DECEASED HOLDERS AND MISSING PERSONS

POLICY AND PROCEDURES

Table of Content:

1. **Objective:**

This document describes the process that will be followed by Citibank N.A., India ("**Citibank**" or "**the Bank**") for payment of the balance to the clear credit of the deceased account holder or missing person, as the case may be to the claimant/legal heirs/ nominee/ survivor, as the case may be ('**Claimant(s)**') or treatment of pipeline flows (i.e. flows after the death of account holder and before the account is normalized) upon receipt of information of death of an account holder or that the account holder is missing, in line with the Reserve Bank of India Circular ref. DBR No.Leg.BC.21/09.07.006/2015-16 dated July 1, 2015 as amended from time to time.

This policy is only applicable for current account and term deposits (if any) maintained by sole proprietorship concerns and partnership firms (other than limited liability partnerships (LLP)). This policy does not cover services/products such as safe deposit lockers/return of safe custody articles to survivors/ nominee/legal heir as Citibank does not offer these services/products.

2. **Policy:**

Upon receipt of a written intimation/information from the Claimants or any reliable sources (electronic media coverage newspaper obituary columns, relatives including children, spouse, employees of the firm etc.), as Citibank deems appropriate, about the death of the sole proprietor/partner or that the sole proprietor/partner is missing, the treatment of the respective type of account would be as follows.

Note:

- It must be verified that there is no order of any Court/Statutory Authority/Law Enforcement Agency restraining payment to the Claimant(s).; based upon NIL orders confirmation received from Central Notices Team who monitors the notices/ court orders/notices from statutory authorities/law enforcement agencies.

- In case there is pending order of any Court/Statutory Authority/Law Enforcement Agency; the balance demanded as per the said order cannot be released to the Claimants. The account will be kept open and in No Debit/No Credit status till the matter before/ with the Court/Statutory Authority/Law Enforcement Agency is resolved.

- In case there is unencumbered balance available over and above the balance or Term deposit which is blocked due to Order of Court/Statutory Authority/Law enforcement agency, the same can be released in favour of the Claimants based on the required documentation. Thereafter, the account will be kept open and in No Debit/ No Credit status till the matter before/ with the Court/Statutory Authority/Law Enforcement Agency is resolved.

- In case documents listed below are not provided, the current account and/or term deposit will remain in No Debit/No Credit status. In the case of balances lying in current account of sole proprietorship concern, interest will be paid only from 1st May, 1983, or from the date of death of the depositor, whichever is later, till the date of repayment to the Claimant/s, at the rate of interest applicable to savings deposits for the period for which the funds were with the Bank.

- ❖ The claim forms have been put on bank's website prominently so that Claimants of the deceased depositor can access and download the forms without having to visit the Bank for filing the claims with the Bank.

- ❖ Owning to secrecy and confidentially obligations, the Bank cannot share the balances/ details of the account with the Claimant/s unless the required documents as per this policy are submitted.

3. **Sole Proprietorship Account:**

The sole proprietorship account would be put on no debit and no credit status to prevent any misuse of funds. The relationship manager/coverage banker will do required appropriate due diligence by calling the client representative OR visiting the client's premises to verify the authenticity of communication and to procure documents required under this Policy for submission by Claimant(s).

However, if Claimant(s) requires , an estate account; Citi will not be able to support the request. We will transfer the balance to the estate account as may be opened in the name of the Estate of deceased Sole Proprietor for pipeline flows/ credits with other bank via Demand Draft. Post the balance transfer sole proprietorship account with Citi will be closed.

(a) **<u>Accounts with Nominee:</u>**

The balance funds in the current account and/or term deposits, if any, will be disbursed to the nominee, if nominee is already registered in the account subject to submission of the following documents. Post that current account and/or the term deposit will be closed and any further payments would be returned to the remitter and Claimant(s) would be required to approach the remitter to effect the payments.

Documentation requirement:

1. Declaration from Nominee (Refer **Annexure 2** for format when nominee is declared)
2. Certified true copy* of death certificate of the Sole Proprietor. After verifying the copy with the original, the original death certificate will be returned by the Bank.
3. Certified true copy of photo identity and address proof of the Claimant(s). After verification with the original, it will be returned by Bank.
4. Declaration to be taken from the Claimant (s) in case of delay of more than 3 months in intimation of death of Sole Proprietor (Refer **Annexture 4** for format)
5.

(b) **<u>Accounts without Nominee :</u>**

If no nominee is registered in the account, the Claimant(s) will have the right to claim the balance funds in the account. The documents for claim settlement, depending on the threshold as detailed below, will be provided to the Bank.

(i) For accounts below threshold limit of INR 5 Lakhs:

Documentation requirement:

1. Duly executed Claim application form (Refer **Annexure 1** for format when no nominee is declared)
2. Certified true copy* of death certificate the of Sole Proprietor. After verifying the copy with the original, the original death certificate will be returned by the Bank.
3. Certified true copy of photo identity and address proof of the Claimant(s). After verification with the original, it will be returned by the Bank.
4. No Objection Certificate to be obtained from other legal heirs(Claimant(s)) of the deceased in case if the balance is required to be released to only one legal heir (Refer **Annexture 5** for format)
5. Declaration to be taken from the Claimant (s) in case of delay of more than 3 months in intimation of death of Sole proprietor (Refer **Annexture 4** for format)
6. Duly stamped & notarized Indemnity deed (**Annexure 3**)

**Copy may be certified either by a bank officer upon sighting the originals or by notary public or Indian embassy abroad.*

(ii) For accounts above threshold limit of INR 5 lakhs:

Documentation requirement:

In addition to the documents listed in Section 1(b)(i), the Claimant(s) shall submit probated Will /Letter of Administration/Succession certificate from appropriate Indian Court and, or Legal Heir Certificate from Tahsildar of Revenue department or as per local laws.

<u>Note</u>:

❖ Upon receipt of intimation of death of the Sole proprietor, the account of the sole proprietor shall be placed in no debit and no credit status, and the documents required as listed above for release of the current account balance and term deposits if any in the specified bank account shall be submitted by the Claimant(s).The Claimant should appreciate/acknowledge that the payment from the Bank is being received by the Claimant(s), merely as a trustee of the legal heir.

❖ Subsequent to payment of the proceeds to the Claimant, the current account and/or term deposit will be closed, and any further payments would be returned to the remitter and the survivor(s)/nominee/legal heir(s) would be required to approach the remitter to effect the

❖ payments.

4.Partnership Accounts:

This is applicable to partnership firms which are governed by the Indian Partnership Act, 1932 (other than LLPs which is governed by the Limited Liability Partnership Act 2008). In case of death of a partner, the account would be placed on "No Debit and No Credit " Status/upon receipt of written communication /intimation to coverage banker w.r.t demise of the partner. Coverage banker will do required appropriate due diligence by calling client representative OR visiting client premise to verify the authenticity of the communication and to procure relevant documents as per this Policy. Further, the partnership deed will be reviewed to check on the following aspects:

(I) If there are **only two partners and upon death of one of the partners,**

Since the number of partners would be less than the minimum of two partners as per the Partnership Act, the account would be placed on "No Debit" Status/ No Credit" Status upon receipt of written communication /intimation to coverage banker w.r.t demise of the partner. Coverage banker will do required appropriate due diligence by calling client representative OR visiting client premise to verify the authenticity of communication and to procure relevant documents as per this Policy.

A. **In case the legal heir(s) of the deceased partner in such above partnership firm, does not join the reconstituted firm** and the surviving partner along with the legal heirs of the deceased partner desires to claim the balance funds lying in the account, following additional documents to be submitted:

Documentary evidence in the form of memorandum of settlement confirming settlement of dues(Current account balance & Term deposits if any) to the legal heirs of the deceased partners.

B. **If legal heirs of deceased have joined the reconstituted firm**:

Reconstituted deed duly executed by all surviving partners and all legal heir(s) of deceased partner.

C. **If legal heirs of deceased have not joined the reconstituted firm but the firm is reconstituted with new partner(s):**

1. Reconstituted deed executed by the surviving partner and new partner/s

2. Indemnity for settlement of dues duly executed by legal heirs of the deceased partner (**Annexure 3**).

3. Certified true copies of the final accounts of the partnership firm evidencing the share of the deceased partner in the balance (Current balance and Term deposits if any) lying in the account of the firm, duly prepared by a Chartered Accountant

(II) **If there** are **more than two partners, upon such death of one of the partners:**

The account will be placed under "No Debit and No credit " status until submission of the reconstituted deed of partnership along with the letter of authorization duly signed by all partners confirming the authorization of partner(s) for operation of account in addition to the minimum set of documents listed below.

Coverage banker will do required appropriate due diligence by calling client representative OR visiting client premise to verify the authenticity of communication & to provide relevant documents as per this policy.

(i) In case if the legal heir(s) of the partners does not join the reconstituted firm, documentary evidence in the form of memorandum of settlement confirming settlement of dues (Current account balance & term deposit if any) to the legal heirs of the deceased partners should be submitted additionally along with documents as required as per this policy.

If the Firm along with the legal heirs of the deceased partner desires to claim the balance funds lying in the account, the balance funds (Current account balance & term deposits if any) as per memorandum of settlement can be released to Claimant(s) against the submission of death claim documentation as per this policy by the surviving partner(s) and the legal heirs of the deceased partner.

(ii) In the event of a death of a partner, if there is a provision in the partnership deed for dissolution of the partnership upon such death of any partner(s) or partners voluntarily decide to dissolve the firm, account would be placed under No Debit and No credit status. Upon submission of death claim documentation by the surviving partner and legal heir(s) of the deceased partner as per this policy, the balance in the account (Current account balance & term deposits if any) may be settled as per provisions with respect to dissolution of partnership deed (if any) or settlement deed/partnership dissolution deed between partners.

(iii) For other cases where partnership deed provides ***reconstitution of partnership*** OR **deed is silent and leaves it upon the partners to decide further course of action** upon death of any partners and the partners have decided to reconstitute the firm, following additional documents to be availed:

A. ***If legal heirs of deceased have joined the reconstituted firm***

1. Reconstituted deed duly executed by all surviving partners and all legal heir(s) of deceased partner.

B. ***If legal heirs of deceased have not joined the reconstituted firm***

1. Reconstituted deed executed by all surviving partners

2. NOC/Indemnity for settlement of dues duly executed by the legal heirs of the deceased partner (**Annexure 3**).

3. Certified true copies of the final accounts of the partnership firm evidencing the share of the deceased partner in the balance (Current balance and Term deposits if any) lying in the account of the firm, duly prepared by a Chartered Accountant

<u>Below set of minimum standard documents in addition to the documents listed above for each case.</u>

5.Minimum Documentation requirement :

1. Duly executed Claim application form (Refer Annexure1 for format)

2. Certified true copy* of death certificate of the deceased partner. After verifying the copy with the original, the original death certificate will be returned by Bank.

3. Certified true copy of photo identity and address proof of the claimant(s)**. After verification with the original, it will be returned by Bank.

4. No Objection Certificate to be obtained from other legal heirs(Claimant(s)) of the deceased in case if the balance is required to be released to only one legal heir (Refer Annexture 5 for format)

5. Declaration to be taken from the Claimant (s) in case of delay of more than 3 months in intimation of death of the partner (Refer Annexture 4 for format)

6. Duly stamped & notarized Indemnity deed (Annexure 3) from the Claimant.

7. Legal representation in the form of legal heir certificate/Probate/letter of administration/succession certificate in favor of the Claimant(s)

The processing of claim is expected to be completed, ordinarily, within 15 days from the date of receipt of all the required documents by the Bank from the nominee/claimant(s)/survivor(s). Payments will be made by the Bank to the claimant(s)/ nominee/ survivor(s).

In Business Control (IBC) team will take quarterly update w.r.t details of the number of claims received pertaining to deceased depositors. This will be used for reporting to the Customer Service Committee of the Board.

In case Deceased Depositor (partner or sole proprietor, as the case may be) has Will or administrator is appointed

- The executor/ administrator will be added as signatory to account
- The death of the Executor, his duties will be vested in the surviving Executor(s), who will be added as signatory to account .
- If he/she was the sole Executor, his/her Executors would carry on the Executorship, who will be added as signatory to account.
- On the death of the only/last Administrator, fresh letters of Administration will be required, and a the new Administrator will be added as signatory to the account

- ❖ In addition to the documents listed under each section (as may be applicable), the following documents need to be submitted to the Bank:
    a. Probated Will/Letter of Administration

6.Interest payable on the deposit account of deceased depositor:

a. The interest payable on the deposit account of deceased depositor at the rate of savings deposit rate of interest is applicable for current account of sole proprietorship only

b. **Premature termination of Term Deposit accounts**

- ❖ Premature withdrawal of deposits will be permitted without any penal interest & charges by whatever name called
- ❖ In case of deposits held jointly, the maturity proceeds will be paid to Survivor directly. However, if the Survivor needs to withdraw by premature closure of Deposit, then the claim documentation and NOC of all the legal heirs of the deceased deposit holder along with Survivor will be obtained.
- ❖ However, in case joint depositors of term/fixed deposits with "Either or Survivor" mandates, premature withdrawal of their deposits by one of the joint depositors upon the death of the other will be allowed provided the consent form in this regard duly signed by both/ all the depositors has been submitted to the Bank during the lifetime of all the /deposit holders.

Important Note:

(a) Referring to submission of Probated Will / Letters of Administration / Succession Certificate, appropriate court:

(i) For Mumbai/Kolkata/Chennai – would be the respective High Court for probated will.

(ii) For any other cities: respective District Court for Letters of Administration/Succession Certificate.

(iii) If a Will is Probated by Foreign Court and attested by Indian Embassy in that country: such Probated Will shall be considered invalid if it includes reference to any immovable property in India, unless the Will is further probated by an appropriate Indian court.

(b) In all such situations as described above, the Bank may need additional documents as may be determined by the Bank.

(c) The Bank need not/should not be made a party to any court proceeding. In the event Bank is made a formal party then the Bank will recover the legal costs so incurred from the account balance of the deceased, with due intimation to claimant.

(d) Please refer to **Section10** for details of legal heirs applicable to deceased account holder based upon the applicable personal law in India.

7.Account of missing persons:

As per provision of section 111 of Bharatiya Sakshya Adhiniyam, 2023., presumption of death can be raised only after a lapse of seven years from the date of his/ her being reported missing. As such, the /Claimant(s) have to raise an express presumption of death of the missing person before a competent court in India. If the court presumes that he/she is dead, then the claim in respect of a missing person can be settled on the basis of the same.

Where the balance does not exceed the amount of INR 5 lakhs; the bank, upon receipt of a claim and after considering the circumstances, may release the balance to the Claimant(s), upon receipt of the following documents at minimum:

i) Certified copy of a “ First Information Report(FIR) and non- traceable report from the police authorities; equivalent report issued by police/ suitable authority may be collected for non resident missing person
ii) Duly signed, stamped and notarized indemnity bond (**Annexture-3**)

Where the balance exceeds the amount of INR 5 Lakhs; the bank, upon receipt of a claim and after considering the circumstances, will release the balance to the Claimant, upon receipt of the following documents, at the minimum :

i) Certified copy of the order of the competent Court in India Supporting the presumption of death; and

The bank will seek further documents as mentioned below, including where it remains unclear that the claimant is the sole claimant or that all persons concerned have not indemnified the bank

ii) Duly signed, stamped and notarized indemnity bond (**Annexure-3**)
iii) Duly executed Claim application form (Refer Annexure1 for format)
iv) Certified true copy of photo identity and address proof of the claimant(s)**. After verification with the original, it will be returned by Bank.
v) No Objection Certificate to be obtained from other legal heirs(Claimant(s)) of the missing person in case if the balance is required to be released to only one legal heir (Refer Annexture 5 for format)
vi) Declaration to be taken from the claimant (s) in case of delay of more than 3 months in intimation of missing of Sole proprietor /partner(Refer Annexture 4 for format)
vii) Duly stamped & notarized Indemnity deed

viii) Probated Will/Letter of Administration/Succession Certificate from appropriate Indian Court or Legal heir Certificate from Tahsildar of Revenue department or as per local laws.if applicable

ix) Declaration from Nominees (Annexture -2 Format)

**Copy may be certified either by bank officer upon sighting the originals or by notary public or Indian embassy abroad.*

8.Legal Heir Matrix:

For completing the documentary requirements, please see the matrix below for details of legal heirs applicable for deceased account holder based upon the applicable personal law in India in line with the RBI Circular DBR No. Leg. BC.21/09.07.006/2015-16 dated July 1, 2015, and IBA Model Operational procedure for settlement of claims of deceased depositors. It is clarified that in case of any conflict between and an order / certificate issued by an Indian Court/Authority and the below matrix, order/ certificate issued by the Indian Court/authority shall take precedence.

HINDUS	a) Primary Heirs of a Hindu male are: i) Son(s) ii) Daughter(s) iii) Wife iv) Mother v) Children of predeceased children vi) Widow of predeceased son vii) Children of predeceased grand children b) Primary heirs of a Hindu Female are: i) Son(s) ii) Husband iii) Daughter(s)

	iv) Children of predeceased Children c) In absence of primary heirs, the secondary heir(s) are: i) the heirs of the husband ; thirdly, upon the mother and father ; fourthly, upon the heirs of the father ; and lastly, upon the heirs of the mother.
MUSLIMS	a. Primary heirs of a Sunni Muslim are: i) Son(s) ii) Daughter(s) iii) Father iv) Mother v) Spouse (Husband/Wife) b. Primary heirs of a Shia Muslims are: i) Spouse(Husband/Wife) ii) Mother iii) Father iv) Son(s) v) Daughter (s)
CHRISTIANS	a) Primary Heirs of a Christian are: i) Spouse (Husband/Wife) ii) Son(s) iii) Daughter(s)
PARSIS	a) Primary heirs of a Parsi male are: i) Wife (Window) ii) Son (s) iii) Daughter(s) iv) Mother v) Father vi) Children of predeceased children b) Primary heirs of a Parsi female are: i) Husband ii) Son (s) iii) Daughter(s) iv) Children of predeceased children

Annexure-I

<u>Claim Application form (</u>Sole Proprietorship)**<u>:</u>**

Date:

To,

Citibank N.A

Subject: Death of account holder (Sole Proprietorship)

Dear Sir/Madam,

This letter is regarding the following accounts:

A/c No: ------------------------------------

I/We declare that the account holder(s) _______________ died on XXXXX. I/We, XXXXXXXX (Relationship of deceased) of the deceased residing at XXXXXXXXXXXX is/are the claimant/legal heir of the captioned account(s) & is over 18 years of age as the date of this claim to receive payment on his/her behalf including current a/c balances & time/term deposits.

OR

I/We declare that the account holder(s) __________________ died on XXXXX. , XXXXXXXX (Relationship of deceased) of the deceased residing at XXXXXXXXXXXX is/are the claimant/legal heir of the captioned account(s). The nominee XXXX of the captioned account (s), is minor as of the date of this claim. I, XXXXXX am the person authorized to receive payment on his/her behalf including for any Term deposits.

Yours Sincerely

Supporting Documents:

- ✓ Certified true copy* of death certificate of account holder. After verifying the copy with the original, the original death certificate will be returned by Bank.
- ✓ Certified true copy of photo identity and address proof of the claimant(s)**. After verification with the original, it will be returned by Bank. Residential address proof
- ✓ No Objection Certificate to be obtained from other legal heirs of the deceased in the event the balance is required to be released to only one legal heir (Refer Annexture-5)
- ✓ Declaration to be taken from the claimant in case there is a delay of more than 3 months in intimation of death of account holder (Refer Annexture- 4 for Format)
- ✓ In case Claimant(s) is minor, to ascertain legal guardianship to settle claims of behalf of minor, Letter of Guardianship or Court order for appointment of guardian is required

**Copy may be certified either by bank officer upon sighting the originals or by notary public or Indian embassy abroad.*

*** Photo identity and address proofs are not required for survivors in the account unless the documents in Bank's records are expired.*

Annexure-I

Claim Application form (Partnership Firms):

Date:

To,

Citibank N.A

Subject: Death of Account holder (Partnership Firms)

Dear Sir/Madam,

This letter is regarding the following accounts:

A/c No: ------------------------------------

I/We declare that the account holder(s) (One of the partners)_________________ died on XXXXX. I/we am/are the partners (As applicable captioned under Partnership firm)/(Partners & legal heirs of deceased partner) of the account holder residing at XXXXXXXXXXXX and is/are the Claimant/legal heir of the captioned account(s)& is/are over 18 years of age as the date of this claim ; authorized to receive payment on his/her behalf including Term deposits.

Yours Sincerely,

Supporting Documents:

- ✓ Certified true copy* of death certificate of account holder. After verifying the copy with the original, the original death certificate will be returned by Bank.
- ✓ Certified true copy of photo identity and address proof of the claimant(s)**. After verification with the original, it will be returned by Bank. Residential address proof
- ✓ No Objection Certificate to be obtained from other legal heirs of the deceased in the event the balance is required to be released to only one legal heir (Refer Annexture-5)
- ✓ Declaration to be taken from the claimant in case there is a delay of more than 3 months in intimation of death of account holder (Refer Annexture- 4 for Format)
- ✓ **Dissolution of partnership**: Dissolution deed mentioning settlement of all dues to surviving partners and legal heirs of deceased partner.
- ✓ In case legal heir is minor, to ascertain legal guardianship to settle claims of behalf of minor, Letter of Guardianship or Court order for appointment of guardian is required
- ✓
- ✓ ***Reconstitution of partnership:*** If legal heir of deceased partner has joined the firm:
  - Reconstituted deed duly executed by all surviving partners and all legal heir(s) of deceased partner.
  - Legal representation in the form of legal heir certificate/Probate/letter of administration/succession certificate in favor of the Claimant(s) or
- ✓ ***Reconstitution of partnership:*** If legal heir of deceased partner has not joined the firm:
  - Reconstituted deed executed by all surviving partners

    NOC/Indemnity for settlement of dues duly executed by the surviving partners and legal heirs of the deceased partner (**Annexure 3**).

    Legal representation in the form of legal heir certificate/Probate/letter of administration/succession certificate in favor of the Claimant(s)

- No objection certificate from other legal heirs in case the amount is being released in favor of one Claimant (**Annexure 5**)
- Certified true copies of the final accounts of the partnership firm evidencing the share of the deceased partner in the balance lying in the account of the firm, duly prepared by a Chartered Accountant

✓

**Copy may be certified either by bank officer upon sighting the originals or by notary public or Indian embassy abroad.*

*** Photo identity and address proofs are not required for survivors in the account unless the documents in Bank's records are expired.*

Annexture 2: Declaration from the Nominee/Survivor- Account (Deceased)

To be used when the account has nomination or survivorship clause.

Date: XX/XX/XXXX

To,

Citibank N.A

XXXXXX

Re: A/c no: XXXXX

Dear Sirs,

I/We declare that the account holder(s) ________________ died on _XXXXX._I/We, XXXXXXXX (Relationship of deceased) of the deceased residing at XXXXXXXXXXXX is/are the registered nominee of the captioned account(s) & is over 18 years of age as the date of this claim to receive payment on his/her behalf including current a/c balances & time deposits.

OR

- ✓ I/We declare that the account holder(s) ______________________ died on _XXXXX._ XXXXXXXX (Relationship of deceased) of the deceased residing at XXXXXXXXXXXX is/are the registered nominee of the captioned account(s). The nominee XXXX of the captioned account (s), is minor as of the date of this claim. I, XXXXXX am the person authorized to receive payment on his/her behalf for the said account including any Term deposits. Letter of Guardianship or Court order for appointment of guardian is attached.

There is no order of a court of law or any dispute on account of which the Bank may not make such payment to me. I/We (Registered nominee (s)) / Legal guardian of registered nominee, in case registered nominee is a minor (Please select applicable option) confirm that I/We(Registered Nominee)/ Legal guardian of registered nominee, in case registered nominee is a minor (Please select applicable option) receive the payment from the Bank in the trust for the benefit of the legal heir(s) and beneficiaries of the deceased. I/We confirm that i/We will be responsible to ensure that the amount is made available to such persons. Accordingly, I/We ensure that the rights that any person has to the amount, are not prejudicially affected and I/We will be solely liable if the rights are so affected.

Yours Faithfully

XXXXXXXXXXXXXXXX XXXXXXXXXX

(Signature of registered nominee/ /legal guardian of registered nominee) (Name of Signee)

Annexture 2 (Continued…)

☐ Close the captioned account(s) and send the proceeds of the account balance(s) in name to address/ bank account as indicated below

☐ NEFT ☐ RTGS ☐ A/c to ac/ transfer ☐ Demand Draft ☐ Foreign Currency Transfer

Beneficiary Name: Beneficiary Bank :

Beneficiary A/c Number: IFSC/SWIFT/Routing Code:

Beneficiary Address: (In case of Cheque/Demand Draft)

XXXXXXX

Currency of Transfer : Mention Currency details.

Note: If you are a surviving account holder of a Term deposit account and you do not have a survivorship consent from all account holders in place for your account, you must also complete annexure 3, if you choose to pre-terminate the deposit.

OR

☐ Close the account & use the applicable account balance(s) to open a new account in my name

- If you are a surviving account holder of a Term deposit account and you do not have a survivorship consent from all account holders in place for your account, you must also complete annexure-3, if you choose to pre terminate the deposit
- Please note that in order to open a new account, you must complete the applicable account application from (Existing account holder or new applicant) and provide any documents required for account opening. You must also note that opening of a new a/c is at sole discretion of Citibank and you will not hold Citibank liable in case your application is rejected for any reason.

OR

☐ Close the captioned Account(s) and send a check for the amount of the applicable account balance(s) in name of Account holder Company/HUF/Firm as indicted below

Name:XXX

Address: XXXX

Bank details: XXX

In connection with the submission of this letter application, i/we attest and confirm the following:

- I/We (Registered Nominee (s)) are over 18 years of age as of date of this claim/ I/We are the duly appointed legal guardian of _____ (Registered Nominee) and are authorized to receive payments in their behalf (please select applicable option)

- There is no order of a court of law or any dispute regarding the account(s) that restrains the bank to release moneys in the captioned account(s).
- The information provided in this letter application is complete and accurate to the best of my knowledge, information and belief and I will be liable to compensate the Bank for any loss it may suffer as a result of any incompletion or inaccuracy in this information.
- I/we hereby indemnify and hold the Bank harmless and free at all times, from any and all harm, expenses, liabilities, damanges, claims and legal proceedings, including without limitation , any attorney's fees and costs, whether direct or indirect, which the Bank may suffer at any time as a consequence of, or arising out of taking or attempting to take or refusing to take or omitting to take, actions based on the information by me in this declaration/letter application or otherwise in connection with this claim by me/us in this declaration/letter application or otherwise in connection with this claim.
- The Bank may be pursuant to a written demand call on the undersigned to make good any claim pursuant to this indemnity and the undersigned shall without any protest or demur, deposit such amounts as may be claimed by the Bank. This declaration/letter application shall be binding to all our successors, employees, agents, executors and administrators.
- Registered nominee(s) / Legal guardian of registered nominee (please select applicable option) confirm that I/We(Registered nominee) / Legal guardian of registered nominee (please select applicable option) receive the payment from the Bank in trust for the benefits of the legal heir(s) and beneficiaries of the deceased i.e such payment to me/us shall not affect the right or claim which any person may have against me/us. I/We confirm that i/We will be responsible to ensure that the amount is made available to such persons. Accordingly, I /We will ensure that the rights that any persons has to the amount, are not prejudicially affected and I/We will be solely liable if the rights are so affected.

I/We also submit the following documents in support of this letter

Application 1: XXXXX

2: XXXXXXX

3:XXXXX

Signature XXXXXXX

Name: XXXXXXXXX

Annexture 3: Indemnity Form for deceased/Missing persons

To be executed by all the legal heirs / legal guardian of legal heir(if legal heir is a minor) <please select applicable option> and surviving partners of the deceased/missing person and duly stamped as per stamp act applicable to the state where it is executed.

(Matter not applicable in a particular case should be struck out and the striking out initiated by all the parties)

This indemnity is made and executed at (Location address) XXXXXX , on this XXXXX, day of XX/XX/XXXX by the following (Collectively referred to as the "**Obligors**" hereafter, which includes permitted assigns, executors, administrators, legal heirs and legal representatives):

Sr.No	**Name**	**Address**	**Relationship To Account**

In Favour of Citibank N.A

Whereas :

i) The following account holder(s)

XXXXXXX XXXXXXXXXXXXXXXXXXX

Holding the following a/c with the bank

Individual /Joint A/c

Has/Have,

- Died on (date) XXXXX, and left no will/ not been traceable and hence presumed dead under the provision of the law, and left no will

ii)The Obligors are the surviving legal heir(s accordingly to the law of interstate succession, applicable to the deceased account holder

iii)The Obligors have approached the Bank and have requested the Bank to release the funds in the account(s) of the deceased/ missing account holder to the following persons as, mentioned in table below, along with furnishing the bank with a succession certificate, or letters of administration or probate order

Name of Obligor	**Obligor No.**	**Amount (Only for Accounts)**

iv) The Obligors represent and warrant the following:

a. There are no claimants other than the Obligors;

b. The Obligors have commonly agreed and have no objection, to the person named in iii) above receiving the proceeds of the accounts of the deceased/missing account holder held by deceased/missing account holder.
c. There is no dispute, existing or threatened or pending litigation on account of which the Bank may not act as requested.
d. The Bank may rely on the truth and accuracy of the information provided herein to release the funds in the account(s)without insisting on production of letters of administration, succession certificate and probate order from the competent court in India.

v) The Obligor as named in (iii) above herby represents, declares and confirms that he/she will receive the payment from the Bank in trust for the benefit of the legal heir(s) and beneficiaries of the deceased i.e such payment to the person named in (iii) above shall not affect the right or claim which any person may have against him/her and he/she confirm that he/she will be responsible to ensure that the rights that any person has to the amount, are not prejudicially affected and he/she will be solely liable if the rights are so affected.

NOW, THEREFORE,

1. The bank has agreed to the request of the Obligors, based on the above information and in reliance on the foregoing representations and warranties, to pay the funds standing to the credit of the aforesaid account (s) of the deceased/missing account holder in consideration for which the Obligors hereby jointly and severally agree and undertake to indemnify and hold the Bank harmless and free at all times hereafter against any and all future claims that may be made by any person of whatsoever nature or character or identity and form any and all harm, expenses, liabilities, damages, claims and legal proceedings, including without limitation , any attorney's fees and costs, whether direct or indirect, any time as a consequence of, or arising out of taking or attempting to take, or refusing to take or omitting to take, actions based on the information provided by the Obligors in this indemnity declaration/letter application or otherwise in connection with this claim.
2. Without prejudice to the foregoing, the Obligors further jointly and severally confirm that in case any claim is received by the Bank in respect of the amounts disbursed, then on the written demand of the Bank and without any protest or demur, the Obligors shall deposit the same with the Bank. This declaration/letter application shall be binding to all our successors, employees, agents, executors and administrators.

In Witness whereof, the Obligors have signed this indemnity at the place and on the day, month and year first written above in presence of the following witnesses:

Witnesses Obligors:

1.XXXXXX 1.XXXXX

Annexure 4: Declaration from the Claimant/Survivor- Delay in intimation of death

Date: XX/XX/XXXX

To,

Citibank N.A

XXXXXXX

Re: A/c no: XXXXXX

Dear Sir,

The captioned account at your branch is in the name(s) of the account holder(s) named below:

XXXXX(A/c Title) & XXXXX (a/c no)

We declare that the account holder(s), died on XXXXXXX

I, XXXXXX, Son/daughter/wife of XXXXX residing at XXXXXXX

I am the registered nominee/Claimant in the captioned account

OR

I/We are the legal heirs of the deceased account holder.

I/We state that the Bank has been informed by me/us about death of the account holder on XX/XX/XXXX(date) and this information was not provided to the bank by me/us due to XXXXXXXXX(reason)

Please settle the balance in the account as per the claim letter by me/us. There is no order of a court of law or any dispute on account of which the Bank may not do so.

Your faithfully

Signature of registered nominee/survivor/join account holder) Name of Signee

Name: XXXX obligor : XXXXX

Name : XXXXX Obligor: XXXXXX

Annexture 5 : No Objection Letter

(To be used for cases with Multiple legal Heirs in proof of legal representation)

Date: XX/XX/XXXX

Citibank N.A

XXXXXX

Re: No objection for disbursal of funds

This letter is regarding the following account(s)

A/c Title : XXXXX

A/c no: XXXX

Held Individually/ Jointly (Select one of the option) by

XXXXXX XXXXXXX

We declare that following account holder(s) XXXXXXX have died on XXXX vide probate order/succession certificate/Legal heir ship certificate/letters of administration dated [.] the following have been recognized as legal heirs/ executors/administrators of the above deceased by XXXX(Mention details of issuing authority)

Sr.No	**Name**	**Age(Years)**	**Relationship With deceased**

We hereby confirm our no objection to bank for disbursing funds in the captioned account of deceased account holder to the following persons. We agree and confirm that we shall not hold Citibank responsible or liable at any time in this regard.

Name	**Amount (INR) (Only for Account)**

Yours Faithfully,

Name of all legal heirs Signature of all legal heirs

XXXXXXX XXXXXX

XXXXXX XXXXX