

SECTION - L

Rules of Nomination and Settlement of Claims in respect of Deceased Customers and Missing Persons

Part 1 - Introduction

Branches receive requests for settlement of claims from the nominees or legal heirs in respect of deceased customers as well as persons reported missing. The intent of this policy is to lay down clear guidelines with respect to claim settlement of deceased depositors and missing persons both in respect of deposits and lockers.

Part 2 – Guidance to the customers on advantages of nomination facility / survivorship mandate.

2.1 Nomination facility

- Nomination Facility is an ideal tool to mitigate hardships of common persons in settlement of claims in the event of death of the account holder.
- Nomination facility simplifies the procedure for settlement of claims of deceased depositors as banks get a valid discharge by making payment of the balance outstanding in a depositor's account at the time of his death or delivering contents of locker or articles kept in safe custody to the nominee.
- Nomination is optional for bank customers. It is therefore necessary that nomination facility is popularized and customers are made aware of its advantages while opening a deposit account or opting for the lockers.
- Member Banks should inform account holder about the availability of nomination as a voluntary facility and recommend his/her availing the option. Nomination facility, if availed, would ensure smooth settlement of claim to the nominee.
- It should also be made clear to the depositor(s) that nomination is introduced solely for the purpose of simplifying the procedure for settlement of claims of deceased depositors and nomination facility does not take away the rights of legal heirs on the estate of the deceased. The nominee would be receiving the stock from the bank as a trustee of the legal heirs.

General Guidelines on Nomination

- a. Nomination facility is intended only for individuals including a sole proprietary concern.
- b. There cannot be more than one nominee in respect of single/joint deposit account.
- c. Banks may allow variation/cancellation of a subsisting nomination by all the surviving depositor(s) acting together. This is also applicable to deposits having operating instructions “Either of Survivor”.
- d. It may be noted that in the case of a joint deposit account the nominee's right arises only after the death of all the depositors.

2.2 Survivorship Mandate

- ❖ A joint account opened as "Either or Survivor" or "Anyone or Survivors" or "Former or Survivor" or "Latter or Survivor" will permit the surviving account holder(s) to have unimpeded access to the credit balance in the account for withdrawal if one of the co-account holders dies.
- ❖ If the mandate of survivorship is given / provided, the survivor(s) can give a valid discharge to the bank in the case of "Either or Survivor" / "Anyone or Survivors" and "Former or Survivor" / "Latter or Survivor" joint accounts.
- ❖ In short, payment to survivor(s) can be made in the normal course subject to the only rider that there is no order from a competent court restraining the bank from making such payment.

2.3 Customer Guidance and Publicity

All customer interfacing staff members shall sensitize customers on the advantages of availing Nomination facility / survivorship mandates in jointly held accounts. The website of the Bank shall display the salient points of this Policy on settlement of claims in respect of deceased and missing customers. The proforma of the claim application forms along with the list of documents required to process the claims, shall be suitably displayed on the website.

Part 3 – Settlement of claims in various types of accounts / facilities.

3.1. Single Account with or without nomination

3.1.1 Savings Account/Current Account

With Nomination:

The balance outstanding will be paid to the nominee on verification of his/her identity (Officially Valid Documents (OVD) as prescribed by RBI) and proof of death of depositor

Without Nomination:

The balance outstanding will be paid to the legal heirs (or any one of them as mandated by all of the legal heirs) on verification of the authority of the legal heirs and proof of death of depositor.

3.1.2. Term Deposit Account

With Nomination:

The balance outstanding will be paid to the nominee on verification of his/her identity (OVDs as prescribed by RBI) and proof of death of depositor on maturity of deposit.

Without Nomination:

The balance outstanding will be paid to the legal heirs (or any one of them as mandated by all the legal heirs) on verification of the authority of the legal heirs and proof of death of depositor on maturity of deposit.

3.1.3. Premature termination of Term Deposit Account

With Nomination:

Premature termination of term deposit account as per terms of contract will be permitted at the request of the nominee on verification of his/her identity (OVDs as prescribed by RBI) and proof of death of depositor.

Without Nomination:

Premature termination will be permitted on joint request by all legal heirs (or any of them as mandated by all the legal heirs) as per the terms of the contract on verification of the authority of the legal heirs and proof of death of depositor.

3.1.4. Safe Deposit Lockers

With Nomination:

The nominee will be allowed to access the locker and remove the contents on identification (OVDs as prescribed by RBI) and verification of proof of death of locker hirer. Before permitting the nominee to remove contents of the Safe Deposit Locker, the bank would prepare an inventory of the articles in the presence of nominee(s) and two independent witnesses. *(The Format for taking inventory shall be separately disseminated by Branch Banking Department).*

Without Nomination:

Legal heir(s) of the deceased locker hirer or a person mandated by the legal heir(s) will be allowed to access the locker and remove the contents on verification of proof of death of locker hirer. The legal heir(s) will have to produce documents to establish his / their identity. Before permitting legal heir(s) to remove contents of the Safe Deposit Locker the bank would prepare an inventory of the articles in the presence of legal heir(s)/mandate holder and two independent witnesses. *(The Format for taking inventory shall be separately disseminated by Branch Banking Department).*

3. 2. Joint Account of Individuals with or without nomination and without survivorship mandate (operated jointly)

3.2.1. Savings Account/Current Account

With Nomination:

a) In the event of death of one (or more but not all) of the joint account holders, the balance outstanding will be paid jointly to survivor(s) and the legal heirs of the deceased joint account holder (or any of them as mandated by all the legal heirs) against their joint claim on verification of the authority of the legal heirs and proof of the death of the depositors.

b) In the event of death of both / all joint account holders, the balance outstanding at the time of death of the depositors will be paid to the nominee on verification of his identity (such as OVDs as prescribed by RBI) and proof of death of depositors

Without Nomination:

a) In the event of death of one (or more but not all) of the joint account holders, the amount outstanding will be paid jointly to survivor(s) and the legal heirs of the deceased account holder (or any one of them as mandated by all the legal heirs) against their joint claim on verification of the authority of legal heirs and proof of death of depositor.

b) In the event of death of both/ all joint account holders, the balance outstanding will be paid jointly to the legal heir(s) of all the deceased depositors (or any of them as mandated by all the legal heirs) on verification of authority of the legal heirs and proof of death of the depositors.

3.2.2. Term Deposit Account

With Nomination:

- a) In the event of death of one (or more but not all) of the joint account holders, the balance outstanding will be paid jointly to survivor(s) and the legal heirs of the deceased joint account holder (or any one of them as mandated by all the legal heirs) on verification of identity of the legal heirs and proof of death of the depositor on maturity of the deposit.
- b) In the event of death of both / all the joint account holders, the balance outstanding at the time of death of the depositors will be paid to the nominee on verification of his/her identity (such as OVDs prescribed by RBI) and the proof of death of depositors on maturity of the deposit.

Without Nomination:

- a) In the event of death of one (or more but not all) of the joint account holders, the balance outstanding will be paid jointly to the survivor(s) and the legal heir(s) of the deceased joint account holders (or any of them as mandated by all the legal heirs) against their joint claim on verification of authority of the legal heirs and proof of death of the depositor on maturity of the deposit.
- b) In the event of death of both / all the joint account holders, the balance outstanding will be paid jointly to the legal heirs of all the deceased depositors (or any one of them as mandated by all legal heirs) on verification of authority of the legal heirs and proof of death of depositors on the maturity of the deposit.

3.2.3. Premature termination of Term Deposit Account

With Nomination:

- a) In the event of death of one (or more but not all) of the joint account holders, premature termination will be permitted against joint request of the survivor(s) and the legal heir(s) (or any one of them as mandated by all legal heirs) as per the terms of contract on verification of identity of the legal heirs and proof of death of depositor.
- b) Premature termination of term deposit account as per the terms of contract will be permitted at the request of the nominee on verification of his/her identity (such as OVDs as prescribed by RBI) and proof of the death of the depositors.

Without Nomination

- a) In the event of death of one (or more but not all) of the joint account holders, premature termination will be permitted against joint request by the survivor(s) and the legal heir(s) of all the deceased depositors (or any one of them as mandated by all legal heirs) as per the terms of contract on verification of authority of legal heirs and proof of death of depositor.
- b) In the event of death of both / all the joint account holders, premature termination will be permitted against joint request by all legal heirs of the deceased depositors (or any one of them as mandated by all legal heirs) as per the terms of contract on verification of authority of legal heirs and proof of death of depositors.

3.2.4. Safe Deposit Lockers

With Nomination:

- a) In the event of the death of one (or more but not all) of the joint locker hirers the nominee(s) will be jointly allowed to access the locker and remove the contents on identification and verification of proof of death of the locker hirer(s) along with the surviving hirer(s).

- b) In the event of death of both / all joint locker hirers the nominee(s) will be allowed to access the locker and remove the contents on establishing his/her/their identity and verification of proof of the death of the hirers.

Before permitting surviving hirer(s) and/or nominee(s) to remove contents of the Safe Deposit Locker, the bank would prepare an inventory of the articles in their presence along with two independent witnesses. *(The Format for taking inventory shall be separately disseminated by Branch Banking Department).*

Without Nomination:

- a) In the event of death of one (or more but not all) of the locker hirers, the surviving hirer(s) and legal heirs of the deceased hirer (or a person mandated by them) would be allowed to access the locker and remove the contents on verification of authority of legal heirs and proof of death of the hirer.

- b) In the event of death of both / all the joint locker hirers, all the legal heirs (or any one of them as mandated by all legal heirs) would be allowed to access the locker and remove the contents on verification of authority of legal heirs and proof of death of the locker hirers.

Before permitting surviving hirers and mandated legal heir(s) to remove contents of a Safe Deposit Locker, the bank would prepare an inventory of the articles in the presence of surviving hirers, mandated legal heir(s) and two independent witnesses. *(The Format for taking inventory shall be separately disseminated by Branch Banking Department).*

3.3. Joint account with mandate “Either or Survivor”/“Former or survivor”/ “Anyone or Survivors”/ “Latter or Survivor” - with or without nomination:

3.3.1 Savings Account / Current Account

With Nomination:

- a) In the event of death of one (or more but not all) of the depositors, the balance outstanding will be paid to survivor (s) on verification of proof of death of the depositor.

- b) In the event of death of both/all the joint depositors, the balance outstanding will be paid to the nominee on verification of his/her identity (such as OVDs prescribed by RBI) and proof of death of depositors.

Without Nomination:

- a) In the event of death of one (or more but not all) of the depositors, the balance outstanding will be paid to survivor on verification of proof of death of the depositor.

- b) In the event of death of both/all the joint depositors, the balance outstanding will be paid jointly to the legal heirs (or any one of them as mandated by all the legal heirs) on verification of authority of legal heirs and proof of death of depositors.

3.3.2 Term Deposit Account

With Nomination:

- a) In the event of death of one (or more but not all) of the depositors, the balance outstanding will be paid to survivor(s) on verification of proof of death of the depositors on maturity of deposit or as agreed at the time of opening of deposit.

b) In the event of death of all joint depositors, the balance outstanding will be paid to the nominee on verification of his/her identity (such as Election ID Card, PAN Card, Passport etc.) and proof of death of depositors on maturity of deposit or as agreed at the time of opening of deposit.

Without Nomination:

a) In the event of death of one of the depositors (or more, but not all), the balance outstanding will be paid to the survivors on verification of proof of death of the depositor on maturity of deposit or as agreed at the time of opening of deposit.

b) In the event of death of all joint depositors, the balance outstanding will be paid to the legal heir(s) of all the deceased depositors (or any one of them as mandated by all the legal heirs of joint holders) on verification of authority of legal heirs and proof of death of depositors on maturity of deposit.

3.3.3 Premature termination of Term Deposit Account with Nomination:

a) In the event of death of one (or more but not all) of the depositors, the survivor(s) will have the right to seek premature termination of term deposit account as per the terms of contract on verification of proof of death of the depositor.

b) In the event of death of all the joint depositors, the nominee will have right to seek premature termination of term deposit account as per the terms of the contract on verification of his/her identity (such as OVDs prescribed by RBI) and proof of death of depositors.

Without Nomination

a) In the event of death of one (or more but not all) of the depositors premature termination will be allowed against request from surviving depositor(s) as per the terms of the contract on verification of the proof of the death of the depositor.

b) In the event of death of all joint depositors, premature termination will be permitted against joint request by all legal heirs of the deceased depositors (or any one of them as mandated by all the legal heirs) as per the terms of contract on verification of authority of legal heirs and proof of death of depositors.

3.3.4 Safe Deposit Lockers

At present Banking Regulation Act, 1949 (Section 45 ZE) does not provide nomination facility in respect of lockers with “Either or Survivor” / “Former or Survivor”/“Anyone or Survivors”/ “Latter or Survivor” mandate. For operational guidelines in this regard, please refer to the Safe Deposit Locker policy.

Cases without Nomination:

a) In the event of death of one (or more but not all) of the joint hirers, the surviving hirer(s) will be allowed to access the locker and remove the contents on verification of proof of death of the joint hirer(s).

b) In the event of death of all the locker hirers, all the legal heirs of the deceased joint hirers (or any one of them as mandated by all legal heirs) would be allowed to access the locker and remove the contents on verification of the authority of legal heirs and proof of death of the locker hirers.

Before permitting the surviving hirers/legal heir(s) to remove contents of a Safe Deposit Locker, the bank would prepare an inventory of the articles in the presence of surviving hirers/legal heirs and two independent witnesses. Form for taking inventory is enclosed as *(The Format for taking inventory shall be separately disseminated by Branch Banking Department)*.

3.3.5. Safe Custody Articles

Generally, safe custody articles are not accepted in joint names. Even if accepted in joint names, nomination facility is not provided.

3.4. HUF Accounts – Death of Karta

In the event of death of a Karta, HUF account may be settled as under:

- a) Obtaining affidavit cum indemnity from surviving members and legal heirs with two guarantors confirming their acceptance to one of the members as a new Karta. Banks shall allow the new Karta to continue to operate the existing account on the basis of such documents, in HUF accounts having small balances (INR 2 lakh).
- b) Similar procedure to be followed in cases where account is to be closed and balance in the account to be paid to the new Karta.

Part 4 – Settlement of claims in respect of Missing Persons

4.1. Legal Position

The settlement of claims in respect of missing persons would be governed by the provisions of Section 107/108 of the Indian Evidence Act, 1872. Section 107 deals with presumption of continuance and section 108 deals with presumption of death. As per the provisions of Section 108 of the said Act, presumption of death can be raised only after a lapse of seven years from the date of his/her being reported missing. As such, nominee/legal heirs have to raise an express presumption of death of the subscriber under Section 107/108 of the Indian Evidence Act before a competent court. If the court presumes that he/she is dead, then the claim in respect of a missing person can be settled as is done for any other deceased accounts.

4.2. Adoption of simplified procedures to avoid inconvenience and undue hardship to the common person

4.2.1. Simplified Procedures for Claims in respect of Missing Persons upto to Rs.100,000/-

- To avoid undue hardship to the common persons, RBI has suggested that banks may follow a simplified procedure for settlement of claims up to a threshold limit having regard to the risk involved.
- Obtaining Court Order regarding presumption of death is costly, especially in cases where the credit balance in the account of a missing person is not large, and time-consuming affair. In order to avoid hardships to claimant(s), the bank has fixed threshold limit of Rs. 100,000/- (Rupees One Lakh Only) for this purpose.
- Consequently, in regard to claims involving total credit balance upto Rs. 100,000/- (Rupees One Lakh Only) and pertaining to accountholders who are not heard-of for 7 (Seven) years by those who would naturally have heard of him/her if he/she had been alive, the Bank shall consider settlement of the claims submitted by nominees/legal heirs of accountholders by obtaining the following documents:
 - Certified copy of First Information Report (“FIR”) lodged with the Police Station.
 - Certified copy of Final Report submitted by the concerned Police Authority stating that the accountholder is not traceable.
 - Letter of Indemnity jointly signed by the nominee/legal heirs, along with two sureties having net worth at least equal to the claim amount

The following should be taken care of

- The FIR should have been lodged with the Police Station within whose jurisdiction the accountholder has been found to be missing or has his/her permanent residence or has been residing for the immediately preceding one year.
- The FIR should relate to missing of the accountholder.
- The FIR should have been lodged by a person who would naturally have heard of him.
- The date of disappearance will be reckoned from the date of lodging FIR with the Police Authority.
- The amount of Rs. 100,000/- (Rupees One Lakh Only) would be arrived at by clubbing all accounts of the missing person, including the interest accrued thereon.

4.2.2. If the Claim Amount is over Rs. 100,000/- (Rupees One Lakh Only)

- The claimant(s) should submit to the Bank, true copy of the Order passed by the competent Court of Law.
- Certified copy of the Order should be made available for verification by the Bank official [and would be returned to the claimant(s) after verification].
- The steps for obtaining Court Order or producing copies of FIR in terms of this Process need not be insisted upon, if the claim relates to accountholders who are reported missing due to natural calamity or national disaster. Such claims should be settled with the approval given jointly by the Legal Department and Customer Service Department.

Part 5 – Procedure and Documentation

Simplification of the process for settlement of claims in deceased depositors' accounts

5.1 Documentation

Documents, which are required to be submitted along with the claim form:

- i Proof of death of depositor(s) or hirer(s).
- ii Proof of identification of nominee(s) wherever is applicable such as OVDs as prescribed by RBI etc., or any other satisfactory proof of identification acceptable to the bank or proof of authority of legal heir(s) wherever is applicable.

5.1.1 Branches/ dealing officials should exercise due care and caution in ascertaining the identity of legal heir(s) /nominee(s) and the fact of death of the account holder, through appropriate documentary evidence. If necessary, any official of the member banks shall visit the place of the depositors to enquire about the genuineness of such claims.

5.1.2 It should be made clear to the survivor(s)/nominee(s) that he / they would be receiving the payment from the member bank as a trustee of the legal heirs of the deceased depositor, i.e., such payment to him / them shall not affect the right or claim which any person may have against the survivor(s)/nominee(s) to whom the payment is made.

5.1.3 It should be noted that since payment made 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 it would only serve to cause avoidable inconvenience to the survivor(s)/nominee(s). In such case, therefore, while making payment to the survivor(s)/nominee(s) of the deceased depositor, the member bank should not insist on production of succession certificate, letter of administration or probate, etc., or obtain any bond of indemnity or surety from the survivor(s)/nominee(s), **irrespective of the amount** standing to the credit of the deceased account holder.

5.2 Time Norms for settlement of claims

Branches / dealing officials shall ensure settlement of the claims in respect of deceased depositors and release payments to survivor (s)/ nominee in case of accounts with survivor/ nominee **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) to the member bank's satisfaction. In the case of accounts without survivor/ nominee clause the claim should be settled within 1 month from the date on which the requisite documents have been submitted.

For deposits / Locker with nomination and / or survivorship, the settlement has to be done immediately within 15 days from the receipt of claim application subject to relevant supporting documentation.

5.3 Approving Authority for settlement of claims - Applicable for Deposits/ locker without nominations / Survivors

Keeping in view the objective of adhering to the prescribed time norms, the following officials are authorised to accord approval for settling the claims:

Level	Limit (Rs.)
1. Branch Head in the Grade of - <ul style="list-style-type: none"> VP AVP Sr. Mgr. Mgr. 	1,00,000
2. Departmental Heads, Corporate Office <ul style="list-style-type: none"> Branch Banking Operations Retail Banking Wholesale Banking Private Banking Wealth Management 	Upto 10,00,000
3. MD & CEO	Full
4. President	Full

5.4.1 Payment of interest in case of term deposit accounts of deceased depositor(s) shall be done in terms of the Comprehensive Deposit Policy of the Bank.

5.4.2 Splitting of Term Deposit

If, on request from the claimant/s, the member bank agrees to split the amount of term deposit and issues two or more receipts individually in the names of the claimant/s, it shall not be construed as premature withdrawal of the term deposit, provided the period and aggregate amount of the deposit do not undergo any change.

5.5 Treatment of flows in the name of the deceased depositor

In order to avoid hardship to the survivor(s) / nominee of a deposit account, member banks may obtain appropriate agreement / authorization from the survivor(s) / nominee with regard to the

treatment of pipeline flows in the name of the deceased account holder. In this regard, member banks could consider adopting either of the following two approaches:

- The bank could be authorized by the survivor(s) / nominee of a deceased account holder to open an account styled as 'Estate of Shri / Smt _____', the 'Deceased' where all the pipeline flows in the name of the deceased account holder could be allowed to be credited, provided no withdrawals are made.

OR

- The bank could be authorized by the survivor(s) / nominee to return the pipeline flows to the remitter with the remark "Account holder deceased" and to intimate the survivor(s) / nominee accordingly. The survivor(s) / nominee / legal heir(s) could then approach the remitter to effect payment through a negotiable instrument or through ECS transfer in the name of the appropriate beneficiary.

5.6 Safe Deposit Locker

Settlement of claims in respect of safe deposit lockers shall be done in terms of the Policy on Safe Deposit Lockers.

Annexure-1

In Summary - Settlement of Claims in Various types of Operational instructions

Deposits with Nomination

1. With Nomination									
S. No	Nature of Account	Single depositor	Joint A/c (operated jointly)		Joint A/c (Either or Survivor)		Joint A/c (Former/Latter or Survivor)		Joint Account (Anyone or Survivor/s)
A	Savings A/c and Current A/c	On death of depositor - Nominee	I	On death of one or more depositor/s - Legal Heirs of deceased + Surviving depositors	I	On death of one depositor - Survivor	I	On death of former / Latter - Survivor	I On death of one or more depositors - Survivor/s
			II	On death of all depositors -Nominee	II	On death of both depositors - Nominee	II	On death of both depositors - Nominee	II On death of all depositors - Nominee
B	Term Deposit Account	- As above - (on maturity of deposit)	- I & II as above - (on maturity of deposit)		- I & II as above - (on maturity of deposit)		- I & II as above - (on maturity of deposit)		- I & II as above - (on maturity of deposit)
C	Premature withdrawal of FD	- As above - (As per terms of contract)	- I & II as above - (As per terms of contract)		- I & II as above - (As per terms of contract)		- I & II as above - (As per terms of contract)		- I & II as above - (As per terms of contract)

Account in the Name of	Operational Instructions	Nominee	Situation	What is to be done
A	Self	X	X dies	A can change the nomination
A	Self	X	A dies	X will receive the outstanding
A, B	Either or Survivor	X	A dies	Balance outstanding will be payable to B.
A, B	Either or Survivor	X	B dies	Balance outstanding will be payable to A.
A,B	Either or Survivor	X	A & B dies	X will receive the outstanding
A,B	Jointly	X	A dies	Payable to B and legal heirs of A jointly
A,B	Jointly	X	B dies	Payable to A and legal heirs of B jointly
A,B	Jointly	X	A & B dies	Payable to X

Without Nomination

2. Without Nomination									
S. No	Nature of Account	Single depositor	Joint A/c (operated jointly)		Joint A/c (Either or Survivor)		Joint A/c (Former/ Latter or Survivor)		Joint Account (Anyone or Survivor/s)
A	Savings A/c and Current A/c	On death of depositor - Legal Heirs of person mandated by them	I	On death of one depositor - Legal Heirs of deceased + Survivor/s	I	On death of either depositor - Survivor	I	On death of either depositor - Survivor	I On death of one or more depositor/s - Legal Heirs of deceased + Survivor/s
			II	On death of all depositors - Legal Heirs of all the depositors	II	On death of both depositors - Legal Heirs of both the depositors	II	On death of both the depositors - Legal Heirs both the depositors	II On death of all depositors - Legal Heirs of all the depositors
B	Term Deposit Account	- As above - On maturity of deposit	- I & II as above - On maturity of deposit		- I & II as above - On maturity of deposit		- I & II as above - On maturity of deposit		- I & II as above - On maturity of deposit
C	Premature withdrawal of FD	- As above - As per terms of contract	- I & II as above - As per terms of contract		- I & II as above - As per terms of contract		- I & II as above - As per terms of contract		- I & II as above - As per terms of contract

Account in the Name of	Operational Instructions	Situation	What is to be done
A	Self	A dies	Outstanding will be payable to the legal heirs or any one of them mandated by all of the legal heirs
A, B	Either or Survivor	A dies	Outstanding will be payable to B
A, B	Either or Survivor	B dies	Outstanding will be payable to A
A, B	Either or Survivor	A & B dies	Jointly payable to legal heirs of A & B (or any of them mandated by all the legal heirs)
A, B	Jointly	A dies	Jointly payable to B and legal heirs of the A (or any one of them mandated by all the legal heirs).
A, B	Jointly	B dies	Jointly payable to A and legal heirs of the B (or any one of them mandated by all the legal heirs)
A, B	Jointly	A & B dies	Jointly payable to legal heirs of A & B (or any of them mandated by all the legal heirs)

Lockers with Nomination

Locker in the Name of	Operational Instructions	Nominee	Situation	What is to be done
A	Self	X	X dies	A can change the nomination
A	Self	X	A dies	X will be given access to the locker and liberty to remove contents
A,B	Jointly	X	A dies	B and X will be given access to the locker and liberty to remove contents jointly.
A,B	Jointly	X	B dies	A and X will be given access to the locker and liberty to remove contents jointly
A, B	Jointly	X	A & B dies	X will be given access to the locker and liberty to remove contents.
A,B	Jointly	X & Y	A dies	B along with X and Y will be given access to the locker and liberty to remove contents jointly
A, B	Jointly	X & Y	B dies	A along with X and Y will be given access to the locker and liberty to remove contents jointly.
A,B	Jointly	X & Y	A & B dies	X and Y jointly will be given access to the locker and liberty to remove the contents

Lockers without Nomination

Locker in the Name of	Operational Instructions	Situation	What is to be done
A	Self	A dies	Legal heirs of A or any of them mandated by any of them.
A, B	Either or Survivor	A dies	B will be given access to the locker and liberty to remove the contents.
A, B	Either or Survivor	B dies	A will be given access to the locker and liberty to remove the contents.
A,B	Either or Survivor	A & B dies	Legal heirs of A and B (or any one of them mandated by all legal heirs) will be given access to the locker and liberty to remove the contents.

A,B	Jointly	A dies	B and legal heirs of A (or any of them mandated by all legal heirs) will be given access to locker and liberty to remove the contents jointly.
A,B	Jointly	B dies	A and legal heirs of B (or any one of them mandate by all legal heirs) will be given access to locker and liberty to remove the contents jointly
A, B	Jointly	A & B dies	Legal heirs of A & B (or any of them mandated by all legal heirs) will be given access to locker and liberty to remove the contents.