

PROCEDURAL GUIDELINES ON UNCLAIMED DEPOSITS AND FORMS

Transfer of Unclaimed Deposits:

CASA Deposits:

CASA accounts completed 10 years from the date of last operation (other than interest credits and service charge debits) will be marked as Unclaimed Deposits and the balance in the account will be transferred to IBAR, DDR & GLs Oversight Section, HO - Unclaimed GL in the subsequent month. CBS System takes care of periodical Interest application for such accounts.

After marking the account as Unclaimed Deposit, branches can only view such CASA accounts and no operations are permitted in the accounts at Branch level.

Term Deposits:

Term Deposits completed 10 years from the date of maturity will be closed and moved to unclaimed GL of IBAR, DDR & GLs Oversight Section, Head Office (00038) in the subsequent month.

The status of the TD account will be changed as Closed and the balance in the account will be transferred to HO - Unclaimed GL.

Any existing balancing reports / extracts used by the Branch needs to be taken care to reflect this as the account will not get transferred and only the balance gets transferred.

Repatriation of Unclaimed Deposits:

CASA Deposits:

For repatriation of CASA Deposits, Branch has to submit Annexure C in DEA Fund package under SAS to take up the claim with IBAR, DDR & GLs Oversight Section, Head Office (DP code - 00038) duly complying with the KYC norms & customer identification as defined in KYC policy of the bank.

After confirming the genuineness of the claim & rightful owner of the deposit, by the branch, IBAR, DDR & GLs Oversight Section, Head Office (00038) will change the status of unclaimed CASA account to regular and credit the amount transferred to DEA Fund, RBI along with the applicable interest amount, as per RBI guidelines.

Even after revival, the same account number can be retained duly complying with KYC norms as the CASA account is not getting closed at the time of transfer as unclaimed deposits.

Term Deposits:

For repatriation of Term Deposits, Branch has to submit Annexure C in DEAF Package under SAS, to take up the claim with IBAR, DDR & GLs Oversight Section, Head Office (DP code - 00038) duly complying with the KYC norms & customer identification as defined in KYC policy of the bank.

After ensuring that the amount is not paid for the TD account number, authorized

users of IBAR, DDR & GLs Oversight Section, Head Office (DP code - 00038) can credit the balance to the SL parking GL (209272431) of original branch through GEFU upload after confirming the genuineness of the claim & rightful owner of the deposit.

Procedure of restitution and guidelines for customers

In tune with the directions of RBI, Bank has displayed the name and address of unclaimed account holders / depositors under Personal Banking - Savings and Deposits - Unclaimed Deposits menu in our website <http://www.canarabank.com>.

If a depositor/s may search their names in the published list to ascertain the same through SEARCH option.

In addition to this, RBI has launched UDGM portal (Unclaimed Deposits Gateway to Access inforMation) an online portal to help customers search for unclaimed deposits across various Banks in India. UDGM portal enables registered user to search for Unclaimed accounts among 30 Banks and provides details like Depositor name, Account number, UDRN (Unclaimed Deposit Reference Number) etc which can be submitted to Branch for restitution of accounts.

Whenever any customer approaches the Branch on ascertaining the availability of his/her name in the list with Annexure C (attached below) a request letter for revival / refund of the deposit and along with necessary documents like KYC, proof of deposit like passbook or deposit receipt. The Branch shall do proper identification of customer/s & verify the genuineness of the claim and take up with of IBAR, DDR & GLs Oversight Section, Head Office for restitution of deposits, by submitting the Annexure C details in DEA Fund Package under SAS.

Even though if depositor name is not available in UDGM portal or Canara bank website, depositor can approach the Branch/bank with documentary proof of his/her deposit transferred to DEA Fund, RBI for verifying the records to confirm the same. The Branch shall help the customers to ascertain the correct position of the account and advise them properly. In case, the Branch is not able to ascertain the position of the account, they may take up the matter with Customer Service Section/TM Section of the respective Circle Office providing full details of the deposit, for doing the needful.

As Unclaimed Deposits/In-operative accounts is a fraud-prone area, branches should take utmost care and exercise due diligence while ensuring the genuineness of the claim to avoid fraudulent transactions.

MECHANISM FOR REDRESSAL OF GRIEVANCES FOR QUICK RESOLUTION OF COMPLAINTS:

1. At Branch, Regional Office and Circle Office ::

Branch Manager will be responsible for the resolution of the complaints/grievances in respect of unclaimed/inoperative accounts. It is his/her foremost duty to see that the complaint should be resolved completely to the customer's satisfaction and if the customer is not satisfied, then he shall be provided with alternate avenues to escalate the issue if the same is not resolved within the stipulated period. If the Branch Manager feels that is not possible at his/her level to solve

the problem he/she may refer the case to Regional Office/Circle Office or Head Office for guidance.

Similarly, if Regional Office/Circle Office finds that they are not able to solve the problem, such cases may be referred to the Principal Nodal Officer of the Bank at Head Office.

2. At Head Office:

- A full-fledged Customer Service Section is functioning at S & R Wing, Head Office, overseen by General Manager.
- An acknowledgement is sent to the customer immediately on receipt of the complaint.
- Thorough analysis of the complaints is done and necessary instructions are given to COs/ROs/Branches for speedy redressal and followed up till final redressal letter is sent to the complainant duly explaining the decision taken on the complaint.

Grievance Escalation System:

- Customers can lodge their complaints directly to Branch-in-charge and it will be the responsibility of the Branch-in-charge to resolve the complaint within 7 days from the date of receipt.
- The Branch-in-charge will analyze the complaint and if need be he/she will contact the complainant personally and resolve the complaint.
- A complaint redressal letter will be sent to complainant, if the complaint is resolved at Branch level. The Branch will also send the details of the grievance received at periodical intervals to Circle Office.
- If the Branch-in-charge is not able to resolve the complaint within 7 days, the complaint will be referred by the Branches to the concerned Regional Office/Circle Office along with their comments/replies for further action.
- The complaints referred to Regional Office/Circle Office will be analyzed by Customer Service Section, Customer Service Vertical, Operations Wing, Head Office and based on the explanation received from the Branch, RO/CO will send a suitable reply to complainant.
- If the reply received from the Branch is not satisfactory and if Regional Office/Circle Office cannot resolve the complaint within 7 days from the date of receipt of complaints, the same will be referred to Customer Service Section, Customer Service Vertical, Operations Wing, Head Office along with their comments/explanations. The Circle Office will also send the details of the complaints received directly by them and not settled within 7 days to Customer Service Section, Head Office along with their comments/ replies.
- Customer Service Section, Head Office will analyze the complaint and the replies received from Branch/Regional Office and Circle Office. On placing the matter before appropriate authorities a decision is taken on the complaint. A complaint redressal letter is sent to the complainant from Head Office and suitable instructions are passed on to Branch/Regional Office, Circle Office for taking action in the deficient areas. Whenever the decision is taken to reject

the claim or partial relief is proposed, it shall be escalated to Internal Ombudsman.

Online Grievance Redressal System: CPGRS (Canara Public Grievance System)

Based on the Recommendations of the Damodaran Committee, IBA and also as per the instructions of the Ministry of Finance the bank has developed an in-house package for the online grievance redressal system namely CPGRS (Canara Public Grievance Redressal System). The same is made available in the Banks Website. This package enables the customers to register their complaints online through our website. This package records a complaint and provides the customer the complaints status tracking and receiving response from the bank.

Through the website of the bank the customers register the complaints. A unique reference number is generated by the system for the reference to the customer. The complaint goes to the concerned branch automatically and the branch redresses the issue. In case if there is any delay the same is being escalated to the Regional Office after 7 days for necessary redressal and closure. Similarly, if there is any delay at Regional Office the same is escalated to Circle Office after 7 days and further from Circle Office to Head Office after 5 more days. HO is following up with each case and redresses the issue to the satisfaction of the customer.

A depositor will have the right to be heard and seek redressal against deficient service/poor quality of products and services, unfair trade practices and unscrupulous exploitation. This includes his/her right to fair redressal of any genuine grievance relating to products/services which he/she has chosen to utilize.

Branches to play a pro-active role by attending to the needs of the customers on the spot and prevention of customer complaints. On receipt of the claim from the customer, branch to verify the records to ensure the genuineness of the claim and thereafter submit Annexure C in DEA Fund Package, SAS Package to IBAR, DDR & GLs Oversight Section, HO immediately for repatriation of the amount.

RECORD KEEPING:

IBAR, DDR & GLs Oversight Section, Reconciliation Vertical, Operations Wing, Head Office shall maintain the records of Unclaimed Deposits which are transferred to DEA Fund, RBI. However, at branches, the accounts transferred as Unclaimed Deposit should not be treated as account closed and also should not be reduced from the Account Opening and Closed Register. The Specimen Signature Cards of the Unclaimed Deposit accounts transferred are to be kept under Double Lock. On transfer of the accounts as Unclaimed Deposits, such accounts shall be maintained with NIL / ZERO balance in the system.

Branches shall strictly adhere to the operative guidelines elaborated in the Manual of Instructions on 'Correspondence, filing, preservation, destruction of old Records, e-records maintenance and reconstruction of Accounts'.

PERIODIC REVIEW OF UNCLAIMED DEPOSIT ACCOUNTS:

Branches shall review the unclaimed deposit accounts which were transferred to DEA Fund, RBI on monthly basis and shall play a more pro-active role in finding the whereabouts of the account holders of unclaimed deposits and reviving/closing such accounts.

Bank has taken necessary steps to intimate the unclaimed deposit holders through SMS and email on quarterly basis. Also Branches are provided with an option to generate intimation letters in DEA Fund Package, SAS Package to intimate unclaimed deposit holders about the accounts which were transferred to DEA Fund, RBI. Wherever intimation letters are not delivered to unclaimed deposit holders, Branches shall make efforts to communicate the same to nominee / introducer of the account.

Branches shall ensure to claim the unclaimed deposits from IBAR, DDR & GLs Oversight Section, Head Office promptly as soon as they receive the request for revival/closure from the account holders and ensure that the account is revived/closed within 3 days from the date of receipt of the claim from the account holder/s.

ANNEXURE C

From
Name:,
Address:,

To
IBAR, DDR & GLs Oversight Section,
Reconciliation Vertical, Operations Wing,
Head Office, Bengaluru - 560001

Dear Sir,

Sub: Request for refund of Unclaimed Deposit Account No.

I request you to restitute unclaimed deposit account/s transferred to DEA Fund, RBI whose details are mentioned below.

Sl No	Account Number	Account Name	Type of Account (SB/CA/TD/RD)	Address	Last date of operations	Control Number / UDRN
1.						
2.						
3.						

- **Proof of Documents:**
 - PAN Card
 - Aadhaar Card
 - Driving License
 - Other documents(specify): _____
- **Beneficiary Name:**
- **Beneficiary Address:**
- **Beneficiary Mobile (mandatory):**
- **Beneficiary email (Optional):**
- **Search made in/source of information of Unclaimed Deposit**
 UDGM Bank Website Others

Customer Signature

For Branch/Office use only:

We have received request for restitution of unclaimed deposit account/s from our customer

In this regard,

- We have verified the genuineness of the claim including verification of the signature and the same is in order & KYC complied.
- The claim is by the legal heirs of the deceased and we certify that we have complied with all the formalities and the same is in order (in case of death of account holder).

Note: This Annexure C must be signed by two Authorized Signatories with at least one of them should be Branch-in-charge/Manager in-charge of Deposit Section duly mentioning S.P. No

Branch Name

(DP Code):

Place:

Date:

Maker

Officer

Manager/ Senior Manager

Name:

Staff ID:

SP Number: