

**PROCEDURE FOR RETURN/RELEASE OF MOVABLE/IMMOVABLE PROPERTY DOCUMENTS
ON DEMISE OF BORROWER/MORTGAGOR**

As per Bank's Policy on Settlement of Death Claims, the claims by the legal heirs of the deceased borrower/mortgagor for release of property documents will be disposed and documents will be released on settlement of all dues of the Bank and after due diligence and enquiry on the basis of documents submitted.

The claims will be disposed on receipt of death claim application as per A-57 (Annexure-IV), Indemnity Bond, proper receipts/acknowledgment, relationship certificate/legal heirship certificate and KYC documents as prescribed by the Bank.

The Customers/legal heirs can contact the home Branch for any clarifications.

For death claim application information, please contact your home branch or write to us at customercare@csb.co.in or contact customer care on 1800 266 9090 / +91 422 6612300.