

Unclaimed Deposit Policy

Version 5

April 2024

IndusInd Bank Ltd.
Corporate Office
Mumbai

Version Control

Version	Date	Change Author	Change Reviewer
1	December 2018	Respective Product Units and Bus	GB0
2	December 2021	Respective Product Units and Bus	GB0
3	December 2022	Respective Product Units and Bus	GB0
4	March 2023	Respective Product Units and BUs	GB0
5	April 2024	Respective Product Units and BUs	GB0

1. Preamble

1.1 Reserve Bank of India, vide their circular DBOD No.Leg.BC.34/09.07.005/2008-09 dated August 22, 2008 had issued detailed instructions to banks on dealing with unclaimed deposits / inoperative accounts. Further, vide its circular DBOD. No. Leg.BC.81/09.07.005/2011-12 dated February 7, 2012, banks were advised to display the list of unclaimed deposits / inoperative accounts which were inactive / inoperative for ten years or more on their respective websites.

1.2 With a view to further strengthening the regulatory framework for inoperative accounts and unclaimed deposits, banks have been advised to put in place a Board approved policy on classification of unclaimed deposits; grievance redressal mechanism for quick resolution of complaints; record keeping and periodic review of such accounts.

1.3 The first periodic review of unclaimed deposits / inoperative accounts was to be put up to the respective bank Boards by September 30, 2012. Bank formulated its Unclaimed Deposit Policy which was reviewed and approved by the Board of Directors (BOD) in their meeting held in October 2012.

1.4 Further, RBI vide its circular no. DBOD.No.DEAF Cell.BC.114/30. 01.002/2013 dated May 27, 2014, issued directions regarding creation of “The Depositor Education and Awareness Fund Scheme, 2014”.

1.5 All unclaimed deposits are transferred to Depositor Education and Awareness Fund of RBI w.e.f from June 2014.

1.6 Vide, circular no. RBI/2023-24/105 DOR.SOG (LEG).REC/64/09.08.024/2023-24 dated January 01, 2024, RBI has issued revised instructions on Inoperative Accounts / Unclaimed Deposits in Banks to put in place comprehensive guidelines covering various aspects of classifying accounts and deposits as inoperative accounts and unclaimed deposits. The revised instructions are expected to complement the ongoing efforts and initiatives taken by banks and the Reserve Bank, to reduce the quantum of unclaimed deposits in the banking system and return such deposits to their rightful owners/ claimants.

2. Objective of the Policy

This purpose of this Policy is to lay down guidelines for

- Classification and segregation of ‘inoperative’ accounts
- Putting in place a Grievance redressal mechanism for quick resolution of complaints
- Having a proper system of Record-keeping
- Periodic review of such accounts

2.1. Classification

For the purpose of classifying an account as 'inoperative', the following customer induced transactions which are in the nature of a Financial transactions or Non-Financial Transactions or KYC updation would be considered.

- Financial Transactions: A monetary transaction in the savings/ current account of the customer with the bank either by way of a credit or debit transaction induced at the instance of customers as well as third party will be considered.
- Non-Financial Transactions: An enquiry or request for any product/ service initiated by the account holder through any ATM or internet banking or mobile banking application of the bank or through Third Party Application Providers, which requires two-factor authentication (2FA) and leaves a trail for audit purposes or successful log-in to the internet banking/ mobile banking application. Illustratively, this includes transactions such as change in transaction limit, request for issue of cheque book/ credit card/ debit card, nomination facility, balance enquiry, etc.
- KYC updation: KYC updation done in face-to-face physical mode or through digital channels such as internet banking or mobile banking application of the bank.

Further to above, mandate like Standing Instructions (SI) / auto-renewal instructions of the Term deposit shall also be treated as customer induced transactions.

2.1.1 Inoperative / dormant accounts

A savings /current account shall be treated as inoperative, if there are no "customer induced transactions" in the account for a period of over two years.

The Bank will review on a monthly basis all Savings Bank and Current Accounts to identify accounts where there have been no operations for more than one year. Such accounts will be marked as "Inactive". In cases where there is no explicit mandate to renew the term deposit, the bank will review such accounts if the customers have not withdrawn the proceeds after maturity or transferred these to their Savings/ Current account in order to prevent such deposits from becoming unclaimed. Bank will send letters or email or SMS (if the email and mobile number are registered with the Bank) mentioning that there has been no operation in their accounts/deposits in the last one year and account would become 'inoperative' if no operations are carried out during the next one year and the account holder would be required to submit KYC documents afresh for reactivating the account in such case.

In case any response is received from the account holder giving the reasons for not operating the account, the bank shall continue to classify the account as operative for one more year and the account holder shall be advised to operate the account within a period of one year. In case the account holder still fails to operate the account within the extended period, the bank shall classify the said account as inoperative account after the expiry of the extended period.

2.1.2 Follow-up with customers for activation:

Branches would enquire to find out the whereabouts of customers where letters are returned undelivered or no response is received through registered email. Branches would endeavour to contact the account holder through his contact details available as per records; in case the customer is not contactable, the branch will try to ascertain the whereabouts of the customer through the introducer / sourcing executive / Employer. In case it is known that the account holder is deceased, the branch would contact the nominee / legal heirs and extend all help for settlement of claim. For NRI Accounts, the branch will contact the customer through email and obtain confirmation of details of account.

2.1.3 Activation of Inoperative / Dormant accounts

The bank shall make available the facility of updation of KYC for activation of inoperative accounts/ unclaimed deposits at all branches (including non-home branches) and through Video-Customer Identification Process (V-CIP) if requested by the account holder, In case of dormant accounts, the dormancy status will be modified to active status on the specific request of the account holder. Operations in dormant account would be allowed after due diligence.

There will not be any charge for activation of inoperative account. Interest on Savings Bank accounts will be credited on regular basis whether the account is operative or not.

3. Unclaimed Deposits

3.1 The credit balance in any deposit account maintained with the Bank, which have not been operated upon for 10 years or more, or any amount remaining unclaimed for 10 years or more or Demand Drafts / Pay orders which are unpaid for over 10 years and 3 months will be classified as unclaimed deposits.

3.2 The Bank will transfer the balances of all such unclaimed accounts to the Depositor Education Awareness Fund (DEAF) of RBI whenever the window is opened during the month along with the interest accrued thereon on the interest-bearing accounts.

3.3 Bank will host the details of unclaimed deposits which have been transferred to DEA Fund of RBI on the website and update the same monthly.

3.4 The details will contain the names and addresses of the account holder(s) (without Pin code) and Unclaimed Deposit Reference Number (UDRN) in respect of unclaimed deposits. In case such accounts are not in the name of individuals, the names of individuals authorized to operate the accounts would also be indicated. The details hosted on the website would provide a “Search” option to enable the public to search for their unclaimed deposits using name or combination of Name and Address of the account holder / entity.

3.5 Process for claiming the unclaimed deposit / activating the inoperative account

Claim by self:

Customer can visit the nearest branch of the Bank and submit the unclaimed deposit claim form duly filled and signed along with following documents for making the a/c operative.

- Photo Identification proof
- Address Proof
- Details of accounts held
- Annexure A (For Interest bearing and Non-Interest-bearing accounts)
- Annexure B (For Demand Draft / Pay Order)

Claim by legal heir / nominee:

- For the claim process, the legal heir / nominee can visit the nearest branch of the Bank and submit the documents as advised by the branch and has also to comply with the legal requirements.

Claim by non-individual

For claim of non-individual accounts, the customer needs to submit the Claim Form on the Company's/ firm's /institution's letterhead duly signed by the authorized signatories along with their valid identity and address proofs. The customer may also be required to submit such other documents as may be requested by the Bank.

Note: Customer/Legal heir/Nominee need to carry all original documents for verification.

3.6 All unclaimed deposits will require to comply with Re-KYC norms as per RBI guidelines.

3.7 If a Fixed Deposit Receipt matures and proceeds are unpaid, the amount left unclaimed with the bank will attract rate of interest as applicable to savings account or the contracted rate of interest on the matured TD, whichever is lower.

3.8 For support on branch locations, Customers can call the contact centre.

4. Customer Awareness

For the benefit of the customers, the information on the process of activation of the inoperative account / unclaimed deposits and claiming the balances therein is available on the Bank website along with necessary claim forms and list of documents required for claiming the refund.

The bank shall also conduct public awareness and financial literacy campaigns regularly to educate the members of public about the activation of inoperative accounts/unclaimed deposits and the prescribed procedure to claim amounts lying therein by a depositor or his/her nominee/ legal heir in case of deceased depositor.

5. Grievance Redressal Mechanism for Quick Resolution of Complaints

Branch Manager is responsible for the resolution of complaints/grievances in respect of Customers. It is his/her foremost duty to see that the complaint is resolved completely to the Customer's satisfaction and ensure closure of all complaints received at the branch within a week. If the Branch Manager feels that it is not possible at his level to solve the problem, he/she refers the case to Regional Managers / Nodal Officer at Corporate Office for guidance.

4.1 Banking Customers / Stored Value Card Customers:

Banking Customers and Stored Value Card Customers can lodge complaint at Branch / Contact Centre as under:

Banking Customers and Stored Value Card Customers can lodge complaint at Branch / Contact Centre as under:

- Register at Branch through complaint register
- Contact the Branch Manager
- **Banking Customers** - Call Contact Center on following nos.:

General Banking / Exclusive Banking: 1860 267 7777 / 022 4220 7777 (Outside India)

- **Stored Value Card Customers** - Call Contact Center on following nos: ○
1860 267 7777 (India) / +91 22 61553100 (Outside India)
- Send email to Contact Centre at reachus@indusind.com

NRI customers may E-Mail us at nri@indusind.com

Exclusive customers may E-mail us at exclusive@indusind.com

Pioneer customers may E-mail us at Pioneer@indusind.com

In case, Branch / Contact Centre are unable to resolve the issue within 7 working days, Customers can escalate the same to the Regional Heads through Head - Customer Care as under:

- Email to customercare@indusind.com
- Write to Head - Customer Care at

Mr. Dickson Baptista
Head - Customer Care

OPUS Center 47, Central Road, Opp. Tunga Paradise Hotel, MIDC
Andheri (East), Mumbai 400093
Or

- Escalate the complaint through Bank's link as given below
<https://www.indusind.com/in/en/personal/grievance-redressal.html>

In case Customer doesn't receive a response from Head - Customer Care within 7 days, they may call/write to the Nodal Officer at the address/email/contact nos. provided below:

Ms. Dilnaz Sidhwa
Executive Vice President & Principal Nodal Officer
IndusInd Bank Ltd.
OPUS Center 47, Central Road, Opp. Tunga Paradise Hotel, MIDC
Andheri (East), Mumbai 400093
Tel. No.: (022) 6155 3705
Or

- Escalate the complaint through Bank's link as given below
<https://www.indusind.com/in/en/personal/grievance-redressal.html>

4.2 Credit Card Customers:

Credit Card Customers can login their complaint relating to Credit cards as under:

- Call Contact Center on following nos.:
1860 267 7777 / 022 4220 7777 (Outside India)
- Email at premium.care@indusind.com .
- Write to the Bank's Credit Card Unit at: IndusInd Bank Ltd. (Credit Cards division)
PO Box 9421, Chakala, MIDC,
Andheri (E), Mumbai – 400 093.
- Register at the Branch through the complaint register
- Contact the Branch Manager

All the complaints related to Credit Cards will be handled by our Cards Services Cell. If a complaint has been received, our Card Services Cell will endeavor to send a response within 7 working days from the date of receipt of complaint.

In case, customers do not receive a response within 7 working days, they may escalate to Head - Cards Services:

- Email at head.cardservices@indusind.com OR

- Write to:

Mr. Dickson Baptista

Head - Cards Services

OPUS Center 47, Central Road, Opp. Tunga Paradise Hotel, MIDC

Andheri (East), Mumbai 400093

Or

- Escalate the complaint through Bank's link as given below
<https://www.indusind.com/in/en/personal/grievance-redressal.html>

In case customers do not receive a response from Head - Card Services within 7 working days, they may call/write to the Nodal Officer at the address/email/contact nos. provided below:

Ms. Dilnaz Sidhwa

Executive Vice President & Principal Nodal Officer

IndusInd Bank Ltd.

OPUS Center, 47, Central Road, Opp. Tunga Paradise Hotel, MIDC,

Andheri (East), Mumbai 400093

Tel. No.: (022) 6155 3705

Or

- Escalate the complaint through Bank's link as given below
<https://www.indusind.com/in/en/personal/grievance-redressal.html>

4.3 Nodal Officer

Our Nodal Officer will endeavour to resolve the issue to the Complainant's satisfaction within 7 working days. In case, the complaint needs more time to examine, the complaint shall be acknowledged by explaining the need for more time to respond.

All unresolved cases will be referred to Internal Ombudsman by Nodal Officer for further examination before sending the final response to the complainant.

5. Internal Ombudsman

5.1 Bank will internally escalate all cases that are rejected / partially rejected to Internal Ombudsman (IO) for his independent review.

5.2 The final response to customer for such cases will be sent by the Bank only after examination by IO and the fact that the response has IO concurrence will be mentioned in the response to customer.

5.3 If the complaint is not resolved within 30 days from the lodgment of the complaint or if the complainant is not satisfied with the response, he/she can approach the office of the Banking Ombudsman, appointed by Reserve Bank of India.

5.4 Bank has displayed on its website and at all the branches a Notice explaining that we are covered under the Banking Ombudsman Scheme 2006 as amended up to July 01, 2017 of the Reserve Bank of India and as amended from time to time. The contact details of Regional Manager, Bank's Nodal Officer and Banking Ombudsman are prominently displayed on the notice board at the branches.

5.5 A copy of the Scheme is available at the Branches and availability of the Scheme is also displayed at the Branch Notice Board. The Scheme is also displayed on Bank's website. If a complainant has any matter that he/she would like to report to the Banking Ombudsman, he / she may contact the Branch Head for details, if required.

6. Record- keeping

6.1 All unclaimed deposits are open accounts and available in our system too. The account opening forms and KYC are held with the Bank at various locations i.e., branches and / or centralized location of the bank / vendors. Once the accounts are claimed and closed, the records will be held for 10 years as per Bank's Record Retention Policy.

6.2 Amounts lying in inoperative accounts ledger will be subjected to audit by the internal auditors / statutory auditors of the Bank.

6.3 The banks shall ensure that amounts lying in inoperative accounts/unclaimed deposits and reactivated inoperative accounts/ unclaimed deposits, are subjected to concurrent audit.

Policy Review Frequency:

The Policies will be reviewed once in two years or in case of any modifications arising due to legislative/regulatory changes, to the Policies from time to time till the next review.
