

FAQs – Claim for Unclaimed Deposits

1. What is Unclaimed Deposits?

A Savings/Current account shall be classified as Unclaimed Deposit if the same is not operated (other than bank induced transactions) for 10 years and more from the date of last operation. In case of term deposit account, it shall be classified as 'Unclaimed Deposit' if the same is not renewed/withdrawn for 10 years or more from the date of maturity. Such unclaimed account after a period of 10 years will be transferred to the Depositor Education and Awareness Fund (DEA Fund) maintained by the Reserve Bank of India. The list of unclaimed deposits will be provided on the Bank's website.

2. Whether the information on Unclaimed deposits is available on bank's website?

i) List of Unclaimed deposits are made available in bank website -www.iob.bank.in on the following path : Customer Care→ Knowledge section →Unclaimed Deposit→Serial No.6 (OR)

Directly can type the following URL : <https://www.iob.bank.in/Unclaimed-Deposits>

ii) A search facility is also provided by bank in it's website -www.iob.bank.in on the following path : UNCLAIMED DEPOSIT →SEARCH PORTAL BY IOB

(OR) Directly can type the following URL : <https://www.iobnet.org:5444/DEAFPortal/>

Customer can search the list of accounts by name of the account holder and Identity Number (Pan/Voter Id/Passport/Driving License). The website shall also provide a search option to enable account holders to search for their unclaimed deposits using name in combination with the address of the account holder/ entity.

iii) Another search facility is available in bank website, www.iob.bank.in → UNCLAIMED DEPOSIT →RBI UDGM SEARCH PORTAL

(or) Directly can click the link : - <https://udgm.rbi.org.in/unclaimed-deposits/#/login>

The list of unclaimed deposits is displayed on bank's website. A search facility is also provided by bank in it's website, www.iob.bank.in → UNCLAIMED DEPOSIT →SEARCH PORTAL BY IOB and RBI UDGM SEARCH PORTAL,

Customer has to register with their mobile number and name to login the page. Upon a successful registration, customer to login and enter the account name ,select Bank and has to enter any one input such as (PAN number , Voter id number , Driving License number ,Passport number ,Date of Birth).Upon giving the information, the details of unclaimed deposits will be displayed in a format comprising account holder's name(s), his/her address (without pin code) and UDRN (Unclaimed Deposit Reference Number) only. In case such accounts are not in the name of individuals, the search input and result should include names of individuals authorised to operate the account. However, the account number, its type, outstanding balance and the name of the branch will not be disclosed on the bank's website.

3. How to claim of Unclaimed Balance by customer /nominee/Legal heirs?

Claim by Customer for individual deposit account

Customer may visit the IOB branch with the Common Claim Application Form and submit valid proof of identity, address & latest photograph. On verification of the same, branch will process the customer request accordingly.

Claim by Legal heir/Nominee

The Legal Heir / Nominee may visit IOB Branch and submit the required documents as per the requirement of claim settlement for deceased depositors. Customer would be required to comply with the claim settlement process of the Bank. Branches while processing the applications will meticulously follow the Bank's policy for claim settlement of deceased and missing persons.

4. How to claim of Unclaimed Balance of Non individual Accounts?

The customer may submit the Claim Form on the Company's/ Firm's / Institution's letter head duly signed by the authorized signatories along with their valid identity and address proofs. The customer may also be required to submit additional documents

5. What are the documents required to claim for unclaimed Balance?

- a. The Common Claim Application Form
- b. Valid proof of identity, address & latest photograph with KYC as advised by RBI from time to time.

Latest RBI Master Direction on Know Your Customer (KYC) can be downloaded from the following link-

<https://www.rbi.org.in/commonman/Upload/English/Notification/PDFs/MD18KYCF6E92C82E1E1419D87323E3869BC9F13.pdf>

- c. In case of deceased customer, Death Certificate and in case of claim by legal heirs ,the legal heirship certificates along with death certificate of the deceased customer and KYC of the claimant with identity documents (Official Valid Documents) and latest photograph.
- d. In case of non-individual accounts, related KYC documents of the firms as advised by RBI from time to time.

If there are requirement of any additional documents, branch will intimate the same to the customer while processing the claim.

6. What are the documents required to claim for unclaimed Balance by a Non -Resident Indian (NRI/PIO) customer?

- a. The Common Claim Application Form
- b. Certified copy of Passport (with visa & immigration endorsement) latest photograph with KYC form as advised by RBI from time to time.
- c. Passbook/Statements of account, Term Deposit receipts (For unclaimed Term Deposits)

Latest RBI Master Direction on Know Your Customer (KYC) can be downloaded from the following link-

<https://www.rbi.org.in/commonman/Upload/English/Notification/PDFs/MD18KYCF6E92C82E1E1419D87323E3869BC9F13.pdf>

7. Where customer can get the Common Claim Application form ?

Customer may obtain the Common Claim Application form from our bank branches and can download the form, from our bank website www.iob.bank.in → Customer Care → Unclaimed Deposit → Process to Claim the Unclaimed Balances or can directly click the link mentioned below to download the Common application form.

<https://www.iob.bank.in/UPLOAD/CEDocuments/Process to claim Unclaimed Balances.pdf>

8. Whether customer can approach any branches of Bank for submission of claim documents for unclaimed balances?

Customer can approach any branch and submit the Common application form along with OVDs/KYC and additional documents if required. The branch will dispatch the aforesaid verified documents to the account-maintained branch for processing the claim.

9. How to claim of Unclaimed Balances through online?

Customer may lodge the claim through online utility provided in our bank website www.iob.bank.in → Customer self-claim -Unclaimed Deposit. Customer has to enter the Account number and registered mobile number to login into the page and to submit the claim with relevant information and documents. Upon submission of the claim, a claim reference number will be generated. Customer has to submit the relevant claim documents to the account-maintained branch for verification and process the claim further for approval by competent authorities.

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