

POLICY GUIDELINES ON UNCLAIMED DEPOSITS.

CLASSIFICATION OF UNCLAIMED DEPOSITS:

a) Operative Accounts:

An account shall be classified as unclaimed deposits if the same is not operated (other than interest credits and service charge debits) for 10 years and more from the date of last operation.

b) Term Deposits:

A term deposit account shall be classified as unclaimed deposit if the same is not renewed/withdrawn after 10 years or more from the date of maturity.

PROCEDURE ON MAINTENANCE OF UNCLAIMED DEPOSITS:

Transfer of Unclaimed Deposits:

CASA Deposits:

CASA accounts completed 10 years from the date of last operation (other than interest credits and service charge debits) will be marked as Unclaimed Deposits by the CBS system and the home branch will be changed from the original branch to BS & CA Section, Head Office (0401) during EOD operation on daily basis.

After changing the home branch as BS & CA Section, Head Office (0401), Branches can only view such CASA accounts and no operations are permitted in the accounts at Branch level.

CBS System takes care of periodical Interest application for such accounts.

Term Deposits:

Term Deposits completed 10 years from the date of maturity will be closed and moved to unclaimed GL of BS & CA Section, Head Office (0401) during the EOD operation on daily basis. Separate GL code will be created for this purpose.

As per the revised system, the TD account will be closed at branch level, the status will be changed as Closed and the balance in the account will be transferred to HO - Unclaimed GL.

Any existing balancing reports / extracts used by the Branch needs to be taken care to reflect this as the account will not get transferred and only the balance gets transferred. For each unclaimed TD account, a 12 digit Recon Number will be created by the system for reference.

A report will be provided in CBS for the branch to generate the details of Unclaimed Deposits for any period with break up of CASA and Term Deposit accounts.

Repatriation of Unclaimed Deposits:

CASA Deposits:

For repatriation of CASA Deposits, Branch has to take up with BS & CA Section, Head Office (DP code - 0401) duly complying with the existing procedures.

After ensuring the genuineness of the claim by the branch, BS & CA Section, Head Office (0401) will change the status of unclaimed CASA account to regular and change the DP Code of home branch from Head Office (0401) to the original branch by using the option BA995. The transfer will happen during EOD operations.

Even after revival, the same account number can be retained duly complying with KYC norms as the CASA account is not getting closed at the time of transfer as unclaimed deposits.

Term Deposits:

For repatriation of Term Deposits, Branch has to take up with BS & CA Section, Head Office (DP code - 0401) duly complying with the existing procedures.

To enable inquiry of the TD Unclaimed recon number, a new screen is proposed whereby the user will enter the TD account number and system will display all the deposits that are in Unclaimed GL along with their respective recon numbers and the status of each recon number. If the status of the recon number is 'Paid', then the corresponding Date on which this is paid will also be displayed.

The new screen will display the above information irrespective of whether the amount has been paid out / reconciled or not. The basic information of the account viz., account title, currency, branch etc will be displayed as provided in conventional FCR inquiry screens.

The input parameter for the inquiry will always be the TD account number against which system will display the deposit numbers and corresponding recon number. System will not support input of recon number / deposit number to ascertain the TD account number.

For repatriation purpose, this recon number needs to be the input in the existing GL transaction screens.

In case of repatriation, after ensuring that the amount is not paid for the TD account number, authorized users of BS & CA Section, HO can debit the Unclaimed GL which is implemented in nature and transfer back the balance to the original branch by way of Branch Advice duly verifying the genuineness of the claim as per existing guidelines.

DISPLAY OF DATA ON UNCLAIMED DEPOSITS ON WEB SITE OF THE BANK:

In tune with the directions of RBI, Bank has displayed the name and address of such depositors / account holders under Personal Banking - Savings and Deposits - Unclaimed Deposits menu in our website <http://www.canarabank.com>. If a depositor wants to know whether his/her name is available in the published list, he/she can ascertain the same through SEARCH option.

As instructed by Reserve Bank of India, the Bank has also furnished the claim procedure for the information of the customers in its website.

Whenever any customer approaches the Branch on ascertaining the availability of his name in the list with a request letter for revival / refund of the deposit and along with necessary documents as proof of deposit, the Branch has to take up with BS&CA Section, Head Office for getting back the amount duly following the procedure after carefully ensuring the genuineness of the claim.

If any depositor, though his name is not available in the list, approaches the Branch with documentary proof, the Branch has to help the customer to ascertain the correct position of the account and advise him properly. In case, the Branch is not able to ascertain the position of the account, they may take up with the Customer Service Section of the respective Circle Office providing full details of the deposit for doing the needful.

Branches / Offices shall extract the addresses of the deposits in respect of the accounts which do not contain full address details. The full address may be ascertained either through back ups (Stand alone PCs) or through the data stored in disc / floppy, during the time of migration to CBS, with the assistance of TM Section of Circle Offices.

As Unclaimed Deposits/In-operative accounts is a fraud-prone area, branches should take utmost care and exercise due diligence while ensuring the genuineness of the claim to avoid fraudulent transactions.

MECHANISM FOR REDRESSAL OF GRIEVANCES FOR QUICK RESOLUTION OF COMPLAINTS:

1. At Branch and Circle Office ::

Branch Manager will be responsible for the resolution of the complaints/grievances in respect of unclaimed/inoperative accounts. It is his/her foremost duty to see that the complaint should be resolved completely to the customer's satisfaction and if the customer is not satisfied, then he shall be provided with alternate avenues to escalate the issue if the same is not resolved within the stipulated period. If the Branch Manager feels that is not possible at his/her level to solve the problem he/she may refer the case to Circle Office.

Similarly, if Circle Office finds that they are not able to solve the problem such cases may be referred to the Nodal Officer of the Bank at Head Office.

2. At Head Office:

- A full-fledged Customer Service Section is functioning at SP&D Wing, Head Office, overseen by General Manager.
- An acknowledgement is sent to the customer immediately on receipt of the complaint.
- Thorough analysis of the complaints is done and necessary instructions are given to CO/Branches for speedy redressal and followed up till final redressal letter is sent to the complainant duly explaining the decision taken on the complaint.

Grievance Escalation System:

- Customers can lodge their complaints directly to Branch-in-charge and it will be the responsibility of the Branch-in-charge to resolve the complaint within 7 days from the date of receipt.
- The Branch-in-charge will analyze the complaint and if need be he/she will contact the complainant personally and resolve the complaint.

- A complaint redressal letter will be sent to complainant, if the complaint is resolved at Branch level. The Branch will also send the details of the grievance received at periodical intervals to Circle Office.
- If the Branch-in-charge is not able to resolve the complaint within 7 days, the complaint will be referred by the Branches to the concerned Circle Office along with their comments/replies for further action.
- The complaints referred to Circle Office will be analyzed by Customer Service Section and based on the explanation received from the Branch, CO will send a suitable reply to complainant.
- If the reply received from the Branch is not satisfactory and if Circle Office cannot resolve the complaint within 7 days from the date of receipt of complaints, the same will be referred to Customer Service Section, Head Office along with their comments/explanations. The Circle Office will also send the details of the complaints received directly by them and not settled within seven days to Customer Service Section, Head Office along with their comments/ replies.
- Customer Service Section, Head Office will analyze the complaint and the replies received from Branch and Circle Office. On placing the matter before appropriate authorities a decision is taken on the complaint. A complaint redressal letter is sent to the complainant from Head Office and suitable instructions are passed on to Branch, Circle Office for taking action in the deficient areas.

Online Grievance Redressal System: CPGRS (Canara Public Grievance System)

Based on the Recommendations of the Damodaran Committee, IBA and also as per the instructions of the Ministry of Finance the bank has developed a in-house package for the online grievance redressal system namely CPGRS (Canara Public Grievance Redressal System). The same is made available in the Banks Website. This package enables the customers to register their complaints online through our website. This package records a complaint and provides the customer the complaints status tracking and receiving response from the bank.

Through the website of the bank the customers register the complaints. A unique reference number is generated by the system for the reference to the customer. The complaint goes to the concerned branch automatically and the branch redresses the issue. In case if there is any delay the same is being escalated to the Circle after 7 days for follow-up. Similarly if there is any delay at Circle Office the same is escalated to Head Office after 7 days. HO is following up with each case and redresses the issue to the satisfaction of the customer.

A depositor will have the right to be heard and seek redressal against deficient service/poor quality of products and services, unfair trade practices and unscrupulous exploitation. This includes his/her right to fair redressal of any genuine grievance relating to products/services which he/she has chosen to utilize.

Branches to play a pro-active role by attending to the needs of the customers on the spot and prevention of customer complaints. On receipt of the claim from the customer, branch to verify the records to ensure the genuineness of the claim and thereafter submit the claim to BS & CA Section, HO immediately for repatriation of the amount.

RECORD KEEPING:

BS & CA Section, FM & S Wing, H.O. shall maintain the records of Unclaimed Deposits which are transferred from branches to HO. However, at branches, the accounts transferred as Unclaimed Deposit should not be treated as account closed and also should not be reduced from the Account Opening and Closed Register. The Specimen Signature Cards of the Unclaimed Deposit accounts transferred are to be kept under Double Lock. On transfer of the accounts as Unclaimed Deposits, such accounts should be maintained with NIL / ZERO balance in the system. If accounts are maintained manually, the ledger sheets of such accounts are to be kept under Double Lock.

Branches are advised to keep a copy of reports generated in CBS pertaining to the Unclaimed Deposits transferred as a permanent record at their end for future reference and entertaining claims as and when received from the depositors.

Branches and BS & CA Section, HO are advised to strictly adhere to the guidelines in the Manual of Instructions on Correspondence, Filing, Preservation, Destruction of Old Records, E-Records Maintenance and Reconstruction of Accounts.

PERIODIC REVIEW OF UNCLAIMED DEPOSIT ACCOUNTS:

Branches shall review the daily report on transfer of CASA and Term deposits to unclaimed deposits on a daily basis. A Daily report in this regard will be provided by the DIT Wing under CBS reports.

Branches to play a more pro-active role in finding the whereabouts of the account holders of unclaimed deposits and reviving/closing such accounts.

Branches to promptly claim the unclaimed deposits from BS & CA Section when they receive the request for revival/closure from the account holders and ensure that the account is revived/closed within 7 days from the date of receipt of the claim from the account holder/s.