

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

As per RBI Circular no. No. RBI/2011-12/389 DBOD No. Leg. BC. 81/09.07.005/2011-12 dated February 7, 2012, the list of unclaimed deposits / inoperative accounts which are inactive /inoperative for ten years or more has been displayed on the Bank's website. The list contains only the names and the addresses of the account holder(s) in respect of unclaimed deposits / inoperative accounts.

A search conducted with the name of the accountholder(s) (individual / entity). If a match is found, the name and address of the customer will be displayed. Accordingly, the customer / survivor / legal heir/authorized signatories, as the case may be, may lodge a claim for the unclaimed deposit / activate the account, as the case may be.

**The claim process is as follows: -**

**A) Individual**

- 1) Customer can visit the nearest branch of the Bank and submit the unclaimed deposit claim form. The aforesaid requests have to be submitted along with a valid proof of identity and address in the name of the accountholder(S). Claim by legal heir / nominee.
- 2) For an unclaimed deposit customer can visit the nearest branch of the Bank with the deposit/fixed Deposit details & fill the request form in the prescribed format stated down below. In the absence of the original fixed deposit receipt, the customer may contact the branch officials.
- 3) In case of deceased customer, the legal heir/nominee visits the nearest branch of the Bank and submits the documents as advised by the branch and has also to comply with the legal requirements.

**B) Non-individual**

- 1) 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 authorised signatories along with their valid identity and address proofs. The customer may also be required to submit other documents as may be requested by the Bank.

Note: Please carry original documents for verification.

For any further clarifications / details on the procedure, you may visit the nearest SBM Bank (Mauritius) Ltd. Branch.



**Unclaimed Deposit / Inoperative Accounts – Claim Form**

Date:

The Branch Head

SBM Bank (Mauritius) Ltd

\_\_\_\_\_ Branch

Dear Sir/Madam

I/We, the undersigned Mr. / Mrs. / Ms. / Dr. \_\_\_\_\_ in the capacity of

Self    Nominee    Legal Heir    others (please specify)

Request for settlement of claim, for deposit account(s) held with your Bank in the names(s) of Mr.

/ Mrs. / Ms. / Dr. \_\_\_\_\_

Deposit details \_\_\_\_\_

Name of the Deposit Holder: \_\_\_\_\_

Communication Address: \_\_\_\_\_

I understand that the claim will be settled post due diligence and authentication of documents as per the Bank’s policy and guidelines. Enclosing herewith the necessary document to process the claim.

Yours faithfully,

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Contact No.: \_\_\_\_\_

Customer Acknowledgment slip (to be filled in by Bank official) Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Received a request form Mr. / Mrs. / Ms. / Dr. \_\_\_\_\_ for claiming Unclaimed Deposits / Inoperative Accounts

SBM Bank (Mauritius) Ltd \_\_\_\_\_ Branch   Signature of Bank Official \_\_\_\_\_

With Bank Seal \_\_\_\_\_