

Safe Deposit Locker Facility - Instructions / Guidelines to Customers

- Lockers will be rented out to existing customers who maintain a satisfactorily conducted savings / current / any other operative account with the branch.
- Customers who are not having any other banking relationship with the Bank may be given the facilities of safe deposit locker / safe custody of articles after complying with the CDD criteria under the KYC guidelines issued by Reserve Bank of India from time to time, subject to on-going compliance.
- For regular recovery of rent, customers are advised to open savings / current account.
- However, in cases where the joint applicant(s) / hirer(s) is not a customer of the Bank, the locker facility shall be provided to him / her as joint hirer(s) by obtaining his / her Officially Valid Documents (OVD) as per the extant KYC Policy of the Bank.
- Lockers cannot be rented to Minors.
- Nomination facility is available to the hirers of safe deposit lockers as per the extant guidelines. Nomination enables the Bank to release the contents of a locker to the nominee of the hirer in case of unfortunate death of hirer, after making an inventory of the contents of the locker.
- Details of Rent and other service charges for Locker are hosted on Bank's website.
- It is mandatory to provide the recent passport size photographs of locker-hirer(s) and individual(s) authorised by locker hirer(s) to operate the locker for availment of Locker facility.
- To ensure prompt payment of locker rent, bank shall 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.
- Locker hirer(s) should mandatorily register the Mobile number with the bank at the time of availing Locker facility. E-mail address, if available shall also be provided, this enable Bank to send an SMS / e-mail alert as a positive confirmation of the locker operation.

- The Bank shall 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 shall be furnished to Locker hirer.
- Locker-hirer/s shall 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 shall have the right to take appropriate action against such customer as it deems fit and proper in the circumstances.
- If locker rent is paid in advance, in the event of surrender of a locker by a customer, the proportionate amount of advance rent collected shall be refunded to the customer.
- Locker-hirer is permitted 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, only if there are such provisions in lockers.
- The locker hirer and/or the persons duly authorized by him/ her by way of Power of Attorney only shall be permitted to operate the locker.
- Locker hirer shall ensure that after the locker operations / usage, door of locker should be properly closed and nothing is left around/out of locker before leaving the locker room.
- Details of procedure for settlement of Deceased claims of Locker are hosted on Bank's website along with checklist and forms.
- In case, hirer loses the Locker key, it should immediately contact the branch for breaking open of the locker at her /his cost after completing all the extant process.
- Bank has a right to take back the locker if the locker hirer is not co-operating or not complying with the terms and conditions of the agreement.

- Banks shall 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 shall 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 shall take all steps for the safety and security of the premises in which the safe deposit vaults are housed. Bank shall 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.
- Annual Locker Rent is due and collected every year during the month of April. Customers should maintain sufficient balance in the operative account for collection of annual locker rent.
- Locker should be operated by customers regularly at least once in a year and should not be kept inoperative for longer period of time.
- 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 shall 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.
- It is advisable that documents/papers should be kept preferably in a waterproof case/folder in lockers.
