

Procedure for claiming Unclaimed Deposits

In order to facilitate follow-up, the list of unclaimed deposits is made available in our web site. If customers name and identity matches with the data available in the search results, customer/ survivor/ legal heir/ authorized signatories, as the case may be, may lodge a claim request for the unclaimed deposit at bank branch through submission of valid KYC documents.

Claim by Individual Customer:

Customer may visit CSB branch with the request form and submit valid KYC documents along with deposit receipt/ Passbook if available. On verification of the same, branch will process the request

Claim by Legal Heir/ Nominee:

The legal heir/ nominee may visit Bank branch and submit the required documents. Claimant/s would be required to comply with the claim settlement process of the Bank.

Claim by Non-Individual:

The customer may submit the claim form on the non-individual entity's (Company's/ Firm's/ Institution's etc.) letter head duly signed by the authorized signatories along with valid KYC documents of the entity, beneficial owners & authorised signatories and deposit receipt if available. The customer may also be required to submit additional documents as required by the Bank.

[Click here](#) to view the list of KYC documents to be submitted.

[Click here](#) to view/download the request form for claiming unclaimed deposits

[Click here](#) to view/ download the forms for placing the death claim request to Bank

In case of any queries, please contact your home branch or write to us at customercare@csb.bank.in or contact customer care on 1800 266 9090 / +91 22 69578500/ +91 22 45393950.