* ***20 DEC 2022 MORNING SESSION***

**ACCOUNT CLOSURE-DECEASED ACCOUNT WITH CREDIT BALANCE**

* **Unfreeze the Deceased Account**

1. Invoke UAS menu
2. Select Search by Account ID
3. Enter the account ID.
4. Click on Search
5. Select the account listed.
6. Click on Continue
7. User can enter the unfreeze remarks.
8. Click on SUBMIT

* **Approve Unfreezed the Deceased Account**

1) Invoke VAFD.

1. Enter/Search the account Id and click on search
2. Select the account on the account list and continue
3. Click the view button on action column and confirm the details capture
4. Submit to verify

* **Close the Deceased Account**

1. Invoke the menu – “**CAT**” **Close Account**
2. Enter the **A/c ID**
3. Click on **GO**
4. Enter the **Closure Remarks**
5. Select the appropriate **Reason Code Description** from the searcher
6. Click on **Upload Document** to upload supporting document if any.
7. Click on **Continue**
8. Click on **SUBMIT**

* **Verification of the Closed Deceased Account**

1. Select the menu “**VAC**” **Verify Account Closure**
2. Enter the **A/c ID** to be verified for closure or click on the searcher to locate it.
3. Click on **GO**
4. Confirm the details captured by the maker
5. Click **Continue**
6. Confirm the other details captured by the maker
7. Click **Submit**.