calamities like earthquake, flood, thunderstorm, lightning etc. or due to sole negligence of the customer. The bank should not be liable for any damage and/or loss of contents of locker arising from natural calamities or Acts of God like earthquake, floods, lightning and thunderstorm or any act that is attributable to the sole fault or negligence of the customer. Bank should take appropriate care to protect the premises from such catastrophes.
- ii. Liability of bank arising from events like fire, theft, burglary, dacoity, robbery, building collapse or in case of fraud committed by the employees of the bank. It is the responsibility of bank to take all steps for the safety and security of the premises in which the safe deposit vaults are housed. It has the responsibility to ensure that incidents like fire, theft/ burglary/ robbery, dacoity, building collapse do not occur in the bank's premises due to its own shortcomings, negligence and by any act of omission/commission. As bank cannot claim that they bear no liability towards customers for loss of contents of the locker, in instances where loss of contents of locker are due to incidents mentioned above or attributable to fraud committed by its employee(s), the banks' liability should be for an amount equivalent to one hundred times the prevailing annual rent of the safe deposit locker. (as per recent RBI guidelines).

12. Risk Management, Transparency and Customer Guidance-

- 1. Branch Insurance Policy:** Bank should have a branch insurance policy to minimize the loss due to incidents like robbery, fire, natural calamities, and loss during shifting/merger of branch, etc., affecting contents of lockers.
- 2. Insurance of locker contents by the customer:** Banks should clarify in the locker agreement that as they do not keep a record of the contents of the locker or of any articles removed there from or placed therein by the customer, they would not be under any liability to insure the contents of the locker against any risk whatsoever. Bank should under no circumstances offer, directly or indirectly, any insurance product to its locker hirers for insurance of locker contents.
- 3. Customer guidance and publicity:**
 - i. The bank will display the model locker agreement with all the Terms & Conditions and the Standard Operating Procedures (SOPs) on various aspects on the websites and/or at branches where locker facility is being provided by them for public viewing. The branches should ensure that the customers are made aware of the bank's terms and conditions to avail those facilities.
 - ii. Bank should display updated information on all kinds of charges for safe deposit lockers and safe custody articles on the websites.

- iii. Bank should place on websites, the instructions together with the policies / procedures put in place for giving access of the locker/safe custody article to the nominee(s) / survivor(s) / legal heir(s) of the deceased locker hirer/safe custody article. Further, a printed copy of the same should also be given to the nominee(s) / survivor(s) / legal heir(s).

13. Right to Alter or Add Rules: The bank reserves the right to alter or add to these rules and such alteration and additions should be binding on the account holder. Such alteration will be made known to the account holder through website.

14. Review of Policy: Keeping in view the various regulatory/statutory and the bank's own internal requirements, a Locker Policy of the bank needs to be reviewed each year/as & when required to incorporate necessary changes.

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Form of Inventory of Contents of Safety Locker Hired from Banking Company (Section 45ZE (4) of the Banking Regulation Act, 1949)

The following inventory of contents of Safety Locker No. _____ located in the Safe Deposit Vault of _____, _____ Branch at _____.

*Hired by Shri/Smt. _____ deceased in his/her sole name.

*Hired by Shri/Smt. (i) _____ (deceased)
(ii) _____ Jointly
(ii) _____

was taken on this _____ day of _____ 20____.

Sr. No.	Description of Articles in Safety Locker	Other Identifying Particulars, if any

For the purpose of inventory, access to the locker was given to the Nominee/and the surviving hirers

- who produced the key to the locker.
- by breaking open the locker under his/her/their instructions.

The above inventory was taken in the presence of:

1. Shri/Smt. _____ (Nominee)

Address _____

(Signature)

Or

1. Shri/Smt. _____ (Nominee)

Address _____

(Signature)

and

2. Shri/Smt. _____ (Nominee)

Address _____

(Signature)

3. Shri/Smt. _____ (Nominee)

Address _____

(Signature)

2. Witness(es) with name, address and signature:

* I, Shri/Smt. _____ (Nominee)

*We, Shri/Smt. _____ (Nominee),

Shri/Smt. _____ and Shri/Smt. _____
the survivors of the joint hirers, hereby acknowledge the receipt of the contents of the safety locker
comprised in and set out in the above inventory together with a copy of the said inventory.

Shri/Smt. _____ (Nominee) Shri/Smt. _____ (Survivor)

Signature _____ Signature _____

Date & Place _____

Shri/Smt. _____ (Survivor)

Signature _____

Date & Place _____

APPENDIX

List of Circulars superseded

Sr. No.	Circular No.	Description	Date of Circular
1	UBD.CO.BPD.(PCB).Cir. No.22/12.05.001/2009-10	Extension of Safe Deposit Locker/Safe Custody Article Facility and Access to Safe Deposit Lockers/Return of Safe Custody Articles by banks – Urban Co-operative Banks	November 16, 2009
2	RPCD.CO.RF.BC.No.42/07.38.01/2009-10	Safe Deposit Lockers	November 13, 2009
3	UBD.CO.BPD.No.47/12.05.001/2006-07	Extension of Safe Deposit Locker / Safe Custody Article Facility and Access to Safe Deposit Lockers / Return of Safe Custody Articles by banks.	June 21, 2007
4	RPCD.CO.RF.BC No.95/07.38.01/2006-07	Extension of Safe Deposit Locker / Safe Custody Article Facility and Access to Safe Deposit Lockers / Return of Safe Custody Articles by banks.	May 18, 2007
5	DBOD.No.Leg.BC.78/09.07.005/2006-07	Safe Deposit Lockers/Articles in Safe Custody	April 17, 2007
6	DOS.No.FGV[F].BC.9/23.04.086/2000-2001	Safe Deposit Vaults/Locker facilities	March 9, 2001
7	RPCD.No.BC.36/07.38.01/96-97	Operation of Safe Deposits Lockers by Customers	September 10, 1996
8	DOS.No.FGV.BC.14/23.07.01/96-97	Operation of Safe Deposit Lockers by Customers	July 9, 1996
9	DBOD.No.GC.BC.63/C.408.C(L)-90	Safe Deposit Vaults/Locker facilities	January 2, 1990
10	DBOD.No.GC.BC.3/C.408C(L)-88	Estimate Committee's Report- Safe Deposit Locker Facility	July 13, 1988
11	DBOD.No.GC.BC.27/C.408(L)-84	Safe Deposit Locker Facility	March 27, 1984