

FAQ - Inoperative Accounts /Unclaimed Deposits

1. What is an Inoperative Account?

A Current Account and Savings Account will be treated as inoperative / dormant account, if there are no 'customer induced transactions' in the account for a period of over two years. That is for the purpose of classifying an account as 'inoperative', only customer induced transactions and not bank induced transactions (service charges, fees, SB interest payment, penalties, taxes.) shall be considered. Such accounts will be transferred to a separate dormant/ inoperative account status.

Customer induced transaction: The transactions in account which are in the nature of:

- a financial transaction initiated by or done at the behest of the account holder by the bank/ third party or;
- a non-financial transaction, or;
- KYC updation done in face-to-face physical mode or through digital channels such as internet banking or mobile banking application of the bank

2. Whether mandate for crediting interest on Fixed Deposit and/or dividend on shares is treated as a customer induced transaction?

Yes. It is treated as a customer induced transaction.

3. Why 'inoperative accounts' have been segregated from other accounts?

Inoperative accounts are segregated from other accounts to reduce the risk of frauds and to bring to the attention of dealing bank staff the increased risk in the account.

4. What is the process for activating an inoperative account/ How to claim amounts lying in an inoperative account by the account holder(s)?

The account holder(s) can request the Bank to activate the account for operating it through submission of valid KYC documents. The request can be placed at any of branch of CSB bank (home branch/ non-home branch). The procedure for activation of dormant/inoperative accounts is given in bank's website link - [Procedure for Activation of Inoperative Accounts](#)

5. Are there any charges for activation of inoperative account?

There are no charges for activation of inoperative account.

6. Whether interest is paid on inoperative bank account?

Interest on savings bank accounts is credited on regular basis irrespective of whether the account is operative or not. If a Fixed Deposit Receipt matures and proceeds are unpaid, the amount left unclaimed with the bank shall attract rate of interest as applicable to savings account or the contracted rate of interest on the matured fixed deposit, whichever is lower.

7. What is Unclaimed Deposits?

A Savings/Current account shall be classified as Unclaimed Deposit if the same is not operated (other than bank induced transactions) for 10 years and more from the date of last operation. In case of term deposit account, it shall be classified as 'Unclaimed Deposit' if the same is not renewed/withdrawn for 10 years or more from the date of maturity. Such unclaimed account after a period of 10 years will be transferred to the Depositor Education and Awareness Fund (DEA Fund) maintained by the Reserve Bank of India. The list of unclaimed deposits will be provided on the Bank's website.

8. Whether the information on Unclaimed deposits is available on bank's website?

The list of unclaimed deposits is displayed on bank's website. A search facility is also provided by bank to search the list of accounts by name of the account holder. The website shall provide a search option to enable account holders to search for their unclaimed deposits using name in combination with the address

of the account holder/ entity. Upon a successful search, details of unclaimed deposits will be displayed in a format comprising account holder's name(s), his/her address (without pin code) and UDRN (Unclaimed Deposit Reference Number) only. In case such accounts are not in the name of individuals, the search input and result should include names of individuals authorised to operate the accounts. However, the account number, its type, outstanding balance and the name of the branch will not be disclosed on the bank's website.

9. How to do settlement of dues in deceased deposit account?

If the depositor has registered nomination with the Bank, the balance outstanding in the account of the deceased depositor will be transferred to the account of/ paid to the nominee after the Bank satisfies about the identity of the nominee, etc. In the absence of nomination and when there are no disputes among the claimants, the Bank will pay the amount outstanding in the account of deceased person against joint application and indemnity by all legal heirs or the person mandated by the legal heirs to receive the payment on their behalf without insisting on legal documents up to the limit approved by the Bank's board. This is to ensure that the common depositors are not put to hardship on account of delays in completing legal formalities.

In a joint deposit account, when one of the joint account holders dies, the Bank will make payment jointly to the legal heirs of the deceased person and the surviving depositor(s). However, if the joint account holders had given mandate for disposal of the balance in the account in the forms such as "either or survivor, former / latter or survivor, anyone of survivors or survivor", etc., the payment will be made as per the mandate to avoid delays in production of legal papers by the heirs of the deceased.

For the claim process, the Legal Heir / Nominee can visit the base branch of the Bank and submit the required documents and has to comply with the claim settlement process of the Bank. Application forms for placing the Death Claim request to Bank can be downloaded from the website link – [Application Forms](#). The Bank is having a comprehensive Policy on Settlement of Death Claims in respect of Accounts of Deceased/ Missing Depositors/ Customers (as revised from time to time) and the final approach of the Bank will be based on this.