LOCKER POLICY

Division: Chennai

Classification:Restricted-External

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1. Introduction

Safe deposit lockers facility is one of the ancillary services extended by the Bank. The locker units will be leased out to customers after obtaining adequate KYC documents. The relationship between the banker and the customer of a locker is that of lessor and lessee.

2. Secrecy and Confidentiality

The Bank will ensure utmost secrecy of the Safe Deposit Lockers hired by the customerand will not divulge any information about hiring of lockers, mode of operation etc. to anyone, except when the disclosure is required to be made with the clear consent of the hirer(s) or in compliance of the orders of a competent authority having statutory powers.

3. Customer Due Diligence

Bank will carry out customer due diligence for both new and existing customers including sanction screening at least to the levels prescribed for customers classified as medium risk. If the customer is classified in a higher risk category, customer due diligence as per KYC norms applicable to such higher risk category should be carried out.

4. Eligibility

Existing customers of the Bank who have made an application for locker facility and who are fully compliant with the CDD criteria under the Master Direction – Know Your Customer (KYC) Directions, 2016 (as updated from time to time) may be given the facilities of safe deposit lockers/ safe custody article subject to on-going compliance.

Customers who are not having any other banking relationship with the bank may be given the facilities of safe deposit locker / safe custody article after complying with the CDD criteria under the Master Direction – Know Your Customer (KYC) Directions, 2016 (as updated from time to time) and subject to on-going compliance. The due diligence should be carried out for all the customers in whatever rights and capacities they may be hiring the locker.

Lockers can be rented by;

(i) Individuals over l8 years of age (individually or jointly up to 3 members)

(ii) Firms & Partnerships

(iii) Limited Liability Companies

(iv) HUF, Societies, Clubs and Associations

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(v) Staff Members of BOC

Hiring of locker to visually challenged person/ illiterate person, locker will be allotted in joint names only represented by the guardian or joint holder. Before allotment of locker, prior permission from the Country Manager has to be obtained.

5. Allotment of Locker

Allotment of lockers should be based on the duly filled in application of the prospective hirers on the printed format provided by the Bank. Lockers will be allotted to customers whose KYC documents are in order with first-come-first-serve basis. Due diligence of KYC norms, will be duly applied before allotment of locker. The following forms are available to for locker facility.

(i) Application
(ii) Agreement
(iii) Signature Cards
(iv) Nomination Forms
(v) Standing Order Form
(vi) KYC Form
(vii) Power of Attorney Form (If required)
(viii) Letter of Set Off
(ix) Copies for Identification Proof, etc.,

6. Wait List of Lockers

Bank will maintain a wait list for the purpose of allotment of lockers and will ensure transparency in allotment of lockers. All applications received for allotment of locker will be acknowledged and given a wait list number.

7. Fixed Deposit as Security for Lockers

To ensure prompt payment of locker rent, at the time of allotment, a minimum fixed deposit is obtained which would cover 3 years' rent and the charges for breaking open the locker in case of an eventuality.

8. Locker Agreement

At the time of allotment of the locker to a customer, the Bank should enter into an agreement with the customer to whom the locker facility is provided, on a paper duly stamped. A copy of the locker agreement in duplicate signed by both the parties should be furnished to the locker-hirer to know his/her rights and responsibilities. Original Agreement should be retained with the Bank's Branch where the locker is situated.

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For addition of joint licensee, KYC document of new licensee need to be submitted to the Bank and a fresh agreement to be executed by all the licensees. The same procedure will be followed for deletion of joint license.

Branches will give a copy of the revised agreement to the locker-hirer at the time of allotment of the locker, if preferred by the customer.

9. Recovery of Rent from Hirer(s)

Locker rent and service charges will be decided by the Bank, depending on their size from time to time. The rent tariff and related service charges will be intimated to the customers at the time of opening lockers.

Every Safe Deposit Locker needs to maintain a Rental Deposit and pay annual rentals until the termination as stated in Tariff Circulars which may be amended time to time. Staff are exempted from Rental Deposit but Annual Rental is payable.

Payment of first rental at the time of obtaining locker. Subsequent rentals should be paid annually. Rentals are recovered from the Savings Account (Rental Recovery account in the name of any one of the holders), or from a Current Account as per details provided in the Application Form.

Rental Deposit should be a Fixed Deposit Account in the name of the Primary Safe Deposit Holder, for a minimum period of 12 months, with automatic renewal.

If locker rent is collected in advance, in the event of surrender of a locker by a customer, the proportionate amount of advance rent collected should be refunded to the customer.

If there is any event such as merger / closure / shifting of branch warranting physical relocation of the lockers, the bank should give public notice in two newspapers (including one local daily in vernacular language) in this regard and the customers should be intimated at least two months in advance along with options for them to change or close the facility. In case of unplanned shifting due to natural calamities or any other such emergency situation, banks should make efforts to intimate their customers suitably at the earliest.

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Details of Safe Deposit Locker charges are as follows.

Locker type	Locker size	Rental charges*
A	Large	4000/-
B	Small	2500/-
C	Large	4000/-
D	Large	4000/-

*Rental charges not inclusive of applicable taxes

10. Locker Operations

10.1 Regular Operations by Customers

The locker hirer and /or the persons duly authorized by him/ her only should be permitted to operate the locker after proper verification of their identity and recording of the authorization by the concerned officials of the bank. The bank should maintain a record of all individuals, including the locker-hirers, who have accessed the lockers and the date and time (both check-in and check-out time) on which they have opened and closed the locker and obtain their signature. The ingress and egress register for access to Vault Room by locker-hirers or any other individual including the banks' staff should be maintained to record the movement of individuals in the Vault Room area with their signatures at appropriate place in the records.

The Bank's Officer authorizing the locker-hirer to access the locker, after unlocking the first key / password should not remain present when the locker is opened by the locker-hirer. The Bank should ensure that there is adequate privacy to the locker-hirers in the operations when customers access the lockers at the same time.

Bank should send an email and SMS alert to the registered email ID and mobile number of the customer before the end of the day as a positive confirmation intimating the date and time of the locker operation and the redressal mechanism available in case of unauthorized locker access.

10.2 Internal Controls by banks

There should be a system of inter change of locks whenever the locker is surrendered by the hirer. The keys of vacant lockers should be kept in sealed envelopes. The duplicate master keys should be deposited with another Bank (Being a single branch operation in India). There should be a proper record of joint custody of master keys. Bank should conduct surprise periodic verification of surrendered/vacant lockers and their keys by an Officer of

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the Bank who is not connected with their custody and proper record should be maintained as a proof of such verification.

Banks should ensure that the Locker Register and the Locker Key Register are maintained in CBS or any other computerized system compliant with the Cyber Security Framework issued by the Reserve Bank of India (RBI). The Locker Register should be updated in case of any change in the allotment with complete audit trails.

The Bank custodian should check whether the lockers are properly closed post locker operation. If the same is not done, the lockers must be immediately closed, and the locker-hirer should be promptly intimated through e-mail, if registered or through SMS, if mobile number is registered or through letter so that they may verify any resulting discrepancy in the contents of the locker. The Bank custodian should record the fact of not closing the locker properly in the register and its closure by the Bank with the date and time. Further, the custodian of the locker room should carry out a physical check of the locker room at the end of the day to ensure that lockers are properly closed, and that no person is inadvertently trapped in the locker room after banking hours.

11. Operations and Delegation of Safe Deposit Vaults/Lockers

The hirer/s (individuals or joint holders) may grant power of access to his/her locker to maximum of 3 persons above 18 years of age, by providing Power of Attorney Forms, Signature Cards and KYC copies. Verify the documents and file with Safe Deposit Locker Agreement. Both parties should be presented at the time of granting access to the agent. Those who are holding a locker in an official capacity, such as Company Directors, Office bearers of Clubs, Societies and Associations, cannot grant power of access to another person/s. No power can be given to grant the Power of Attorney.

Bank will exercise due care and necessary precaution for the protection of the lockers provided to the customer. The Hirer/s can operate the Safe Deposit Locker only on the Bank's working days and during the business hours of the Bank. Before operating the locker, the hirer/s should sign the locker operation register which should be kept at the Bank. The Locker can be surrendered at any time without any damage.

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12. Infrastructure and Security Controls

12.1 Security of the Strong Room/Vault

Banks should take necessary steps to ensure that the area in which the locker facility is housed in a properly secured to prevent criminal break-ins. The risks of accessibility of an allotted locker from any side without involvement of the locker-hirer concerned may be assessed and kept on record. Banks should have a single defined point of entry and exit to the locker room/vault. The place where the lockers are housed must be secured enough to protect against hazard of rain / flood water entering and damaging the lockers in contingent situations. The fire hazard risks of the area should also be assessed and minimized.

The area housing the lockers should remain adequately guarded at all times. Bank may cover the entry and exit of the strong room and the common areas of operation under CCTV camera and preserve its recording for a period of not less than 180 days. In case any customer has complained to the Bank that his/her locker is opened without his/her knowledge and authority, or any theft or security breach is noticed/observed, the Bank should preserve the CCTV recording till the police investigation is completed and the dispute is settled.

The security procedures should be well-documented and the staff concerned should be properly trained in the procedure. The internal auditors should verify and report the compliance to ensure that the procedures are strictly adhered to.

12.2 Locker Standards

If the Bank decides to install new mechanical lockers, then the Bank should conform to basic standards/benchmarks for safety and security as prescribed by the Bureau of Indian Standards (BIS) or any other enhanced industry standards applicable in this regard.

Banks should ensure that identification code of the bank / branch is embossed on all the locker keys with a view to facilitating identification of lockers / locker ownership by law enforcement agencies in case of need. Further, the custodian of the locker should, regularly/periodically, check the keys maintained in the branch to ensure that they are in proper condition. Banks should permit the locker-hirer to operate the locker only with the key provided by the Bank, although there is no restriction in allowing the customer to use an additional padlock of her /his own if there are such provisions in lockers.

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13. Measures relating to lockers which have remained unoperated

Where the lockers have remained unoperated for more than one year, Bank will immediately contact the locker-hirer and advise him to either operate the locker or surrender it. This exercise will be carried out even if the locker hirer is paying the rent regularly. Further, Bank will ask the locker hirer to give in writing, the reasons why he / she did not operate the locker. In case the locker-hirer has some genuine reasons as in the case of NRIs or persons who are out of town due to a transferable job etc., the Bank will allow the locker hirer to continue with the locker operations. In case the locker-hirer does not respond nor operatethe locker, the Bank will consider breaking open the lockers after giving due notice to him. This clause should be included in the locker agreement.

14. Breaking Open of Locker

The Bank has framed a separate Standard Operating Procedure (SOP) which is annexed along with the policy for breaking open of lockers. Break-open of locker may be initiated for any of the reasons listed below.

(i) If the locker hirer loses the key and requests for breaking open the locker at her/his cost:

(ii) If the Government enforcement agencies have approached the Bank with orders from the Court or appropriate competent authority to seize the lockers and requested for access to the lockers;

(iii)If the Bank is of the view that there is a need to take back the locker as the locker hirer is not co-operating or not complying with the terms and conditions of the agreement.

14.1 Discharge of locker contents if the locker remains inoperative for a long period of time

If the locker remains inoperative for a period of seven years and the locker-hirer cannot be located, even if rent is being paid regularly, the bank should be at liberty to transfer the contents of the locker to their nominees/legal heir or dispose of the articles in a transparent manner, as the case may be. Before breaking open the locker, the bank should follow the procedure as prescribed above for 'Discharge of locker contents by Bank due to non-payment of locker under SOP. Bank should ensure that the procedure to be followed by them for disposal of the articles left unclaimed for a reasonably long period of time as mentioned above will be mentioned in the locker agreement.

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15. Appropriation of "Rental Deposit" towards overdue locker rent and other Bank charges

In cases of break-open of lockers carried out by the Bank for non-payment of locker rent, the Rental Deposit deposited by the hirer/s, will be appropriated for recovery of expenses incurred by the Bank in (i) breaking open the locker, (ii) replacement of lock, and (iii) recovery of Bank's dues on account of overdue locker rent.

16. Freezing / Unfreezing of Lockers

The Bank will give due cognizance to orders received from a competent authority having statutory powers for freezing / unfreezing of locker

17. Nomination facility and Settlement of Claims

The Bank should offer nomination facility in case of safe deposit lockers and safe custody of articles, in accordance with the provisions of section 45-ZC to 45-ZF of the Banking Regulation Act, 1949 and Banking Companies (Nomination) Rules, 1985/Co-operative Banks (Nomination) Rules, 1985. In case the nominee is a minor, the same procedure as prescribed for the Bank accounts should be followed by the Bank. A passport size photo of the nominee attested by the customer may be obtained from the customers, at his/her option and preserved in the records.

For the various Forms (Forms SC1, SC2 and SC3 for Articles left in Safe Custody and Forms SL1, SL1A, SL2, SL3 and SL3A for Safety Lockers) prescribed under Banking Companies (Nomination) Rules, 1985/Co-operative Banks (Nomination) Rules, 1985, only Thumb-impression(s) should be required to be attested by two witnesses. Signatures of the account holders need not be attested by witnesses.

Bank should register the nomination, cancellation and / or variation of the nomination, in their books, made by the locker hirers while acknowledging the receipt of duly completed form of nomination, cancellation and / or variation of the nomination. Such acknowledgement should be given to all the customers irrespective of whether the same is demanded by the customers or not.

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18. Settlement of claims in case of Death of the Hirer

Notice of knowledge of the death of a hirer or a surviving hirer/hirers will be recorded in the Locker Register with date and source of information under the initials of an officer. As a further precaution, a slip reading 'hirer deceased' will be pasted on the locker. Thereafter access to the locker should be allowed on production of legal representation. The Bank has adopted the Model Operational Procedure (MOP) formulated by the Indian Banks Association (IBA) as recommended by the RBI for settlement of claims of the deceased constituents.

Banks should, however, ensure the following before giving access to the contents to nominee / survivor:

(i) Exercise due care and caution in establishing the identity of the survivor(s) / nominee(s) and the fact of death of the locker hirer by obtaining appropriate documentary evidence;

(ii) Make diligent effort to find out whether there is any order or direction from Courts/Forums restraining it from giving access to the locker of the deceased; and

(iii)Make it clear to the survivor(s) / nominee(s) that access to articles in the locker / safe custody articles is given to them only as a trustee of the legal heirs of the deceased locker hirer i.e., such access given to them should not affect the right or claim which any person may have against the survivor(s) / nominee(s) to whom the access is given.

Bank should settle the claims in respect of deceased locker hirers and should release contents of the locker to survivor(s) / nominee(s), as the case may be, 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) with reference to nomination, to the bank's satisfaction.

Banks should report to the Customer Service Committee of the Bank, at quarterly intervals, on an ongoing basis, the details of the number of claims received pertaining to deceased locker-hirers / depositors of safe custody article accounts and those pending beyond the stipulated period, with reasons therefor. Customer Service Committee of the Bank should review the settlement of claims and make suggestions to ensure that the claims are settled as early as possible unless there is any litigation pending before the Courts or any difficulty is being faced in identifying the true claimant with reference to nomination.

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18.1 Deceased Locker Accounts - Access to the articles in the safe deposit lockers / return of safe custody articles

Bank will adhere to the provisions of Sections 45 ZC to 45 ZF of the Banking Regulation Act, 1949 and the Banking Companies (Nomination) Rules, 1985 and the relevant provisions of Indian Contract Act and Indian Succession Act.

The Bank should prepare an inventory before returning articles left in safe custody/before permitting removal of the contents of a safe deposit locker as advised in terms of RBI Notification DOR.LEG.REC/40/09.07.005/2021-22 dated 18th August 2021.

18.1.1 Access to safe deposit lockers (with survivor/nominee clause)

If the sole locker hirer nominates an individual to receive the contents in the locker, in case of his death, after verification of the death certificate and satisfying the identity and genuineness of such individual approached, the bank should give access of the locker to such nominee with liberty to remove the contents of the locker, after an inventory was taken in the prescribed manner. In case the locker was hired jointly with the instructions to operate it under joint signatures, and the locker hirer(s) nominates any other individual(s), in the event of death of any of the locker hirers, the bank should give access of the locker and the liberty to remove the contents jointly to the survivor(s) and the nominee(s) after an inventory was taken in the prescribed manner. In case the locker was hired jointly with survivorship clause and the hirers instructed that the access of the locker should be given to "either or survivor", "anyone or survivor" or "former or survivor" or according to any other survivorship clause permissible under the provisions of the Banking Regulation Act, 1949, the bank should follow the mandate in the event of death of one or more of the joint locker-hirers.

Bank should, however, ensure the following before giving access to the contents to nominee / survivor

(a) Due care and caution should be exercised in establishing the identity of the survivor(s)/ nominee(s) and the fact of death of the locker-hirer by obtaining appropriate documentary evidence,

(b) Diligent efforts should be made to find out if there is any order from a competent court restraining the Bank from giving access to the locker of the deceased, and

(c) It should be made clear to the survivor(s)/nominee(s) that access to locker/safe custody articles is given to them only as a trustee of the legal heir(s) of the deceased locker-hirer, i.e. such access given to him/them should not affect the right or claim which any person may have against the survivor(s)/nominee(s) to whom the access is given.

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The Bank should ensure that, the contents of locker, when sought to be removed on behalf of a minor nominee, are handed over to a person who is, in law, competent to receive the articles on behalf of such minor. Further, the Bank should prepare an inventory of the articles in the presence of two independent witnesses, one officer of the Bank who is not associated with the locker facility or safe deposit of articles and the claimant (s), who may be a nominee or an individual receiving the articles, on behalf of a minor. The bank should obtain a separate statement from the nominee (claimant) or the person competent to receive articles on behalf of the minor, as the case may be, that all the contents in the locker or in the safe custody of the Bank, as the case may be, are received and the locker is empty and they have no objection to allotment of the locker to any other customer as per norms.

While giving access to the survivor(s) / nominee(s) of the deceased locker hirer / depositor of the safe custody articles, bank may avoid insisting on the production of succession certificate, letter of administration or probate, etc., or obtain any bond of indemnity or surety from the survivor(s)/nominee(s), unless there is any discrepancy in nomination.

18.1.2 Access to the safe deposit lockers (without survivor/nominee clause)

In case where the deceased locker hirer had not made any nomination or where the joint hirers had not given any mandate that the access may be given to one or more of the survivors by a clear survivorship clause, bank should adopt the Board approved policy on "Policy for Settlement of Claims in Deceased/Missing Depositors Account's (Deposits/Safe Deposit Lockers/Safe Custody of Articles)" to facilitate access to legal heir(s) / legal representative of the deceased locker hirer.

18.1.3 Other aspects of providing access to Survivor(s)/ Nominee(s)/Legal heir(s)

Further, in case the nominee(s)/survivor(s)/legal heir(s) wishes to continue with the locker, branches may enter into a fresh contract with nominee(s)/survivor(s)/legal heir(s) and also adhere to KYC norms in respect of the nominee(s)/legal heir(s).

19. Surrender of Locker

(i) Locker can be surrendered by the hirer/s at any time during the contract period through a written application and handing over of the keys to the Bank Officials.

(ii) Bank can also request for surrender of locker with due notice.

(iii) In cases where the hirer wishes to surrender the locker before expiry of existing lease period, surplus of rent over the 12 months' tenure, if any, will be refunded.

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(iv) Surrender of the locker after expiry of the lease period, will be allowed on payment of arrears locker rent, at the stipulated rate structure.

20. Other Aspects

The Bank will exercise due care and necessary precautions for the protection of lockers and the locker hirer while operating the locker. The security procedure will be well documented.

(i) In all cases except where locker is continued to be used by surviving hirers, locker key will be taken back from nominee/claimants, by terminating the original contract.

(ii) In case the claimant does not have the locker keys, locker needs to be broken open. This should be done post obtaining documentation and approval.

(iii) Nomination, cancellation or variation in existing nomination can be made either at the time of hiring of the locker or subsequently at any time during occupancy of the locker.

(iv) The prescribed form of nomination or cancellation / variation of nomination, as thecase may be obtained from hirer/s duly completed in all respects, which will be recorded in a register maintained with the Bank and an acknowledgement given to the hirer.

(v) No notice of claim of any person, other than hirer/s of a locker, will be entertained by the Bank. The Bank is also not bound by any such notice even though expressly given, provided that where any decree, order, certificate or other authority from court of competent jurisdiction relating to the locker or its contents is produced before the Bank, the Bank should take due note of such decree, order, certificate or other authority.

(vi) Where the hirer/s prefers not to nominate, the same will be recorded in the application form.

21. Compensation Policy / Liability for Banks

21.1 Liability of banks

The Bank should be responsible for any loss or damage to the contents of the lockers due to their negligence as the Bank owes a separate duty of care to exercise due diligence in maintaining and operating their locker or safety deposit systems. The duty of care includes ensuring proper functioning of the locker system, guarding against unauthorized access to the lockers and providing appropriate safeguards against theft and robbery. Further, the Bank should adhere to the Master Directions on Frauds for reporting requirements about the instances of robberies, dacoities, thefts and burglaries.

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21.2 Liability of banks arising from natural calamities like earthquake, flood, thunderstorm, lightning etc. or due to sole negligence of the customer

The Bank should not be liable for any damage and/or loss of contents of locker arising from natural calamities or Acts of God like earthquake, floods, lightning and thunderstorm or any act that is attributable to the sole fault or negligence of the customer. The Bank should, however, exercise appropriate care to their locker systems to protect their premises from such catastrophes.

21.3 Liability of banks arising from events like fire, theft, burglary, dacoity, robbery, building collapse or in case of fraud committed by the employees of the bank

It is the responsibility of the Bank to take all steps for the safety and security of the premises in which the safe deposit vaults are housed. It has the responsibility to ensure that incidents like fire, theft/ burglary/ robbery, dacoity, building collapse do not occur in the bank's premises due to its own shortcomings, negligence and by any act of omission/commission.

As the Bank cannot claim that they bear no liability towards their customers for loss of contents of the locker, in instances where loss of contents of locker are due to incidents mentioned above or attributable to fraud committed by its employee(s), the banks' liability should be for an amount equivalent to one hundred times the prevailing annual rent of the safe deposit locker.

22. Risk Management, Transparency and Customer Guidance

(i) Branch Insurance Policy

The Bank with the approval of the Board, should have a branch insurance policy to minimize the loss due to incidents like robbery, fire, natural calamities, loss during shifting/merger of branch, etc., affecting contents of lockers.

(ii) Insurance of locker contents by the customer

The Bank should clarify in the locker agreement that as the Bank does not maintain a record of the contents of the locker or of any articles removed therefrom or placed therein by the customer, the Bank would not be under any liability to insure the contents of the locker against any risk whatsoever. The Bank should under no circumstances offer, directly or indirectly, any insurance product to its locker hirers for insurance of locker contents.

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(iii) Customer guidance and publicity

The Bank should display the model locker agreement with all the Terms & Conditions and the Standard Operating Procedures (SOPs) on its websites and/or at branches (if official website is not available) where locker facility is being provided by them for public viewing. The Bank should ensure that the customers are made aware of the Bank's terms and conditions to avail those facilities.

(iv)Bank should display updated information on all kinds of charges for safe deposit lockers and safe custody articles on their websites.

(v)Bank should place on their websites, the instructions together with the policies / procedures put in place for giving access of the locker/safe custody article to the nominee(s) / survivor(s) / legal heir(s) of the deceased locker hirer/safe custody article. Further, a printed copy of the same should also be given to the nominee(s) / survivor(s) / legal heir(s).

23. Review of the Policy

The Policy will be reviewed by Chennai Branch on an annual basis in tune with the regulatory guidelines issued from time to time or internal requirements or as and when considered necessary. Such alteration will be made known to the account holder through website.

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Annexure I

STANDARD OPERATION PROCEDURE (SOP)
FOR
BREAK OPENING OF SAFE DEPOSIT LOCKER

A. Discharge of locker contents by banks due to non-payment of locker rent

1. Bank should have the discretion to break open any locker following due procedure if the rent has not been paid by the customer for three years in a row
2. The Bank should ensure to notify the existing locker-hirer prior to any changes in the allotment and give him/her reasonable opportunity to withdraw the articles deposited by him/her
3. The Bank should give due notice to the locker-hirer through a letter and through email and SMS alert to the registered email id and mobile phone number. If no response is received within 07 days, then the first notice should be sent under Registered AD. The Bank may send a total of three notices in the same manner.
4. If the letter is returned undelivered or the locker-hirer is not traceable, the bank should issue public notice in two newspaper dailies (one in English and another in local language) giving reasonable time to the locker-hirer or to any other person/s who has legal interest in the contents of locker to respond.
5. The locker should be broken open in the presence of an officer of the bank and two independent witnesses. The Bank may engage the suppliers of the locker unit to break open the locker.
6. Bank should also record a video of the break open process together with inventory assessment and its safe keep and preserve the same so as to provide evidence in case of any dispute or Court case in future.
7. Bank should also ensure that the details of breaking open of locker is documented in CBS or any other computerized systems compliant with the Cyber Security Framework issued by RBI, apart from locker register.
8. After breaking open of locker, the contents should be kept in sealed envelope with detailed inventory inside fireproof safe in a tamper-proof way until customer claims it.
9. A record of access to the fire proof safe should invariably be maintained. While returning the contents of the locker, the bank should obtain acknowledgement of the customer on the inventory list to avoid any dispute in future.

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10. Bank should ensure that the inventory prepared after breaking open of the locker and during settlement of claims, is in the appropriate forms as provided at the end of this circular or as near thereto as circumstances require.
11. Further, Bank should not open sealed/closed packets left with them for safe custody or found in locker while releasing them to the nominee(s) and surviving locker hirers / depositor of safe custody article, unless required by law.

B. Discharge of locker contents through break opening if the locker remains inoperative for a long period of time

1. If the locker remains inoperative for a period of seven years and the locker-hirer cannot be located, even if rent is being paid regularly, the Bank should be at liberty to transfer the contents of the locker to their nominees/legal heir or dispose of the articles in a transparent manner, as the case may be.
2. Before breaking open the locker, the Bank should follow the procedure as prescribed in paragraph 2-11 above
3. Bank should ensure that the procedure to be followed by them for disposal of the articles left unclaimed for a reasonably long period of time as mentioned above is incorporated in their locker agreement.

C. Discharge of locker contents at the request of customer

1. If the key of the locker, supplied by Bank is lost by the locker-hirer, the customer (locker hirer) should notify the bank immediately.
2. An undertaking may also be obtained from the customer that the key lost, if found in future, will be handed over to the bank. All charges for opening the locker, changing the lock and replacing the lost key may be recovered from the hirer.
3. The charges applicable for replacement of lost keys/ issue of new password should be communicated to the locker hirer.
4. The opening of the locker has to be carried out by the bank or its authorized technician only after proper identification of the hirer, proper recording of the fact of loss and written authorization by the customer for breaking open the locker.
5. The operation should be done in the presence of the customer/s and an authorized official of the bank.
6. It has to be ensured that the adjoining lockers are not impacted by any such operations and the contents of the lockers are not exposed to any individual other than the locker-hirer during the break-up or restoration process. D) Attachment and recovery of contents in a Locker and the Articles in the safe custody of the bank by any Law Enforcement Authority

Classification:Restricted-External

7. In case of attachment and recovery of the contents in a locker of a customer or the articles left by a customer for safe custody of the Bank by any Authority acting either under the orders of a Court or any other competent authority vested with the power to pass such orders, the Bank should co-operate in execution and implementation of the orders
8. The Bank should verify and satisfy itself about the orders and the connected documents received for attachment and recovery of the contents in a locker or articles in the safe custody of the Bank.
9. The customer (locker-hirer) should be informed by letter as well as by email/SMS to the registered email id/mobile phone number that the Government Authorities have approached for attachment and recovery or seizure of the locker or articles deposited for safe custody.
10. An inventory of the contents of locker and articles seized and recovered by the Authority should be prepared in the presence of such Government Authorities, two independent witnesses and an officer of the bank and should be signed by all.
11. A copy of the inventory may be forwarded to the customer to the address available in the Bank's records or handed over to the customer against acknowledgement.
12. Bank should also record a video of the break-open process and the inventory assessment, wherever legally permissible, and preserve the video to produce as evidence in case of any dispute or Court or fraud case in future.

Classification:Restricted-External

Annexure II

Bank of Ceylon
20/21 Casa Major Road
New No. 2 (Old No. 11) Zerat Garden 2nd Lane
Egmore, Chennai 600 008

Name : Date :
Locker No: Place :

REVISED SAFE DEPOSIT LOCKER AGREEMENT

THIS LOCKER AGREEMENT IS MADE BETWEEN THE BANK AND ITS CUSTOMER AT THE PLACE AND ON THE DATE AS STATED IN THE SCHEDULE HERETO (THE "AGREEMENT").

Bank of Ceylon, Chennai Branch (hereinafter called "the Bank'') agrees to let and _____ herein after called "the Renter/Lessee'' agrees to hire, subject to the terms and conditions endorsed, the Bank's Safe No_____ of Class____ for one year from this day at the rent of Rs._____ per year plus applicable taxes (the receipt whereof for one year hereby acknowledged by the bank) payable in advance. The said lease to continue (the same annual rent subject to Bank's right to revise the same, payable in advance every year) from year to year until such lease should be determined in accordance with the conditions endorsed thereon.

The expression "the Bank" should include its successors, administrator and assigns and the expression "the Customer" should include, when the Customer is:

a) one or more individuals, his/ her/ their heirs(s), executor(s), administrator(s) and legal representative(s);
b) a proprietorship firm, the proprietor and his/ her heirs(s), executor(s), administrator(s) and legal representative(s);
c) a partnership firm, such firm and its successor, such firm's partners, the survivor or survivors among them and the heir(s), executor(s), administrator(s), legal representative(s) of each one of them;
d) a Hindu Undivided Family (HUF), its members and their survivor(s), legal heir(s), executor(s), administrator(s) and legal representative(s); and
e) a limited company, its successors.

Classification:Restricted-External

(The Bank and the Customer are each referred to as a "**Party**" and collectively as "**Parties**")

WHEREAS:

A. The Customer being desirous to avail of safe deposit locker facility, has approached the Bank for such facility;

B. The Bank is agreeable to provide to the Customer the safe deposit locker facility subject to certain terms and conditions; and

C. The Parties have decided to enter into this Agreement to set out the understanding between them in this regard.

IT IS AGREED BY AND BETWEEN THE PARTIES AS FOLLOWS:

1. LOCKER LICENCE

1.1. The Bank as a licensor hereby grants to the Customer as a licensee, the license to use the safe deposit locker, the details of which are more particularly described in the Schedule to this Agreement (hereinafter referred to as the "**Locker**"), subject to the terms and conditions as set out under this Agreement.

1.2. The Customer hereby accepts the license granted in terms hereof for fee as specified in the Schedule by way of rent (the "**Rent**").

1.3. The license to use the Locker hereby granted is:

a) Personal and for the Customer's own use and not for the use of any person other than the Customer;

b) Non- transferable;

c) Only for legitimate purposes such as storing of valuables like jewellery and documents but not for storing any cash or currency;

d) Not for storing:

(i) arms, weapons, explosives, drugs and/ or any contraband material; and/ or

(ii) any perishable material and/ or radioactive material and/ or any illegal substance; and/or

(iii)any material which can create any hazard or nuisance to the Bank or to any of its customers.

1.3 A. If the Bank suspects the deposit of any illegal or any hazardous substance in the Safe Deposit locker, the bank should have the right to take appropriate action against such customer/locker hirer as it deems fit.

Classification:Restricted-External

1.4. The Customer should have no right or property in the Locker other than the right to access and use the Locker in accordance with the terms and conditions specified under this Agreement.

1.5. The Customer should be allowed to operate the Locker:

(a) On a working day of the Bank during the specific time notified from time to time by the Bank for locker operation and in absence of such notification, during the business hours of the Bank. However, in the event of the Bank not being able to operate for any reason beyond its control such as flood, riot, curfew, lockout etc., the Bank should not have any obligation to allow operation of Locker;

(b) After the Customer entering the details of such operation in the Bank's records in the form and manner as stipulated by the Bank; and

(c) After the Customer provides identity proof, if so demanded by the Bank.

1 A. CUSTOMER'S RIGHTS

(a) The Customer should have, subject to terms of this agreement, a right to use the Locker for keeping belongings and expect reasonable care by the Bank for protecting such belongings and in case of the Bank's failure to do so, avail of such remedies as may be available from time to time under the applicable law and regulations.

(b) The Bank acknowledges the Customer's rights as may prevail from time to time under the applicable law and regulations.

2. CUSTOMER'S UNDERTAKINGS AND OBLIGATIONS

2.1 The Customer should:

(a) Use the Locker only for the purpose for which it is provided and in accordance with applicable law and regulations;

(b) Abide by rules and regulations for locker operation as the Bank may from time to time adopt;

(c) Keep the key, password or any other identification mechanism provided by the Bank for opening of the Locker in a place of safety, not share the same with any other person and not allow the same to fall into hands of any other person, so as to save unauthorized use of the Locker;

(d) Operate the Locker only using the key, password or any other identification mechanism provided by the Bank and not otherwise;

(e) Not to tamper with or make a copy of key or any other identification mechanism provided by the Bank for operation of the Locker;

Classification:Restricted-External

(f) Inform the Bank forthwith in case of loss of the key, password or any other identification mechanism provided by the Bank for the operation of the Locker;

(g) Return forthwith to the Bank in case of finding the key, password or any other identification mechanism provided by the Bank for the operation of the Locker, earlier having been reported to the Bank as lost;

(h) Pay to the Bank the Rent when due and bear all costs incurred by the Bank for-

  (i) Changing the lock and repairs to the Locker on the Customer's reporting of loss of key provided by the Bank; and

  (ii) Breaking open of the Locker in terms of this Agreement.

(i) Inform the Bank forthwith in case of the change of address of the Customer providing new address and contact details including phone number, email id, mobile number etc.

(j) Locker rent will attract Tax as applicable from time to time.

(k) In the event of the death of the joint Licensee the survivor/s of them/legal heirs/nominees will be entitled to operate the Locker, survivor /s may continue to have the hire in his/her/their name/s on such terms and conditions the Bank may decide or surrender the Locker to the Bank by removing the contents thereof and surrendering the key thereof to the Bank. The Bank should not be held liable in case of claims arising from the persons other than the survivors /nominees/legal heirs. In the event the Hirer/s nominate/s any person/s under the nomination rules of the Bank to receive the contents of the Locker, the contents should be delivered as per the nomination instructions.

3. BANK'S RIGHTS

3.1 The Bank should have a right to:

(a) Recover the Rent and any other cost incurred by the Bank in relation to the Locker to the debit of the Customer's account, in the event the same is not paid by the Customer, when due; and

(b) Refuse access to the Locker-

  (i) In case the rent due on the Locker remains unpaid; and/or

  (ii) Customer fails to provide proof of identity when demanded by the Bank, at the time of seeking access to the Locker and/ or

  (iii)In case of dispute inter-se Joint locker hirer/s and one of the Parties has given in writing not to allow locker operations.

Classification:Restricted-External

3.2 Termination of License

3.2.1 The Bank should have, in the event of the Customer's breach of or default under this Agreement and/ or the Bank being of the view that the Customer is not co-operating and/or complying with the terms and conditions of this Agreement, a right to terminate this Agreement and the license granted hereunder, after issuing to the Customer a prior written notice of not less than 3 (three) months by registered post or speed post (and also by (i) email where email id of the Customer is available; and (ii) SMS and/or WhatsApp where the mobile phone number of the Customer is available) ("**Termination Notice**").

3.2.2 Upon receipt of the Termination Notice, the Licensor should forthwith and before the end of the notice period stipulated under the Termination Notice surrender and vacate the Locker and handover the keys, password or any other identification mechanism and documents provided by the Bank for opening of the Locker, to the Bank.

3.3 Breaking open of the Locker and dealing with its contents

3.3.1 The Bank should have a right to break open the Locker and deal with its contents in accordance with the provisions under this Agreement, the Bank's internal policy (ies) and procedure(s) and the applicable laws and regulations, in case of any one or more of the following events-

(a) In the event Termination Notice in accordance with Clause 3.2.1 hereof is served to the Customer and the Customer does not surrender and vacate the Locker after the end of the notice period stipulated under the Termination Notice;

(b) The Rent remains unpaid for 3 (three) consecutive years; and/or

(c) The Locker remains inoperative (irrespective of whether Rent is paid or not) for a period of 7 (seven) years or more; and the Customer cannot be located by the Bank.

(d) If the Government enforcement agencies have approached the Bank with orders from the Court or appropriate competent authority to seize locker(s) and requested for access to the Lockers

3.3.2 Before exercising the right to break open the Locker, the Bank should send to the Customer a notice (in addition to the Termination Notice under Clause 3.2.1 above) in writing of not less than 3 (three) months by registered post/ speed post (and also by (i) email where email id of the Customer is available; and (ii) SMS and/or

Classification:Restricted-External

WhatsApp where the mobile phone number of the Customer is available) of the Bank's proposed action of breaking open of the Locker ("**Break Open Notice**").

3.3.3 Notwithstanding, anything contained under this Agreement the Bank should take all possible efforts to contact the Customer by sending messages on mobile phone of the Customer, sending a personal messenger to the Customer's address, making phone calls on the Customer's land line/ mobile phone etc. before breaking open of the Locker.

3.3.4 In case the Termination Notice and the Breaking Open Notice as foresaid sent by the Bank is returned undelivered or the Customer is not found to be traceable despite the Bank having taken reasonable efforts including those stated under Clause 3.3.2 and 3.3.3 above, the Bank should, before breaking open the Locker, issue a public notice of not less than 3 (three) months about the Bank's intention to break open the Locker, in minimum 2 (two) newspapers (one in English and another in local language) in the same location where the Customer resides as evidenced by the Customer's address as stated in the Agreement or as further communicated by the Customer to the Bank.

3.3.5 The breaking open of Locker would be done in the presence of a committee consisting of 2 (two) officers of the Bank and 2 (two) independent persons acting as witnesses. In the event of electronically operated Locker (including Smart Vaults), the use of 'Vault Administrator' password for opening of locker should be assigned to a senior official and complete audit trail of access should be preserved.

3.3.6 Upon breaking open of the Locker, having followed the procedure as set out above, the Bank should prepare inventory of the contents of the Locker and get valuation of the contents done by the Bank's approved Valuer and the contents of the Locker should be kept in sealed envelope along with detailed inventory inside a fireproof safe in a tamper-proof way.

3.3.7 In addition to the above, the Bank should also record a video of the break open process together with inventory assessment and safe keep and preserve the same so as to provide evidence in case of any dispute or court case in future.

3.3.8 Furthermore, the Bank should also ensure that the details of breaking open of locker is documented in the Bank's Core Banking System (CBS) or any other computerized system compliant with the Cyber Security Framework issued by RBI from time to time, apart from locker register.

Classification:Restricted-External

3.3.9 Disposal of the articles of the Locker as recorded in the inventory prepared in the manner as stated in the paragraphs above, should be done either by sale in public auction and the sale proceeds should be applied first towards the Customer's dues to the Bank (including outstanding Rent, breaking open charges and any other dues) and balance be refunded to the Customer or held for the disposal at the order of the Customer.

3.3.10 Before sale of the contents of the Locker by conducting public auction, a notice of not less than 3 (three) months in writing by registered post/ speed post (and also by (i) email where email id of the Customer is available; and (ii) SMS and/or WhatsApp where the mobile phone number of the Customer is available) should be issued by the Bank to the Customer about the intention of the Bank to auction the contents of the locker for recovery of the dues to the Bank. The said notice ("Auction Notice") should contain the date, time and place of auction and a copy of the inventory of the contents of the Locker made in terms hereof.

4. THE BANK'S DISCHARGE FROM OBLIGATIONS AND LIABILITY

4.1 The Bank should not be liable for in any case for deterioration or damage to the contents of the Locker whether caused by rain, flood, earthquake, lighting, civil disturbance or commotion, riot or war or in the event of any terrorist attack or by any other similar cause(s).

4.2 The Bank should not be liable for any damage/ loss of contents of the Locker arising from any act that is attributable to the fault or negligence of the Customer whatsoever.

4.3 The Bank should be discharged of its obligations and should not be liable for any cost, loss or liability incurred by the Customer (including for any damage and/or loss of contents of Locker) in the event the Locker is broken open and its contents dealt with in keeping with the provisions of this Agreement.

4.4 Regardless of the above, the Bank's liability on the Locker should always be subject to limitation under the applicable law and regulation.

4.5 The contents of the Locker should in no manner be considered insured by the Bank, and the Bank should not have any liability to insure the contents of the locker against any risk whatsoever.

Classification:Restricted-External

5. LAW AND JURISDICTION

This Agreement is made subject to Indian law and all matters arising out of it should be subject to the jurisdiction of courts at the place where the subject lockers is/are situated or in the jurisdiction of which the Branch of the Bank falls.

SCHEDULE

Place:			Date:
PARTIED TO THIS AGREEMENT			
1	**THE BANK**	BANK OF CEYLON	
	BRANCH	CHENNAI	
2	**THE CUSTOMER**	NAME AND ADDRESS: (For Individuals)	
		1 Name: Address: Email ID Telephone Number Mobile Number:	
		2 Name: Address: Email ID Telephone Number Mobile Number:	
		3 Name: Address: Email ID Telephone Number Mobile Number:	
3	**DESCRIPTION OF LOCKER**	LOCKER NUMBER:	
		LOCKER SIZE:	
4	**LOCKER RENT (per year)**	Rs. (in figures) _____(applicable taxes to be included) Rupees (in words):_____ _____ (As may be revised from time to time and payable in advance)	

Classification:Restricted-External

5	**OPERATING MANDATE**	
6	**PERIOD OF LICENCE**	One year from the date of this Agreement which at the end of such one year should stand automatically extended for a further period of one year every time unless terminated in terms hereof.
		• I/We further authorise the Bank to recover the advance locker rent of a year as and when due by debit to my/our Savings/Current number _____ with Bank of Ceylon, Chennai till notice to the contrary is served in writing. • I/We authorise the Bank to recover the due locker rent and/or charges incurred in break open of locker (In case of inoperative or rent due) by closing the Fixed Deposit account number_____ deposited with Bank of Ceylon, Chennai Branch as security deposit for Safe Deposit Locker Number_____
		Declaration for Nomination/No Nomination (not applicable for locker account with MOP as "Either or Survivor", "Former or Survivor", "Anyone or Survivors", "Later or Survivor): ☐ I/We wish to add nominee in Safe Deposit Locker. ☐ The benefits of nomination have been explained to me/us. However, I/We do not wish to make a nomination for the Safe Deposit Locker Facility.

IN WITNESS WHERE OF, the Parties hereto have caused this Agreement to be executed and acknowledged by their respective officers or representatives hereunto duly authorized, as of the date first above written.

For the Customer:			
	1	**2**	**3**
Signature			
Name			

For the Bank [Bank Name/ Branch Name]:
Signature:
Name of the Approving Officer:
Designation:

Classification:Restricted-External

Annexure - III

FORM SL1

Nomination under Section 45 ZE of the Banking Regulation Act and Rule 4(1) of the Banking Companies (Nomination) Rules, 1985, by sole hirer in respect of safety locker.

I. . . . .

(name and address)

nominate the following person to whom in the event of my /minor's death, ... Bank of Ceylon, Chennai may give access to the locker and liberty to remove the contents of the locker, particulars whereof are given below:

Locker			Nominee			
Nature of	Distinguishing Mark or No	Additional Details, if any	Name	Address	Relationship with Hirer, if any	Age

Signature / Thump impression of hirer

Place:
Date:

Name[s], signature[s] and address[es] of witness[es] @

Witness	Name	Address	Signature

* Where the locker is hired solely in the name of a minor, the nomination should besigned by a person lawfully entitled to act on behalf of the minor.
@ Thump impression should be attested by two witnesses.

Classification:Restricted-External

Annexure - IV

Form SL 1A

Nomination under sections 45ZE of the Banking Regulation Act, 1949 and Rule 4(2)of the Banking Companies (Nomination) Rules, 1985 by joint hirer in respect of safety locker

I. . . . . ..
. . . . . .
(name and address)
nominate the following person to whom in the event of death of one or more of us, ...
. . . . . .
(name of address of Branch/office in which the locker is situated)
may give access to locker and liberty to remove contents of the locker, particulars whereof are given below, jointly with survivors of us

Locker			Nominee			
Nature of	Distinguishing Mark or No	Additional Details, if any	Name	Address	Relationship with Hirer, if any	Age

Signature/Thumb impression of hirers

Place:

Date:

Name[s], signature[s] and address[es] of witness[es] @

Witness	Name	Address	Signature

*

Where the locker is hired solely in the name of a minor, the nomination should besigned by a person lawfully entitled to act on behalf of the minor.

@thumb impression[s] should be attested by two witnesses.

Classification:Restricted-External

Annexure -V

FORM SL 2

Cancellation of nomination under Section 45 ZE and 52 of the Banking Regulation Act,1949 and Rule 4(5) of the Banking Companies (Nomination) Rules, 1985 in respect of Safety Locker.

I/We . . . .
. . . . . .
(name(s) and address(es))
hereby cancel the nomination(s) made by me/us in favour of . . . . . .
. . . . . .
(name(s) and address(es))
in respect of the safety locker, the particulars whereof are given below.

Locker			Nominee			
Nature of	Distinguishing Mark or No	Additional Details, if any	Name	Address	Relationship with Hirer, if any	Age

Signature/Thumb impression of hirers

Place:

Date:

Name[s], signature[s] and address[es] of witness[es] @

Witness	Name	Address	Signature

Note:

* Where the locker is hired solely in the name of a minor, the cancellation of nomination should be signed by a person lawfully entitled to act on behalf of the minor.

@ Thumb impression should be attested by two witnesses.

Classification:Restricted-External

Annexure -VI

FORM SL 3

Variation of nomination under Sections 45 ZE and 52 of the Banking Regulation Act, 1949 and Rule 4(5) of the Banking Companies (Nomination) Rules, 1985 by sole hirer in respect of safety locker

I, (name and address) . . . . (name and address)
cancel the nomination made by me in favour of. . . . . (name and address)
and hereby nominate the following person to whom in the event of my/minor's death, Bank of Ceylon, Chennai. . . . . may give access to the locker and liberty to remove the contents of the locker, particulars whereof are givenbelow:

Locker			Nominee			
Nature of	Distinguishing Mark or No	Additional Details, if any	Name	Address	Relationship with Hirer, if any	Age

Signature/Thumb impression of hirers

Place:

Date:

Name[s], signature[s] and address[es] of witness[es] @

Witness	Name	Address	Signature

*Where the locker is hired solely in the name of a minor, the nomination should besigned by a person lawfully entitled to act on behalf of the minor.
@ Thump impression should be attested by two witnesses.

Classification:Restricted-External

Annexure -VII

FORM SL 3A

Variation of nomination under sections 45ZE and 52 and Rule 4(7) of the Banking Companies (Nomination) Rules, 1985 of the Banking Regulation Act, 1949 by joint hirers in respect of safety locker

We . . . . . [names and addresses]
cancel the nomination made by me in favour of . . . . . [names and addresses]
and hereby nominate the following person[s] to whom in the event of the death of one or more of us . . . . . [branch/office in which the locker is situated]
may give access to the locker and liberty to remove the contents of the locker, particularswhereof are given below, jointly with the survivor or survivors of us.

Locker			Nominee			
Nature of	Distinguishing Mark or No	Additional Details, if any	Name	Address	Relationship with Hirer, if any	Age

Signature/Thumb impression of hirers

Place:

Date:

Name[s], signature[s] and address[es] of witness[es] @

Witness	Name	Address	Signature

*Where the locker is hired solely in the name of a minor, the nomination should besigned by a person lawfully entitled to act on behalf of the minor.
@ Thump impression should be attested by two witnesses.

Classification:Restricted-External

Annexure - VIII

POWER OF ATTORNEY FORM

This POWER OF ATTORNEY, granted at _____(Location, City, State, Pin Code) this _____(DD) day of _____(Month) _____ (YYYY), by _____(Name of the Grantor), residing at _____(Complete Address of the Grantor) hereafter referred to as the "Grantor", (which expression shall include his heirs, executors, and legal representatives) in favour of _____(Name of the Grantee) residing at (Complete Address of the Grantee) hereinafter referred to as the "Grantee" (which expression shall include his heirs, executors, and legal representatives).

WHEREAS

1. The Grantor is the single hirer of the locker number _____ held with Bank of Ceylon, Chennai ("Locker"), particulars of which are given in schedule I hereto.
2. The Grantor is desirous of delegating to the Grantee certain powers in respect of the Locker and is, therefore, executing these presents.

NOW THIS POWER OF ATTORNEY witnesses, that the Grantor hereby delegates to the Grantee the following powers in respect of the Locker, namely,

1.
2.
3.

The Grantee shall, however, while acting under this Power of Attorney, ensure that the Grantee acts in accordance with the laws, regulations, and instructions or directions that may be issued from time to time by Reserve Bank of India, the Government of India or any other body.

The Grantor hereby agrees and undertakes to ratify and confirm all acts that may be done by the Grantee pursuant to this Power of Attorney.

I undertake to keep Bank of Ceylon, Chennai indemnified at all times from and against any loss, damage, harm suffered by / caused to it as a result of relying upon this power of attorney including any expense incurred by Bank of Ceylon, Chennai as legal costs in defending any claims / disputes against the Bank arising out of the same. To give effect to the above I hereby execute this power of attorney on _____(date) in _____(city).

Classification:Restricted-External

SCHEDULE

Attached to Power of Attorney dated .....

Particulars of Account

TYPE OF A/C	:	LOCKER
LOCKER NO.	:	
NAME OF GRANTEE	:	
ADDRESS OF GRANTEE	:	
SIGNATURE GRANTEE	:	
NAME OF GRANTOR	:	
ADDRESS OF GRANTOR	:	
DATED	:	
SIGNED AND DELIVERED BY	:	

.....

(SIGNATURE OF GRANTOR)

herein in the presence of

WITNESSES:

1. NAME & ADDRESS SIGNATURE

2. NAME & ADDRESS SIGNATURE

Classification:Restricted-External

Annexure - IX

APPLICATION FOR SAFE DEPOSIT LOCKER

Date _____

From, Name/(s): Address: Account Number: Phone (R) Phone (M) Phone (O) Email: Occupation	To, Bank of Ceylon 20/21 Casa Major Road New No.2, Old no 11, Zerat Garden Egmore, Chennai 600 008

Dear Sir,

I/We hereby request you to allot a Safety Locker of Class_____in the Safe Deposit Vault of the Bank for a period of _____ from _____. I am/We are prepared to pay the rental for the Vault in advance, as per rules of the Bank. I/We have read the rules with regard tothe rental and access to Safe Deposit Vault/Lockers and hereby agree to be abide and bound by them as also agree to the changes in the rules made by the Bank, from time to time. I am/we are also maintaining SB/Current/FD Account No. _____ with your Bank.

Photograph of Hirer	Photograph of Hirer	Photograph of Hirer

Specimen Signature of Hirer

1.	1.

Specimen Signature of Joint Hirer/s

2.	2.
3.	3.

Classification:Restricted-External

ACKNOWLEDGEMENT

Date _____

RECEIVED from the BANK OF CEYLON, CHENNAI Locker No. _____in their Safe Deposit Vault together with the key thereof, which locker is leased to the undersigned, subject to the rules and regulations of the said Bank, as receipt in the Memorandum of Letting and to all of which Rules and Regulations, the undersigned hereby expressively agrees.

Signature of Hirer/s

Classification:Restricted-External

Annexure - X

RELEASE (SURRENDER)

Contents of Locker No _____in the _____Vault of BANK OF CEYLON, CHENNAI being removed, the said locker with all keys is hereby surrendered. All the liabilities of the said Bank under Lease of the said locker are hereby released by me.

Date: **Signature of Hirer/s**

FOR BRANCH USE ONLY

Application Number : Wait List Number :

Existing Customer : New Customer : (As customer is new, collected necessary KYC documents/KYC form/Account Opening form)

Locker Class Locker No Key No

Date of Hiring Period

Rent Paid for the Period Date of Payment

Key Deposit A/C No Key Deposit Amount (in figures)

Key Deposit Date Key Deposit Maturity Date

- Certified that this Locker request form is complete in all respects & all the relevant documents are obtained. Verified the Mode of operation andsignature(s) of the Applicant / Joint Holder(s) . The request may be processed
- Allotted the cubicle number ..... and the details entered in folio .....of the Safe Deposit Locker Register

Entered by	Verified by
Signature :	Signature :
Name :	Name :
PF No :	PF No :
Authorised Officer	Deputy Manager

Classification:Restricted-External

Annexure - XI

STANDING INSTRUCTION

Date: _____

The Manager,

Bank of Ceylon, Chennai

_____

_____

_____

Dear Sir,

Standing Instruction for recovery of annual locker rent

I/We_____

hold the locker No. _____at your Bank. The "Rent" for the said locker may be debited to my/our Savings Bank/ _____A/c No_____ every year. I have no objection, if in future any change occurs in the rental structure of the locker.

Thanking you

Yours faithfully,

_____

From:

_____

_____

_____

Classification:Restricted-External