

POLICY FOR HIRING OF LOCKERS

As per RBI circular “RBI/2021-2022/86 DOR.LEG.REC/40/09.07.005/2021-22 August 18, 2021” the existing instructions of Lockers have been reviewed and banks are advised to follow the guidelines on the operations of Lockers. Safe deposit lockers facility is one of the ancillary services extended by bank at branches. The locker units will be leased out to customers after obtaining adequate KYC documents. The relationship between the banker and the customer of a locker is that of lessor and lessee.

v) Due diligence to be carried out for all locker holders.

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.

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 shall be carried out for all the customers in whatever rights and capacities they may be hiring the locker.

Recent passport size photographs of locker-hirer(s) and individual(s) authorized by locker hirer(s) to operate the locker and preserve in the records pertaining to locker-hirer being maintained in the bank’s branch.

Allotment of lockers

- On completion of locker opening formalities as per waiting list and entering into an agreement with the customer, a Locker will be allotted to the customer.
- Agreement to be made with customer on appropriate stamp paper.
- Locker facility may be provided to only account holder.
- Locker rent should be collected in advance for a year from the allotment of locker. 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 shall be refunded to the customer.
- If existing Branch shifted from one location to another location and it cause physical relocation of Lockers, the Bank shall give public notice in two newspapers (including in one local paper).
- Branches should intimate to customer in advance in two months by way of email, SMS or letter whichever is appropriate.
- Access to be allowed to the customers on verification of the signature at the time of each operation.
- Nomination facility is to be provided to locker hirers.

- If customer don't want to nominate then branch should take application from customer for the same.
- Classification of the lockers hirers as low risk/ medium risk and high risk categories as per KYC/AML master direction and Bank's KYC/AML policy.

Waiting list of lockers

Branches should maintain a waiting list in the computerized environment of allotment of lockers and ensure transparency in allotment. All requests received for locker should be acknowledged and given a waiting list number.

Rules regarding the safe Deposit Vault (Lockers)

- 01) The application for safe deposit vault locker shall be made in writing on the requisite application form. After the application is approved and the applicant signs the memorandum of lease for safe Deposit Lockers and pays the rent for lockers, a locker shall be allotted to him. The Bank reserves the right to refuse to allot locker without assigning any reason. In case application by more than one individual, all the applicants shall sign on the application and the memorandum of lease.

In case of registered institution, the application and the memorandum of lease should be signed by the duly authorises representative in this behalf, which authorisations should be lodged with the bank prior to the allotment of the locker. Unless subsequent change in the authorised office-bearers is intimated to the Bank. The Bank acting on the authorisation and signatures already registered will not be responsible for any loss to the institution in this behalf.

The relations between the holder of safe deposit vault locker and the Bank will be purely those of Lessee and the Lessor.

- 02) Access to the safe Deposit Vault containing the safe deposit locker may be have on all bank working day during Banking hours.
- 03) Access shall be have to the safe deposit vault by the Lessee and in case of joint Lessees by all of them together or such one or more of them as they may indicated by special instructions to be given in writing by all of them from time to time and which instructions any one of them can cancel, in which case access will only be allowed to all of them together. Access can also be allowed to a duly appointed Agent of Lessee or joint Lessees provided that the authority in favour of such Agent is duly recorded in the Books of Bank. In the case of joint lessees, such authority can be revoked by any one of them at any time. In case of the death of a sole lessee, only his or her legal representatives will be recognised. In case of the death of any one of the joint Lessees, the survivors or survivor of them if previously authorised by the deceased shall be entitled to have access to the safe. Otherwise the consents or authority of the legal representative of the deceased will be required before access can be have by the survivors or survivor if such joint lessees.

- 04) The safe Deposit vault lockers will be given on for a period of twelve months on such rental as may be fixed by the bank from time to time. All the rents are payable strictly in advance.
- 05) In order to terminate the lease agreement written notice to give up possession (which may be given by either party) must be given one week prior to the expiry of any period of the letting and the safe locker with its key must on the day of the termination the letting be given up to the Bank. The lease of the safe locker shall be considered renewed after the agreed period until the safe surrendered and the key returned, but this condition in without prejudice to the rights of the bank accrued in the mean time.
- 06) The lessee shall not assign or underlet the safe locker or any part of it, not permit it to be used for any other purpose than the deposit of valuables and other property and the lessee shall not use the safe locker for the deposit of any property of an explosive, destructive or unhygienic nature or the purposes not permitted by laws of the Land. If the bank suspects the deposit of any illegal or hazardous substance in the safe deposit locker, the bank shall have the right to take appropriate action as it deems fit and proper in the circumstances.
- 07) Upon non-payment of the rent whether same shall be demanded or on non- observance of any of these conditions by the lessee, the lessee shall at the option of the bank forfeit all rights to the use of safe locker but without prejudice to any other readies which the bank may have against him. After service, as hereinafter provided, of a notice require in the payment of any rent due or the performance of any condition herein contained and in case of any further neglect to pay or performs the terms of the notice the bank shall be at liberty to break open the safe locker and wither to forward (by insured parcels post or other reasonable means and at the Lessees risk and expenses) contents of the safe locker to the lessees at the address given in the memorandum (or such other address as he may from time to time in writing instruct the bank to substitute therefore) or at this option, the bank may retain and the keep the said contents in such other safe locker place it may think fit at an annual rent of double the amount of the rent. The cost of breaking open the safe locker as aforesaid as well as the cost of repair the same and changing the lock will have to be paid by the lessee.
- 08) The Bank shall have a lien or charge upon all property deposited with for rent and all other moneys due from the lessee to the bank with power to sell at their option such property or any part thereof, for the purpose of realising from time to time rent and other moneys.
- 09) Any notice to the lessee sent by post, under a certificate of posting directed to such address as registered with the bank by the lessee shall be deemed to have been duly served. The Bank should be notices of any change of address by the lessee.
- 10) If a key of the safe locker is lost by the lessee, the bank should be intimated without delay but the bank shall not be responsible for mistake (any such shortcoming on the part of the lessee). The charge for opening the safe locker replacing the lost key and for changing the lock shall be paid the lessee alone.
- 11) All repairs necessary to be done to the safe locker, Lock or replacement of the key, shall be done exclusively by the authorized agency.
- 12) Lessee are warned not to disclose the number of their safe lockers or keys and their pass word, and not to deliver their keys to any person other then their duly authorised agents. the Bank will not be responsible for any loss to the lessee as a result of infringement of this condition.

- 13) The lessee agree to abide such Rules Regulations concerning access to the safe lockers as the bank may from time to time adopt. The Bank reserves the right to stop operations on the safe deposit lockers if it is noticed that the lessee is in any way infringing the rules and regulations in respect of the safe deposit vault transactions.
- 14) 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 for any risk categories of customers.
- 15) Where the lockers have remained non operated for more seven years for any risk categories respectively, bank will advise to operate the locker or surrender the locker even if the rents are being paid regularly, bank will forcefully break open the locker with two independent witness after giving due notice to the locker-hirer.
- 16) Bank 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 shall under no circumstances offer, directly or indirectly, any insurance product to its locker hirers for insurance of locker contents.
- 17) The Bank will not be responsible for any damage or loss to articles or valuables in safe deposit locker as a result of any act of war, civil disorder/riots or natural calamities. The Bank will exercise all such normal precautions as it may in its absolute discretion deem fit, it does not accept liability for any loss or damage whatever sustained to items deposited with it. Accordingly hirers are advised in their own interest to insure any item of value deposited in a safe deposit locker with the Bank.

Locker Agreement:

Locker agreement should be framed as per standard norms and RBI circular “RBI/2021-2022/86 DOR.LEG.REC/40/09.07.005/2021-22 August 18, 2021”.

Providing a copy of the agreement:

Branches will give a copy of the agreement to the locker-hirer at the time of allotment of the locker, if preferred by the customer.

Locker Rent

Safe Deposit Locker rent will be payable in advance and in the event of locker rent remaining unpaid, when due, the Bank will have the right to refuse access to the locker and without prejudice to Bank’s right to break open the locker. Locker rent will be recovered on annual basis. The lease period of one year will start from the date of hiring the locker and will continue till the preceding day of the corresponding date in the subsequent year. Bank may face situations where the locker-hirer neither operates the locker nor pays rent. To ensure prompt payment of locker rent, Banks may at the time of allotment, obtain a Security Deposit, which should cover 3 years rent, and the charges for breaking open the locker. Further branches should obtain standing instructions from the locker holders to recover the locker rent by debit to their Savings Bank accounts.

Security aspects relating to safe deposit lockers

Banks shall 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. Banks shall 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.

CCTV footage should be preserved up to 180 days of the strong room/vault area that customer entering and exit should be covered in the CCTV footage. Smoke Detector should be installed near the strong room door so that additional security would be there and risk can be mitigated.

If there is any dispute or customer claiming issue regarding operation of Locker then CCTV footage of particular locker operate date should be preserved till the dispute will be settle.

Security arrangement should be well documented and security arrangement and documentation should checked at the time of internal audit.

Branches will exercise due care and necessary precautions for the protection of the lockers provided to the customer. Branch should review the system in force for operation of safe deposit vaults/locker on an ongoing basis and take necessary steps. The security procedures should be well documented (duly filled account opening form, self-attested KYC documents, and locker operating register).

In recent incident, explosives and weapons were found in a locker in a many Bank's branch. This emphasizes that banks should be aware of the risk involved in renting safe deposit lockers. In this connection, Bank should take following measures:

- Branch should carry out customer due diligence for both new and existing customers at least to the levels prescribed for customers classified as medium risk category. If the customer is classified in a higher risk category, customer due diligence as per KYC norms applicable to such higher risk category should be carried out.

Where the lockers have remained in non-operated for more than twelve months banks should immediately contact the locker-hirer and advise him/them in writing to either operate the locker or surrender it. This exercise should carried out even if the locker hirer is paying the rent regularly, and obtain in writing, the reasons for not operating lockers.

- If in case the locker-hirer has some genuine reasons like in the case of persons who are out of town due to a transferable job etc. branch may take permission of Head Office for to continue with the locker.
- In case locker-hirer lost key of the locker procedure of break open of locker to be followed by branch manager by calling vendor to break open in front locker-hirer and two witnesses. Cost for locker break open should be borne by locker hirer (customer).

Inventory also to be carried out for the contents in the locker and handed over to the locker-hirer as per annexure attached.

(iv) The old locker-hirers could also be contacted telephonically, SMS, mobile, e-message or through post for identification code embossing on key of the lockers. An arrangement for installation of necessary machinery at the branch should be made with the help of the vendor company of the locker. It may be ensured that the identification code is embossed on the locker keys in the presence of the locker hirer only.

Locker Standards

All the new mechanical lockers to be installed by the banks shall 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.

There should be identification Code of the bank / branch is embossed on all the locker. Custodian of the locker shall, regularly/periodically, check the keys maintained in the branch to ensure that they are in proper condition. Branches shall 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.

Locker Operation

Operations of Safe Deposit Vaults/Lockers:

Branches will exercise due care and necessary precaution for the protection of the lockers provided to the customer. The Hirer/s can operate the Safe Deposit Locker only on the Bank's working days and during the business hours of the Bank. Before operating the locker, the hirer/s should sign the locker operation register which shall be kept at the bank. The Locker can be surrendered at any time without any damage. The Branch shall 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.

Register shall be maintained for access to Vault Room by Locker hirers or any other including the Banks's/Branch's staff.

Email and SMS alert to be sent to Locker Hirer to the register 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.

Surrender of Locker:

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 Bank Officials. Bank can also request for surrender of locker with due notice. In cases where the hirer wishes to surrender the locker before expiry of existing lease period, surplus of rent over the 12 months' tenure, if any, will be refunded. Surrender of the locker after expiry of the lease period, will be allowed on payment of arrears of locker rent, at the stipulated rate structure.

Breaking Open of Locker:

i) Locker may be broken open either at the request of the hirer/s or by the Bank for default in payment of prescribed charges or for any other reason.

ii) Break Open charges shall recoverable from the hirer/s.

iii) Bank shall engage the suppliers of the locker unit to break open the lockers.

- iv) When the locker is broken open at the request of the hirer, the same shall take place in the presence of the hirer or his nominee, as the case may be.
- v) When the locker is broken open at the instance of the bank, the customer shall be provided notices in advance as per the internal procedures.
- vi) And then it will be broken open by the representative of the manufacturers/suppliers in the presence of two respectable non-staff independent witnesses, in addition to the officers of the branch.
- vii) For break open lockers, the bank shall publish the names of the defaulter who have not paid rents on its notice board in spite of notices sent.
- viii) In case of break open of lockers, Rs.1000/- will be recovered as incidental charges over and above actual cost incurred for the same.
- ix) In cases where the locker is broken open by the Bank for non-payment of locker rent, the Caution Money deposited by the hirer/s, will be appropriated for recovery of expenses incurred by the Bank in (i) Break open the locker, (ii) replacement of lock, and (iii) recovery of Bank's dues on account of (a) overdue locker rent, (b) interest on overdue locker rent and (c) reasonable safe custody charges for keeping the contents in Safe Custody of the Bank.
- x) While breaking open locker video shooting should be take place and kept on record forever with the help of IT section at Head Office.

Locker may be break open in the following circumstances.

- If customer loss his key of Locker then he should immediately inform to Branch and start Break Open procedure. Cost for this procedure would be recovered from the customer. Branch shall obtain undertaking from the customer that if key found he will return key to the branch.
- 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. Branch will follow the procedure and inform to customer to present in the Branch while breaking open the Locker. Branch should inform to customer by way of email, SMS or letter for such order received to Branch for the attachment of customer locker. Authorized officer/Branch Manager should be present while the breaking open locker and two independent witnesses. And cost for the breaking open the locker will be recovered from the customer.
- Branch shall also record a video of the break open process and the inventory assessment. Recorded videos should preserve forever and should present as and when required by Head Office or any legal entity. Before providing recorded video for legal entity branch should take permission of Head Office.
- If the customer is not cooperating or not complying with the terms and conditions of the agreement and Bank/Branch feel it is necessary to break open the Locker. Cost for the breaking open the locker will be recovered from the customer.
- If customer not paying rent continuously three year and if customer is paying rent and not operating locker up to seven year then Bank has right to Break open the Locker with proper due diligence.
- Before breaking open the locker the branch shall give due notice to the locker hirer through a letter and through email and SMS alert to the registered email and mobile no. If the locker hirer is not traceable, the branch/Bank shall issue public notice in two newspaper dailies (one is in English and another in local language)

Internal Controls

Whenever the locker is surrendered by the hirer keys of such lockers should be kept in kept in sealed envelopes and duplicate master keys shall be deposited with nearest branch of the bank. There shall be proper record of joint custody of master keys. Internal Auditor shall 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 shall be maintained as a proof of such verification.

Locker Register and the Locker Key Register are maintained in computerized system compliant with the Cyber Security Framework issued by the Reserve Bank. The Locker Register shall be updated in case of any change in the allotment with complete audit trails.

Custodian of the Branch shall 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 shall 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. Custodian of the Branch shall 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 shall 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 customer/employee is inadvertently trapped in the locker room after banking hours.

Surrender of Locker:

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 Bank Officials. Bank can also request for surrender of locker with due notice. In cases where the hirer wishes to surrender the locker before expiry of existing lease period, surplus of rent over the 12 months' tenure, if any, will be refunded. Surrender of the locker after expiry of the lease period, will be allowed on payment of arrears of locker rent, at the stipulated rate structure.

Nomination Facility and Settlement of Claims

Nomination Facility

For the various Forms (SL1, SL1A, SL2, SL3 and SL3A for Safety Lockers) prescribed under Co-operative Banks (Nomination) Rules, 1985, only Thumb-impression(s) shall be required to be attested by two witnesses. Signatures of the account holders need not be attested by witnesses. Proper record should be maintain regarding nomination, cancellation and / or variation of the nomination, in their books, made by the locker hirers. Branches should the receipt of duly completed form of nomination, cancellation and / or variation of the nomination.

Settlement of Claims in case of death of a Customer

- Branches should settle claim in case of death of locker hirer as per the Bank's death settlement of claim.
- In order to ensure that the articles left in safe custody and contents of lockers are returned to the genuine nominee, as also to verify the proof of death, banks shall devise their own claim formats, in terms of applicable laws and regulatory guidelines.

- Time limit for settlement of claims: Banks shall settle the claims in respect of deceased locker hirers and shall 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.
- Banks shall report to the Customer Service Committee of the Board, at appropriate intervals, on an ongoing basis, the details of the number of claims received pertaining to deceased locker-hirers

Access to the articles in the safe deposit lockers / return of safe custody articles

(With survivor /nominee clause)

- If the sole hirer nominates a person in writing the banks should give to such nominee access of the locker and to remove the contents of the locker in the event of the death of the sole locker hirer. In case of the locker hired jointly with instructions to operate under joint signatories, and the locker hirer (s) nominates persons, in the event 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 survivors (s) and nominees(s). In case the locker was hired jointly to survivorship clause and the hirers instructed that the access of the locker should be given over to either or survivor or former or survivor or according to any other survivorship clause, banks should follow the mandate in the event of the death of one or more of the locker-hires. However, banks should take the following precautions before handling over the contents:
- Branch should exercise due care and caution in establishing the identity of the survivor(s)/nominee(s) and the fact of the death of the locker hirer by obtaining appropriate documentary evidence.
- Branch should make diligent efforts to find out if there is any order from a competent court restraining the bank from giving access to the locker of the deceased ; and
- Branch should make it clear to the survivor(s) nominee(s) that access to locker safe custody articles is given to them only as a trustee of the legal heirs of the diseased locker hirer i.e. such access given to him shall not affect the right or claim which any person may have against the survivor(s) / nominee(s) to whom the access is given.
- Similar procedure should be followed for return of articles placed in the safe custody of the bank. The facility of nomination is not available in the case of deposit of safe custody articles to more than one person.
- Since the access given to the survivor (s) /nominee(s), subject to the foregoing conditions, would constitute a full discharge of the bank's liability, insistence on production of legal representation is superfluous and unwarranted and only serves to cause entirely avoidable inconvenience to the survivor(s)/nominee(s) and would, therefore, invite serious supervisory disapproval. In such case, therefore, while giving access to the survivor(s) /nominee(s) of the diseased locker hirer/ depositor of the safe custody articles, the branch should not insist succession certificate, letter of administration or probate, etc., or obtain any bond of indemnity or surety from the survivor(s)/nominee(s).

(Without survivor/nominee clause)

- There is an imperative need to avoid inconvenience and undue hardship to legal heir(s) of the locker hirer(s). 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 give to one more

of the survivors by a clear survivorship clause, branches are advised to adopt a customer-friendly procedure.

- Branches should prepare an inventory before returning articles left in safe custody/ before permitting removal of the contents of a safe deposit locker.(as per annex)
- In case the nominee(s) /survivor(s) /legal heir(s) wishes to continue with the locker, bank may enter onto a fresh contract and also adhere to KYC norms in respect of the nominee(s)/survivor(s)/legal heir(s). Branches are not required to open sealed/closed packets left with them for safe custody or found in locker while releasing them to the nominee(s) and surviving locker heirs/depositor of the safe custody article.
- Branches shall 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 banks shall 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 or safe deposit of articles and the claimant (s), who may be a nominee or an individual receiving the articles, on behalf of a minor.

Compensation Policy / Liability for Banks

If there is any loss or damage to locker hirer due to bank's/employee negligence then Bank shall compensate to customer up to 100 times of locker rent of locker hirer.

Liability of banks arising from natural calamities like earthquake, flood, thunderstorm, lightning etc. or due to sole negligence of the customer

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. Banks shall, however, exercise appropriate care to their locker systems to protect their premises from such catastrophes.

Liability of banks arising from events like fire, theft, burglary, dacoity, robbery, building collapse or in case of fraud committed by the employees of the bank

Due to Bank's shortcomings like fire, theft/ burglary/ robbery, dacoity, building collapse or fraud committed by bank's employee and Locker hirer suffers loss then bank will be liable up to 100 time of locker rent.

Customer guidance and publicity

The banks shall display the model locker agreement with all the Terms & Conditions on various aspects on their websites and/or at branches including charges. The banks shall ensure that the customers are made aware of the bank's terms and conditions to avail those facilities.

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 any one, except when the disclosure is required to be made with the clear consent of the hirer(S) or in compliance of the orders of a competent authority having statutory powers.

Banks's lockers will be available to any person, having contractual capacity i.e. capacity to enter into a contract. Thus locker can be hired by an individual singly and / or two or more individuals jointly as well as firms, Limited Companies, Societies, Associations, Clubs etc.

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NOMINATION FORM SL 1

Nomination under section 45ZE of the Banking Regulation Act, 1949 and Rule 4(1) of the Banking Companies (Nomination) Rules, 1985, by sole hirer in respect of safety locker

I/We (name and address) nominate the following person to whom in the event of my/our/minor's death the amount of the deposit (name and address of branch/office in which the locker is situated) may give access to the locker and liberty to remove the contents of the locker, particulars whereof are given below :

Lock er			Nominee			
Type of Locker	Locker No	Additional details if any	Name, address and contact No	Relationship with hirers, if any	Age	Nominee's DOB if nominee is minor

Guardian details (if nominee is minor)

.....
(name and address)
.....

***Place:**

**Date:
hirer**

***Signature/Thumb impression of**

Name(s), signature(s) and address(es) of witness(es)

***Where the locker is hired solely in the name of a minor, the nomination should be signed by a person lawfully entitled to act on behalf of the minor.**

Thumb impression shall be attested by two witnesses

.....
FOR OFFICE USE ONLY

Nomination Serial No.....

Date

Signature(s) of Bank officials

..... Tear Here

.....
ACKNOWLEDGEMENT

Name

Customer ID

Received Nomination Form SL1 for A/c Nos.....

Signature & Date Receipt Stamp

NOMINATION FORM SL 1A

(For Joint Hirers of Safety Locker)

Nomination under section 45ZE of the Banking Regulation Act, 1949 and Rule 4(2) of the Banking Companies (Nomination) Rules, 1985 by joint hirers in respect of safety locker We,

(name

and addresses) nominate the following person(s) to whom in the event of the death of one or more of us(name and address of branch/office in which the locker situated)

may

give access to the locker and liberty to remove the contents of the locker, particulars whereof are given below, jointly with the survivor or survivors of us.

Lock er			Nominee			
Type of Locker	Locker No	Additional details if any	Name, address and contact No	Relationship with hirers, if any	Age	Nominee's DOB if nominee is minor

Guardian details (if nominee is minor)

(name and address)

Place:

Date:

*Signature/Thumb impression of

hirer

Name(s), signature(s) and address(es) of witness(es)+

*Where the locker is hired solely in the name of a minor, the nomination should be signed by a person lawfully entitled to act on behalf of the minor.

+ Thumb impression shall be attested by two witnesses.

FOR OFFICE USE ONLY

Nomination Serial No.....

Date

Signature(s) of Bank officials

..... Tear Here

ACKNOWLEDGEMENT

Name

Customer ID

Received Nomination Form SL1A for A/c Nos.....

Signature & Date Receipt Stamp

NOMINATION CANCELLATION FORM

SL 2

Cancellation of nomination under sections 45ZE and 52 of the Banking Regulation Act 1949 and Rule 4(5) of the Banking Companies (Notification) Rules, 1985 in respect of safety locker

I/We.....name(s)..... and address(es)]

hereby cancel the nomination) made by me/us in favour of

..... [name(s)]

and address(es)] in respect of the safety lockers, the particulars whereof are given below:

Lock er			Nominee			
Type of Locker	Locker No	Additional details if any	Name, address and contact No	Relationship with hirers, if any	Age	Nominee's DOB if nominee is minor

Place:

Date:

Name(s), signature(s) and address(es) impression of witness(es)+

***Signature/Thumb of hirer**

***Where the locker is hired solely in the name of a minor, the nomination should be signed by a person lawfully entitled to act on behalf of the minor.**

+ Thumb impression shall be attested by two witnesses.

FOR OFFICE USE ONLY

Nomination Cancellation Serial No.....

Date

Signature(s) of Bank officials

..... Tear Here

ACKNOWLEDGEMENT

Name

Customer ID

Received Nomination Cancellation Form SL2 for A/c Nos.....

Signature & Date Receipt Stamp

NOMINATION VARIATION FORM SL 3

Variation of nomination under sections 45ZE and 52 of Banking Regulation Act, 1949 and Rule 4(6) of the Banking Companies (Nomination) Rules, 1985 by sole hirer in respect of safety locker

I,(name and address) cancel the nomination made by me in favour of(name and address) and hereby nominate the following person to whom in the event of my death/minor's death (name and address of, branch/office in which the locker is situated) may give access to the locker and liberty to remove the contents of locker, particulars whereof are given below:

Lock er			Nominee			
Type of Locker	Locker No	Additional details if any	Name, address and contact No	Relationship with hirers, if any	Age	Nominee's DOB if nominee is minor

Place:

Date:

**Name(s), signature(s) and address(es)
impression of witness(es)+**

***Signature/Thumb
of hirer**

***Where the locker is hired solely in the name of a minor, the nomination should be signed by a person lawfully entitled to act on behalf of the minor. + Thumb impression shall be attested by two witnesses.**

FOR OFFICE USE ONLY

Nomination serial No.....

Date

Signature(s) of Bank officials

.....

ACKNOWLEDGEMENT

Name

Customer ID

Received Nomination Variation Form SL3 for A/c Nos.....

Signature & Date Receipt Stamp

NOMINATION VARIATION FORM
SL 3A

(By Joint Hirer of Safety Locker)

Variation of nomination under sections 45ZE and 52 of the Banking Regulation Act, 1949

and Rule 4(7) of the Banking Companies (Nomination) Rules, 1985 by joint hirers in respect of safety locker

We,.....

.....(names and addresses) cancel the nomination(s) made by us in favour of.....[names and address(es)] and hereby nominate the following person (s) to whom in the event of the death of one or more of us,

.....(name and address of branch/office in which the locker is situated) may give access to the locker and liberty to remove the contents of the locker, particulars whereof are given below, jointly with the survivor or survivors of us.

Lock er			Nominee			
Type of Locker	Locker No	Additional details if any	Name, address and contact No	Relationship with hirers, if any	Age	Nominee's DOB if nominee is minor

Place:

Date:

**Name(s), signature(s) and address(es)
impression of witness(es)+**

***Signature/Thumb
of hirer**

***Where the locker is hired solely in the name of a minor, the nomination should be signed by a person lawfully entitled to act on behalf of the minor. + Thumb impression shall be attested by two witnesses.**

FOR OFFICE USE ONLY

Nomination Serial No.

Date

Signature(s) of Bank officials

ACKNOWLEDGEMENT

Name	Customer ID
------------	-------------------

Received Nomination Variation Form SL 3A for A/c Nos.....

Signature & Date Receipt Stamp

**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 (
iii) _____

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

Shri/Smt. _____

Address _____

(Signature) _____

Shri/Smt. _____

Survivors of Address _____
hirers

(Signature) joint

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 _____

(* Delete whichever is not applicable)

Locker Agreement

SAFE DEPOSIT LOCKER AGREEMENT

**THIS LOCKER AGREEMENT IS MADE BETWEEN THE SUNDARLAL SAWJI URBAN COOP BANK LTD., JINTUR AND -----
----- AT THE ----- AND ON THE DATE -----
----- AS STATED IN THE SCHEDULE HERETO (THE
“AGREEMENT”).**

The expression “the Bank” shall include its successors, administrator and assigns and the expression “the Customer” shall include, when the Customer is:

- (a) one or more individuals, his/ her/ their heirs(s), executors, administrators) and legal representative(s);
- (b) a proprietorship firm, the proprietor and his/ her heirs(s), executor(s), administrator(s) and legal representative(s);
- (c) a partnership firm, such firm and its successor, such firm’s partners, the survivor or survivors among them and the heir(s), executor(s), administrator(s), legal representative^ of each one of them;
- (d) a Hindu Undivided Family (HUF), its members and their survivor(s), legal heir(s), executors, administrators) and legal representative(s); and
- (e) a limited company, its successors.

(The Bank and the Customer are each referred to as a “Party” and collectively as “Parties”)

WHEREAS:

- (A) The Customer being desirous to avail of safe deposit locker facility, has approached the Bank for such facility;
- (B) The Bank is agreeable to provide to the Customer the safe deposit locker facility subject to certain terms and conditions; and
- (C) The Parties have decided to enter into this Agreement to set out the understanding between them in this regard.

IT IS AGREED BY AND BETWEEN THE PARTIES AS FOLLOWS:**1. LOCKER LICENCE**

1.1 The Bank as a licensor hereby grants to the Customer as a licensee, the licence to use the safe deposit locker, the details of which are more particularly described in the Schedule to this Agreement (hereinafter referred to as the “Locker”), subject to the terms and conditions as set out under this Agreement.

1.2 The Customer hereby accepts the license granted in terms hereof for fee as specified in the Schedule by way of rent (the “**Rent**”).

1.3 The license to use the Locker hereby granted is:

- (a) Personal and for the Customer’s own use and not for the use of any person other than the Customer;
- (b) Non- transferable;
- (c) Only for legitimate purposes such as storing of valuables like jewelry and documents but not for storing any cash or currency;
- (d) Not for storing:
 - (i) arms, weapons, explosives, drugs and/ or any contraband material; and or
 - (ii) any perishable material and/ or radioactive material and/ or any illegal substance; and/or
 - (iii) any material which can create any hazard or nuisance to the Bank or to any of its customers.

2 The Customer shall have no right or property in the Locker other than the right to access and use the Locker in accordance with the terms and conditions specified under this Agreement.

3 The Customer shall be allowed to operate the Locker:

- (a) On a working day of the Bank during the specific time notified from time to time by the Bank for locker operation and in absence of such notification, during the business hours of the Bank. However, in the event of the Bank is not being able to operate for any reason beyond its control such as flood, riot, curfew, lockout etc., the Bank shall not have any obligation to allow operation of Locker;
- (b) After the Customer entering the details of such operation in the Bank’s records in the form and manner as stipulated by the Bank; and
- (c) After the Customer provides identity proof if so demanded by the Bank.

1 A. CUSTOMER’S RIGHTS

- (a) The Customer shall have, subject to terms of this agreement, a right to use theLocker for keeping belongings and expect reasonable care by the Bank for protecting such belongings and in case of the Bank’s failure to do so, avail of such remedies as may be available from time to time under the applicable law and regulations.

- (b) The Bank acknowledges the Customer's rights as may prevail from time to time under the applicable law and regulations.

2. CUSTOMER'S UNDERTAKINGS AND OBLIGATIONS

21 The Customer shall:

- (a) Use the Locker only for the purpose for which it is provided and in accordance with applicable law and regulations;
- (b) Abide by rules and regulations for locker operation as the Bank may from time to time adopt;
- (c) Keep the key, password or any other identification mechanism provided by the Bank for opening of the Locker in a place of safety, not share the same with any other person and not allow the same to fall into hands of any other person, so as to save unauthorized use of the Locker;
- (d) Operate the Locker only using the key, password or any other identification mechanism provided by the Bank and not otherwise;
- (e) Not to temper with or make a copy of key or any other identification mechanism provided by the Bank for operation of the Locker;
- (f) Inform the Bank forthwith in case of loss of the key, password or any other identification mechanism provided by the Bank for the operation of the Locker;
- (g) Return forthwith to the Bank in case of finding the key, password or any other identification mechanism provided by the Bank for the operation of the Locker, earlier having been reported to the Bank as lost;
- (h) Pay to the Bank the Rent when due and bear all costs incurred by the Bank for-
- (i) Changing the lock and repairs to the Locker on the Customer's reporting of loss of key provided by the Bank; and
- (ii) Breaking open of the Locker in terms of this Agreement.
- (i) Inform the Bank forthwith in case of the change of address of the Customer providing new address and contact details including phone number, email id, mobile number etc.

A BANK'S RIGHTS

A1 The Bank shall have a right to:

- (a) Recover the Rent and any other cost incurred by the Bank in relation to the Locker to the debit of the Customer's account, in the event the same is not paid by the Customer, when due; and
- (b) Refuse access to the Locker-
 - i) In case the rent due on the Locker remains unpaid; and
 - ii) Customer fails to provide proof of identity when demanded by the Bank, at the time of seeking access to the Locker.

3.2 Termination of License

- 3.2.1 The Bank shall have, in the event of the Customer's breach of or default under this Agreement and/ or the Bank being of the view that the Customer is not co-operating and/or complying with the terms and conditions of this Agreement, a right to terminate this Agreement and the license granted hereunder, after issuing to the Customer a prior written notice of not less than 3 (three) months by registered post or speed post (and also by (i) email where email id of the Customer is available; and (ii) SMS and/or WhatsApp where the mobile phone number of the Customer is available) ("Termination Notice").
- 3.2.2 Upon receipt of the Termination Notice, the Licensor shall forthwith and before the end of the notice period stipulated under the Termination Notice surrender and vacate the Locker and handover the keys, password or any other identification mechanism and documents provided by the Bank for opening of the Locker, to the Bank.

3.3 Breaking open of the Locker and dealing with its contents

- 3.3.1 The Bank shall have a right to break open the Locker and deal with its contents in accordance with the provisions under this Agreement, the Bank's internal policy (ies) and procedure(s) and the applicable laws and regulations, in case of any one or more of the following events-
- (a) In the event Termination Notice in accordance with Clause 3.2.1 hereof is served to the Customer and the Customer does not surrender and vacate the Locker after the end of the notice period stipulated under the Termination Notice;
 - (b) The Rent remains unpaid for 3 (three) consecutive years; and
 - (c) The Locker remains inoperative (irrespective of whether Rent is paid or not) for a period of 7 (seven) years or more; and the Customer cannot be located by the Bank.
- 3.3.2 Before exercising the right to break open the Locker, the Bank shall send to the Customer a notice (in addition to the Termination Notice under Clause 3.2.1 above) in writing of not less than 3 (three) months by registered post/speed post (and also by (i) email where email id of the Customer is available; and (ii) SMS and/or WhatsApp where the mobile phone number of the Customer is available) of the Bank's proposed action of breaking open of the Locker ("Break Open Notice").
- 3.3.3 Notwithstanding, anything contained under this Agreement the Bank shall take all possible efforts to contact the Customer by sending messages on mobile phone of the Customer, sending a personal messenger to the

Customer's address, making phone calls on the Customer's land line/mobile phone etc. before breaking open of the Locker.

- 3.3.4 In case the Termination Notice and the Breaking Open Notice as foresaid sent by the Bank is returned undelivered or the Customer is not found to be traceable despite the Bank having taken **reasonable efforts** including those stated under Clause 3.3.2 and 3.3.3 above, the Bank shall, before breaking open the Locker, issue a public notice of not less than 3 (three) months about the Bank's intention to break open the Locker, in minimum 2 (two) newspapers (one in English and another in local language) in the same location where the Customer resides as evidenced by the Customer's address as stated in the Agreement or as further communicated by the Customer to the Bank.
- 3.3.5 The breaking open of Locker would be done in the presence of a committee consisting of 2 (two) officers of the Bank and 2 (two) independent persons acting as witnesses. In the event of electronically operated Locker (including Smart Vaults), the use of 'Vault Administrator' password for opening of locker shall be assigned to a senior official and complete audit trail of access shall be preserved.
- 3.3.6 Upon breaking open of the Locker, having followed the procedure as set out above, the Bank shall prepare inventory of the contents of the Locker and get valuation of the contents done by the Bank's approved Valuer and the contents of the Locker shall be kept in sealed envelope along with detailed inventory inside a fireproof safe in a tamper-proof way.
- 3.3.7 In addition to the above, the Bank shall also record a video of the break open process together with inventory assessment and safe keep and preserve the same so as to provide evidence in case of any dispute or court case in future.
- 3.3.8 Furthermore, the Bank shall also ensure that the details of breaking open of locker is documented in the Bank's Core Banking System (CBS) or any other computerized system compliant with the Cyber Security Framework issued by RBI from time to time, apart from locker register.
- 3.3.9 Disposal of the articles of the Locker as recorded in the inventory prepared in the manner as stated in the paragraphs above, shall be done either by sale in public auction and the sale proceeds shall be applied first towards the Customer's dues to the Bank (including outstanding Rent, breaking open charges and any other dues) and balance be refunded to the Customer or held for the disposal at the order of the Customer.

3.3.10 Before sale of the contents of the Locker by conducting public auction, a notice of not less than 3 (three) months in writing by registered post/ speed post (and also by (i) email where email id of the Customer is available; and (ii) SMS and/or WhatsApp where the mobile phone number of the Customer is available) shall be issued by the Bank to the Customer about the intention of the Bank to auction the contents of the locker for recovery of the dues to the Bank. The said notice ("Auction Notice") shall contain the date, time and place of auction and a copy of the inventory of the contents of the Locker made in terms hereof

4. THE BANK'S DISCHARGE FROM OBLIGATIONS AND LIABILITY

- 4.1 The Bank shall not be liable for in any case for deterioration or damage to the contents of the Locker whether caused by rain, flood, earthquake, lighting, civil disturbance or commotion, riot or war or in the event of any terrorist attack or by any other similar cause(s).
- 4.2 The Bank shall not be liable for any damage/ loss of contents of the Locker arising from any act that is attributable to the fault or negligence of the Customer whatsoever.
- 4.3 The Bank shall be discharged of its obligations and shall not be liable for any cost, loss or liability incurred by the Customer (including for any damage and/or loss of contents of Locker) in the event the Locker is broken open and its contents dealt with in keeping with the provisions of this Agreement.
- 4.4 Regardless of the above, the Bank's liability on the Locker shall always be subject to limitation under the applicable law and regulation.
- 4.5 The contents of the Locker shall in no manner be considered insured by the Bank, and the Bank shall not have any liability to insure the contents of the locker against any risk whatsoever.

5. LAW AND JURISDICTION

This Agreement is made subject to Indian law and all matters arising out of it shall be subject to the jurisdiction of courts at the place where the Bank is situated or in the jurisdiction of which the Bank falls.

SCHEDULE

Place: -----

Date: -----

1. PARTIED TO THIS AGREEMENT

1(A)	THE BANK	
	BRANCH	
1(B)	THE CUSTOMER	<p>NAME AND ADDRESS:</p> <p>1 ----- ----- , -----@-----<u>.com</u></p> <p>Name: Address: Email ID: Telephone Number: Mobile Number:</p> <p>2 ----- ----- , -----@-----<u>.com</u></p> <p>3 ----- ----- , -----@-----<u>.com</u></p> <p>Name:Address:Email ID:Telephone Number:Mobile Number:</p>
2	DESCRIPTION OF LOCKER	<p>LOCKER NUMBER AND TYPE:</p> <p>KEY NUMBER: ---</p>
3	LOCKER RENT PER YEAR	<p>Rs.in figures): -----/-</p> <p>Rs. in words):</p> <p>(As may be revised from time to time)</p>

4	PERIOD OF LICENCE	1 (One) year from the date of this Agreement which at the end of such one year shall stand automatically extended for a further period of 1 (one) year every time unless terminated in terms hereof.
5	OPERATING MANDATE	
6	ANY OTHER TERM	

IN WITNESS WHEREOF, the Parties hereto have executed this Agreement

For the Customer			
Signature			
Name			
Designation/Capacity*			
(* in case where the Customer is non individual/not signing in person)			
For the Bank : -----			

Signature :
 Name of Signatory :
 Designation :

Safe Deposit Lockers: Standard Operating Procedure (SOP).

Safe Deposit Lockers is one of the facilities offered to our customers by SUNDARLAL SAWJI URBAN COOP Bank, as an ancillary service, for safekeeping of valuables and documents. This note provides the SOP for Safe Deposit Lockers covering the following topics.

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To
pic

- 1 Locker Allotment
- 2 Locker Access
- 3 Addition or Deletion of Hirers
- 4 Nomination: Addition, Modification, Cancellation
- 5 Addition of Power of Attorney
- 6 Locker Key Lost
- 7 Locker Surrender
- 8 Locker Break Open.

**Locker
Allotment:**

Both Savings and Current Account Customers can avail the facility of a Safe Deposit Locker. There can be maximum of five hirers in a locker. To avail a Safe Deposit Locker facility, a locker application, locker agreement and two photographs are required. Additionally, for Current Accounts, a Board Resolution (certified by the Chairman and countersigned by the Company Secretary under the company seal) mentioning the persons authorized to access the locker and the mode of operation, along with KYC of the person(s) authorized to access the locker will be required.

Locker rent will be collected in advance for the entire year. To facilitate timely collection of the locker rent, the locker hirer should have an operative account with SUNDARLAL SAWJI URBAN COOP Bank that is not due for Re-KYC/not in freeze/dormant/inactive status. If the Account is due for Re-KYC or is dormant, the process of Re-KYC and dormant account activation as per RBI guidelines on Master Direction – Know Your Customer (KYC) Directions, 2016, will be followed. If the customer does not have an account, one will have to be opened in line with the Master Direction – Know Your Customer (KYC) Directions, 2016 of RBI.

Locker break open charges may be collected from the locker hirer(s), as a Security Deposit. In case of non-payment of the rent, the same shall be collected from the Term Deposit.

If locker is not available at that point of time in a particular branch, the customer has the option to place a request for locker for which bank will provide a wait list number, along with the acknowledgement.

Locker Access:

Locker can be operated only during Banking hours. The locker should be opened with the key provided by SUNDARLAL SAWJI URBAN COOP Bank and can be operated as per the mode of operation selected at the time of locker allotment and the power of attorney (POA) holder (if provided and updated in the Bank's records). Locker hirer/POA holder will be required to make an entry in the register at the time of locker operation and post completion of the locker operation.

Only one locker will be allowed to be operated at a time, to ensure privacy. On completion of the locker operation, the locker hirer should check the area to ensure that no articles are left behind and the locker is properly closed. Post locker operation, the Bank shall send an e-mail and SMS to the customer before the end of the day as a positive confirmation, intimating the date and time of the locker operation.

The locker needs to be operated at least once in two years failing which the locker

will be deemed as 'inoperative'. The locker will be deemed as 'inoperative' even if the rent is being paid regularly. Once the locker is deemed 'inoperative' the locker hirer needs to be provided a letter, as per the mode of operation stating the reason for non-operation of locker and then operate the locker to activate the same.

Addition or deletion of Hirers:

A. Addition of Hirers:

To add a hirer, a Request Letter signed by all the locker hirers is required. Additionally, a new locker application, locker agreement, KYC of the new hirer and photographs of all hirers will also be required. The new application form and agreement should mention the revised mode of locker operation.

B. Deletion of Hirers:

A Request Letter signed by all the locker hirers is required for deletion of the locker hirer. Additionally, the new mode of operation needs to be mentioned in the Request Letter. At least one hirer should have an operative SUNDARLAL SAWJI URBAN COOP Bank Account, for collection of the locker rent.

Nomination: Addition, Modification, Cancellation.

Topic	Process	Forms
Addition	The Form should be signed by all the hirers for either nomination addition, modification or cancellation.	SL 1 – Single hirer SL 1A – Joint hirers
Cancellation	There can be as many nominees as there are locker hirers. That is, the number of nominees cannot exceed the number of hirers.	SL 2
Modification		SL 3 – Single hirer SL 3A – Joint hirers

Nomination permissible	Nomination not permissible
When locker is in an individual's name.	In favour of a corporate body/firm/trust/association/society or any identity other than an individual.
When locker is hired by two or more hirers under the mode of operation as 'jointly'.	
When locker is hired by two or more hirers under the mode of operation as 'E' or 'S', 'Any' or 'Survivor', etc.	
Minor, can also be a nominee.	

At the time of nomination, locker hirer has the option to provide a photograph of the nominee.

Addition of the Power of Attorney:

A Power of Attorney (POA) can be added in a locker by the locker hirer(s). A Request Letter signed by all the locker hirer(s) along with a POA in the Bank's format, photograph and KYC of the POA holder will be required. The POA should be notarized and mention the specific locker number, which the POA is being authorized to access on behalf of the lockerhirer(s). POA can only operate a locker. POA cannot place a request for locker allotment or locker surrender.

Locker Key Lost by the Locker Hirer:

A locker hirer should immediately notify the Bank on the loss of the locker key and place a request for a new key. The Request Letter and indemnity, as per the Bank's format, will be required to be signed by all the locker hirers. The cost of the new key and charges for break open will be recovered from the locker hirers. The locker hirers will be intimated by the Bank mentioning the date and time, once the appointment is fixed with the vendor. Presence of all the locker hirers will be required at the Bank branch for obtaining a new key on the abovementioned date and the time fixed with the vendor. If key found after break open of locker, locker hirer need to submit key in the branch.

Locker Surrender:

The hirer(s) can surrender the locker at any time, during the contract period. **All locker hirers should be present for surrender.** If one hirer is not able to visit the branch, an Authority Letter providing consent to the other hirer(s) to complete the locker formalities on their behalf, should be provided. If the locker is vacant, a hirer can depute an agent with the Authority Letter, key and by authenticating the agent signature. The agent needs a carry copy of KYC and the original documents for verification.

Locker operation will be allowed as per the mode of operation, to empty the locker contents. Locker should be surrendered in vacant condition and by handing over the key to the bank official. In case the key is lost, the procedure mentioned under topic 6 - Locker Key Lost, will be followed.

In case the locker rent is due, same needs to be paid prior to locker surrender. If locker rent is collected in advance, the proportionate amount of advance rent collected shall be refunded.

Locker Break Open:

There are four scenarios under which the Bank will conduct a break open of the locker.

On customer request, due to loss of the locker key: Charges for key replacement will be recovered from the locker hirer. Key replacement will be done by an

authorized technician in the presence of the locker hirer and the bank official.

Attachment and recovery of contents by any Law Enforcement Agency: Bank shall inform the locker hirer through a letter and on the registered email-ID that Government authorities have approached them for attachment and recovery or seizure of the locker or its articles

Non-payment of locker rent: Bank shall initiate the process of locker break open, if the rent has not been paid by the customers for three years in a row

If the locker remains inoperative for a long period of time: If the locker remains inoperative for a period of seven years and the locker hirer cannot be located, even if the rent is being

paid regularly, SUNDARLAL SAWJI URBAN COOP 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.

Prior intimation will be sent by the Bank to the locker hirer(s), post which, in case of no response from the locker hirer(s) the locker will be accessed by the Bank in case of non-payment of the locker rent and inoperative locker. If the letter is returned undelivered, a public notice shall be issued in two local leading newspapers, one of which shall be English and another in a vernacular language, giving reasonable time to the locker hirer or to any other person/s who has interest in the contents of the locker, to respond. Content of the locker (if any) will be kept in a sealed envelope, along with the detailed inventory.