



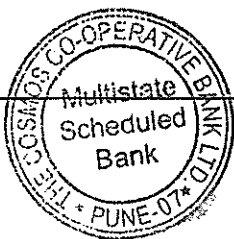
THE COSMOS CO-OP. BANK LTD.

(Multistate Scheduled Bank)

Safe Deposit Lockers Policy

This policy is designed specifically for use by Cosmos Bank personnel and is classified as Confidential and strictly for Cosmos Internal use only.

Administration Department



Classification: Classified – Strictly for Cosmos Internal use only.

Department: Administration

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Reference: RBI Master Circular on Customer Service – UCBs dated 01.07.2015.

RBI Revised Instruction on Safe Deposit Locker /Safe Custody Article Facility provided by the Bank dated 18.08.2021.

RBI Revised Instructions – clarification on Safe Deposit Locker /Safe Custody Article Facility provided by the Bank dated 27.10.2021

Policy Approval

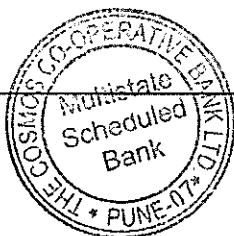
Name	Position	Date
Cosmos Bank	Hon. Board of Directors	24-12-2021
Cosmos Bank	Executive Committee	20-12-2021

Procedural Sign Off

Name	Position	Review / Sign	Signature
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Version History

Date of Issue	Version No	Reason for Change
24/06/2013	0.01	First Draft
29/11/2013	0.02	Second Draft
24/12/2013	1.00	Final approved by Hon. Board of Directors.
07/10/2019	2.00	Final approved by Hon. Board of Directors
24/07/2020	3.00	Updating content as per Auditor's recommendation and final Ho. BOD approval
24/12/2021	4.00	Updating as per revised circular / instructions of RBI

INTRODUCTION

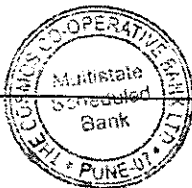
Safe deposit lockers facility is one of the ancillary services extended by bank at our branches. The relationship between the banker and the customer of a locker is that of lessor and lessee. The locker units will be leased out to customers who have been properly introduced to the bank.

PURPOSE

The Safe deposit Lockers Policy sets forth the foundation on which to comprehensively and effectively manage day to day business operations in all branches holding Safe Deposit Lockers.

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1.0 SCOPE:

This policy applies to all business units across the Cosmos Bank in all geographies and covers all categories of branches.

2.0 SECRECY AND CONFIDENTIALITY:

The Bank will ensure utmost secrecy of the Safe Deposit Lockers hired by the customer and 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.

Bank's lockers will be available to any person, having contractual capacity i.e. capacity to enter into a contract. Thus locker can be hired by an Individual singly and / or two or more individuals jointly as well as firms, Limited Companies, Societies, Associations, Clubs etc.

3.0 ALLOTMENT OF LOCKER:

Allotment of lockers shall be based on the duly filled in application of the prospective hirers on the printed format provided by the bank. Lockers will be allotted by the branches on first-come-first-served basis. Due diligence of KYC norms, will be duly applied before allotment of locker. It is necessary that locker holder will have to open an account with the Bank, but we cannot insist upon the same, opening account will also help in ascertaining risk category of the locker holder which is link with locker operation frequency. Bank will have to check and confirm periodically about the said account of the locker holder/s and update KYC document. Locker facility may be given to the customers who are not having any banking relationship after complying CDD criteria as updated from time to time and subject to ongoing compliance. The due diligence shall be carried out for all the customers in whatever rights and capacities they may be hiring the locker.

In addition to this it is necessary that Nominal Membership is to be allotted to the locker holder/s before allotment of locker, if existing locker holder is not Nominal Member (existing / after merger etc.), Branches will have to make compliance of the same urgently.

If the branch suspects the deposit of any illegal or hazardous substance by any customer in the safe deposit locker, the branch shall have the right to take appropriate action against such customer as it deems fit and proper in the circumstances.

The branch shall obtain recent passport size photographs of locker-hirer(s) and individual(s) authorised by locker hirer(s) to operate the locker and preserve in the records pertaining to locker-hirer being maintained in the branch.



Bank has designed new Board approved agreement for safe deposit lockers. This agreement is in conformity with these revised instructions and the directions of the Hon'ble Supreme Court in this regard. Branches shall renew their locker agreements with existing all locker customers by January 1, 2023. All the charges related to execution of new agreement, stamp duty, fee etc. to be paid by locker holder.

4.0 WAIT LIST OF LOCKERS:

In order to facilitate customers making informed choices, branches shall maintain a branch wise list of vacant lockers as well as a wait-list in Core Banking System (CBS) or any other computerized system compliant with Cyber Security Framework issued by RBI, for the purpose of allotment of lockers and ensure transparency in allotment of lockers. The branch shall acknowledge the receipt of all applications for allotment of locker and provide a wait list number to the customers, if the lockers are not available for allotment.

5.0 PROVIDING A COPY OF THE AGREEMENT:

At the time of allotment of the locker to a customer, the branch shall 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 shall be furnished to the locker hirer to know his/her rights and responsibilities. Original Agreement shall be retained with the branch where the locker is situated.

6.0 RENTAL TARIFF AND RECOVERY OF RENT:

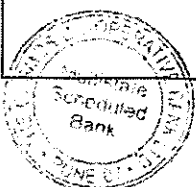
Locker rent will be decided by the Bank, depending on their size from time to time. Branches will have to take periodically review about locker rent, other Banks locker rent in the vicinity, lockers availability etc. and take approval from their region office for increment in the rent.

Branches may face potential situations where the locker-hirer neither operates the locker nor pays the rent. To ensure prompt payment of locker rent, branches are allowed to obtain a Term Deposit, at the time of allotment, which would cover three years' rent and the charges for breaking open the locker in case of such eventuality. Branches, however, shall not insist on such Term Deposits from the existing locker holders or those who have satisfactory operative account. The packaging of allotment of locker facility with placement of term deposits beyond what is specifically permitted above will be considered as a restrictive practice.

Branch will have to take advance locker rent for one year from the locker holder with GST and other taxes applicable. Bank will refund rent amount on pro-rata basis (except GST) on premature termination of locker facility and after handing over peaceful possession of locker to the branch.

7.0 RECOVERY OF RENT FROM HIRER(S):

Safe Deposit Locker rent will be payable in advance and in an event of locker rent remaining unpaid, when due, the Bank will have the right to refuse access to the locker without prejudice to Bank's right to break open the locker.



Locker rent will be recovered in advance on annual basis. The lease period of one year will start from the date of hiring the locker and will continue till the preceding day of the corresponding date in the subsequent year.

Branch will have to take penalty of 10% of yearly locker rent on quarterly basis or part thereof. In short if the locker rent is overdue for say 4 months, 10% of annual locker rent should be charged twice to customer. Since, overdue period is one quarter (3 months) + 1 additional month. If the locker rent is due for one month then also 10% of annual locker rent should be charged as overdue locker rent to customer.

8.0 OPERATIONS OF SAFE DEPOSIT VAULTS/LOCKERS:

Branches 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 Branch working days and during the business hours. The Locker can be surrendered at any time in proper condition subject to payment of all dues and documentary compliance.

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

Banks shall send an email and SMS alert to the registered email ID and mobile number of the customer immediately at the time of signing locker operation register as a positive confirmation intimating the date and time of the locker operation and the redressal mechanism available in case of unauthorized locker access.

The locker hirer and/or the persons duly authorized by him/ her only shall be permitted to operate the locker after proper verification of their identity and recording of the authorization by the officials concerned of the branch. The branch shall 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'/ branch staff shall be maintained to record the movement of individuals in the Vault Room area with their signatures at appropriate place in the records.

In case of any operational problem faced by the locker holder it is responsibility of the Bank to repair the locker / lock through authorized service provider at own cost during the period of agreement. However locker keys are lost / damaged by the locker holder then break open process of the locker is to be initiated after taking written application from locker holder/s and in their presence through authorized service provider. In this case charges for break open / new lock and key are to first pay by the Bank to the service provider and immediately recover from locker holder.

Bank's concern Officer holding Bankers key (custodian key) of the locker will have to check whether the lockers are properly closed on a regular basis. If the same is not done, the locker must be



immediately closed and the locker holder shall be promptly intimated so that they may verify any resulting discrepancy in the contents of the locker.

The Bank shall additionally maintain a locker access record containing details about locker number, holder name, date with timing of opening and closing of locker.

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

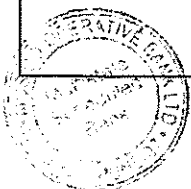
Branch shall take necessary steps to ensure that the area in which the locker facility is housed is properly secured to prevent criminal break-ins. The risks of accessibility of an allotted locker from any side without involvement of the locker-hirer concerned may be assessed and kept on record. Branch shall 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 banks, as per their policy, shall conduct necessary engineering / safety verification regularly to identify the risks and carry out necessary rectification.

The area housing the lockers should remain adequately guarded at all times. The banks shall install Access Control System, if required as per their risk assessment, which would restrict any unauthorized entry and create digital record of access to locker room with time log. As per their internal security measures, Branches will have to check that 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 branch shall preserve the CCTV recording till the police investigation is completed and the dispute is settled.

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

All the lockers to be installed by the banks shall conform to basic standards / benchmarks for safety and security as prescribed by Bureau of Indian Standards (BIS) or any other enhanced industry standards applicable in this regard.

There shall be a system of inter change of locks whenever the locker is surrendered by the hirer. The keys of vacant lockers shall be kept in sealed envelopes. The duplicate master keys shall be deposited with another branch / region office / head office of the bank, in case of stand alone branches duplicate keys including master key shall be kept in safe custody / locker facility with other Bank. There shall be proper record of joint custody of master keys. Branch shall conduct surprise periodic verification of surrendered/vacant lockers and their keys by an officer of the bank who is not connected with their custody and proper record shall be maintained as a proof of such verification.



Branch shall 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. The Locker Register shall be updated in case of any change in the allotment with complete audit trails

The branch custodian shall 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 shall 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 branch custodian shall record the fact of not closing the locker properly in the register and its closure by the branch with the date and time. Further, the custodian of the locker room shall 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.

9.0 CUSTOMER DUE DILIGENCE

Branches will carry out customer due diligence for both new and existing customers at least to the levels prescribed for all customers. 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 on regular basis.

10.0 NOMINATION FOR SAFE DEPOSIT LOCKERS

The branch shall 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 shall be followed by the banks. 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.

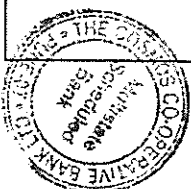
For the various Forms (Forms SC1, SC2 and SC3 for Articles left in Safe Custody and Forms SL1, SL1A, SL2, SL3 and SL3A for Safety Lockers) prescribed under Banking Companies (Nomination) Rules, 1985/Co-operative Banks (Nomination) Rules, 1985, only Thumb-impression(s) shall be required to be attested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

Branch shall have appropriate systems and procedures in place to register the nomination, cancellation and / or variation of the nomination, in their books, made by the locker hirers.

Branch shall devise a proper system of acknowledging the receipt of duly completed form of nomination, cancellation and / or variation of the nomination. Such acknowledgement shall be given to all the customers irrespective of whether the same is demanded by the customers or not

Nomination in respect of safe deposit lockers -

- (1) The nomination to be made by an individual who is a sole hirer of a locker shall be in Form SL 1.
- (2) Where the locker is hired by two or more individuals jointly, the nomination to be made by such hirers shall be in Form SL 1A.



- (3) In the case of a sole hirer of a locker, nomination shall be made in favour of only one individual.
- (4) Where the locker is hired in the name of a minor, the nomination shall be made by a person lawfully entitled to act on behalf of the minor.
- (5) The cancellation of the said nomination to be made by the sole hirer or as the case may be, joint hirers of a locker, shall be in Form SL 2.
- (6) A variation of the said nomination to be made by the sole hirer of a locker shall be in Form SL 3.
- (7) A variation of the said nomination to be made by the joint hirers of locker shall be in Form SL 3A.
- (8) A nomination, cancellation of nomination or variation of nomination may be made by as aforesaid at any time during which the locker is under hire.
- (9) The Bank will acknowledge in writing, to the sole hirer or joint hirers, the filing of the relevant duly completed Form of nomination or cancellation of nomination, or variation of nomination, as the case may be, in respect of the locker so hired.
- (10) The relevant duly completed Form of nomination or cancellation of nomination or variation of nomination filed shall be registered in the books of the Bank.
- (11) The format of all the above mentioned form is annexed with this policy.

11.0 MEASURES RELATING TO LOCKERS WHICH HAVE REMAINED UNOPERATED

Where the lockers have remained un-operated for more than three years for medium/low risk category or one year for a high risk category or as per updated circulars of RBI, branches will immediately contact the locker-hirer and advise him/her to either operate the locker or surrender it. Notice by Registered A/D (Format Enclosed – Annexure II) intimating / informing the customer about non-operation of locker and its consequences be sent on expiry of one year / three years in case of high risk and medium/low risk customer respectively. A copy of the said notice be kept on branch record along with acknowledgment.

This exercise will be carried out even if the locker hirer is paying the rent regularly. Further, branches 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., branches will allow the locker hirer to continue with the locker subject to written / email confirmation from the said locker hirer/s and the hard copy of the same should be kept with branch record. In case, the locker-hirer does not respond nor operate the locker, branches will consider opening the lockers after giving final Registered A/D notice to him. (Format enclosed – Annexure III)

12.0 EMBOSSING IDENTIFICATION CODE:

Branches will ensure that identification Code of the bank / branch is embossed on all the locker keys with a view to facilitate Authorities in identifying the ownership of the locker keys.

Branch shall 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 shall, regularly/periodically, check the keys maintained in the branch to ensure that they are in proper condition. Branch shall 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.



13.0 BREAKING OPEN OF LOCKER:

This part refers to the breaking open of the locker in a manner other than through the normal access by the customer using her/his original key or password under any one of the following circumstances:

- (i) if the hirer loses the key and requests for breaking open the locker at her /his cost; or
- (ii) if the Government enforcement agencies have approached the bank with orders from the Court or appropriate competent authority to seize lockers and requested for access to the lockers; or
- (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.
- (iv) For non operation of lockers as per frequency prescribed by the Reserve Bank of India, default in payment of prescribed charges or for any other reason.

If the key of the locker, supplied by branch is lost by the locker-hirer, the customer (locker hirer) shall notify the branch immediately. An undertaking (**format enclosed**) 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. The charges applicable for replacement of lost keys / issue of new password shall be communicated to the locker hirer.

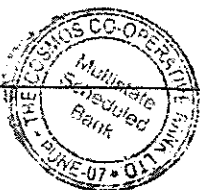
The opening of the locker has to be carried out by the bank or its authorized technician only after proper identification of the hirer, proper recording of the fact of loss and written authorization by the customer for breaking open the locker.

The operation shall be done in the presence of the customer/s and an authorized official of the bank. 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.

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

Branch shall 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. The branch shall 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. A clause may be incorporated in the locker agreement to this effect.

Before breaking open the locker, the branch shall 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 the letter is



returned undelivered or the locker-hirer is not traceable, the bank shall 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 interest in the contents of locker to respond. The locker shall be broken open in the presence of an officer of the bank and two independent witnesses. In case of electronically operated lockers (including Smart Vaults), the use of 'Vault Administrator' password for opening of locker shall be assigned to a senior official and complete audit trail of access shall be preserved. Further, branch shall 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. Branch shall 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. After breaking open of locker, the contents shall be kept in sealed envelope with detailed inventory inside fireproof safe in a tamper-proof way until customer claims it. A record of access to the fireproof safe shall invariably be maintained. While returning the contents of the locker, the branch shall obtain acknowledgement of the customer on the inventory list to avoid any dispute in future

Branch shall 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. Further, branch shall 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.

The following procedure shall be followed by the branches for breaking open the lockers where Locker Rent is in arrears for more than 3 years and where the Hirer has not responded to the notices sent by the branches.

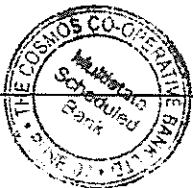
- 1) A notice shall be sent to the hirer stating that the locker rent is due and rent should be paid within 10 days from receipt of the notice.
- 2) If there is no response, then another reminder notice shall be sent to the hirer to vacate the locker/pay the arrears of rent within seven days failing which the locker would be broken open on or after that date and that the charges/expenses would have to be borne by the hirer.
- 3) The Locker would be broken open on or after the date mentioned above, in the presence of an independent witness / third party, Branch Manager, Regional Asst. General Manager & Locker in-charge and the articles would be recorded item wise/ number wise in a ledger duly authenticated by the Independent witness / third party, Branch Manager & Regional Asst. General Manager.
- 5) Then a letter shall be sent to the hirer informing that the contents of the locker and the items would be auctioned on (date).....at(time)..... for recovery of the arrears of rent, charges and expenses incurred for breaking open the Locker. The auction date would be fixed after 15 days from the date of notice.
- 6) Only such items, the value of which is sufficient to recover the arrears, charges and expenses, including the auction expenses and paper publication shall be chosen for auction.



- 7) One week after the issue of notice, paper publication shall be given in a local daily newspaper informing the date and time of auction together with the details of item/s that are going to be auctioned.
- 8) The auction shall be conducted on the date and time specified and the amount fetched in the auction shall be adjusted towards arrears of rent, charges and expenses incurred and balance, if any, shall be kept in the Accounts Payable account.
- 9) Then a letter shall be sent to the Hirer informing the details of the auction and advising him/her to claim the balance amount and the remaining contents of the locker in a specified format (Annex- I).
- 10) If the contents/remaining contents of the locker are not claimed, the same shall be kept in the safe deposit vault duly locked/sealed under the joint custody of the Branch Manager and the Cashier.
- 11) If the contents are not claimed for more than three years further process shall be done as per provisions of Policy for unclaimed valuables found in Bank Premises.
- 12) All Notices / Letters shall be sent under Registered Post Acknowledgment Due to the Hirer and in respect of joint accounts, to all the joint hirers.
- 13) All Acknowledgement Cards received shall be kept in the Files concerned.
- 14) If the letters are returned for any reason they shall be kept without opening in the relevant files.
- 15) If the letter is returned for the reason of death of the hirer, the notice shall be issued to all the legal heirs of the hirer.
- 16) If the letter is returned for the reason - change of address, efforts shall be taken to locate the new address and a note thereof shall be recorded in a Register before breaking open the locker or auctioning the contents of the locker.
- 17) The procedure for auction shall be as follows:
 - i) An Auction Register shall be opened and the name and address of the participants shall be recorded and their signature shall be obtained.
 - ii) An upset price shall be fixed for the item/s to be auctioned.
 - iii) The bid made by each bidder shall be recorded in the Register.
 - iv) The item/s is/ are to be handed over to the highest bidder after receiving the bid amount in cash.
 - v) An acknowledgment from the successful bidder shall be obtained to the effect that the item/s has/have been received as is where is condition indicating the bid amount.

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 branch shall 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 branch shall follow the procedure as prescribed in paragraph mentioned above. Branch shall 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.

A clause be incorporated in the locker agreement to discharge the bank from liability in case the locker is not in operation and the locker is opened by the bank and contents are released as per law and as per the instructions issued by the Reserve Bank of India and the terms and conditions prescribed in the agreement

14.0 FREEZING / UNFREEZING OF LOCKERS

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

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 branch shall co-operate in execution and implementation of the orders.

The branch shall 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. The customer (locker-hirer) shall 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. An inventory of the contents of locker and articles seized and recovered by the Authority shall be prepared in the presence of such Government Authorities, two independent witnesses and an officer of the bank and shall be signed by all. A copy of the inventory may be forwarded to the customer to the address available in the branch records or handed over to the customer against acknowledgement.

Branch shall 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.

15.0 DEATH OF THE HIRER:

Notice of knowledge of the death of a hirer or a surviving hirer in the case of 'E or S' 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.

Access may however be allowed, for making an inventory of the contents with a view to obtaining the necessary legal representation to known heirs of the deceased in the presence of their lawyers / solicitors or to persons authorized by a court for this purpose.

Where authority has been given to the survivor or survivors to operate the locker in writing specifically at the time of lease of the locker, in the case of joint account, the question of legal representation does not arise unless the survivor also dies.

Section 45ZE of the Banking Regulation Act, 1949 does not preclude a minor from being a nominee for obtaining delivery of the contents of a locker. However, the responsibility of the branches in such cases will be to ensure that when the contents of a locker are sought to be removed on behalf of the



minor nominee, the articles are handed over to a person who, in law, is competent to receive the articles on behalf of the minor.

Banks shall have a Board approved policy for nomination and release of contents of safety lockers / safe custody article to the nominee and protection against notice of claims of other persons in accordance with the provisions of Sections 45 ZC to 45 ZF of the Banking Regulation Act, 1949 and the Banking Companies (Nomination) Rules, 1985/Co-operative Banks (Nomination) Rules, 1985 and the relevant provisions of Indian Contract Act and Indian Succession Act.

In order to ensure that the articles left in safe custody and contents of lockers are returned to the genuine nominee, as also to verify the proof of death, banks shall devise their own claim formats, in terms of applicable laws and regulatory guidelines.

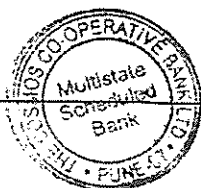
Time limit for settlement of claims: Branch shall settle the claims in respect of deceased locker hirers and shall release contents of the locker to survivor(s) / nominee(s), as the case may be, within a period not exceeding 15 days from the date of receipt of the claim subject to the production of proof of death of the depositor and suitable identification of the claimant(s) with reference to nomination, to the bank's satisfaction.

Banks shall report to the Customer Service Committee of the Board, at appropriate 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 Board of the banks shall 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.

16.0 PROCEDURE FOR RETURN OF CONTENTS OF LOCKERS TO SURVIVOR/NOMINEE/LEGAL HEIRS:

In order to ensure that the contents of lockers are returned to the genuine nominee, as also to verify the proof of death, bank has devised our own claim formats and will also follow the procedure suggested by the Indian Banks' Association /appropriate authorities.

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 branch shall 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 branch shall 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 banks shall follow the mandate in the event of death of one or more of the joint locker-hirers.



Branch shall, 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 shall not affect the right or claim which any person may have against the survivor(s) / nominee(s) to whom the access is given.

Similar procedure shall be followed for return of articles placed in the safe custody of the branch.

The branch shall 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 branch shall 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 branch shall 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 branch, 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, branch 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. In this regard, branch shall take note of our instructions mentioned above.

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, branch shall adopt a Board approved policy to facilitate access to 10 legal heir(s) / legal representative of the deceased locker hirer. In this regard, branch shall take note of our instructions mentioned above.

Similar procedure shall be followed for the articles under safe custody of the branch.

17.0 ACCESS TO THE SAFE DEPOSIT LOCKERS (WITH SURVIVOR / NOMINEE CLAUSE)

- i. If the sole locker hirer nominates a person, bank will give to such nominee access of the locker and liberty to remove the contents of the locker in an event of a death of the sole locker hirer.
- ii. In case the locker was hired jointly with the instructions to operate it under joint signatures, and the locker hirer(s) nominates person, 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).



iii. In case the locker was hired jointly with survivorship clause and the hirers instructed that the access of the locker should be given over to "either or survivor", "anyone or survivor" or "former or survivor" or according to any other survivorship clause, bank will follow the mandate in the event of the death of one or more of the locker-hirers.

However, bank will take the following precautions before handing over the contents:

(a) Branches will 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;

(b) Branches will obey the order received from a competent authority restraining the bank from giving access to the locker of the deceased; and

(c) Branches will make it clear to the survivor(s) / nominee that access to locker is given to them only as a trustee of the legal heirs of the deceased locker hirer i.e., such access given to him shall not affect the right or claim which any person may have against the survivor(s) / nominee to whom the access is given.

Bank will note that since the access given to the survivor(s) / nominee (s), subject to the foregoing conditions, would constitute a full discharge of the bank's liability, insistence on production of legal representation is superfluous and unwarranted and only serves to cause entirely avoidable inconvenience to the survivor(s) / nominee (s) and would, therefore, invite serious supervisory disapproval. In such case, therefore, while giving access to the survivor(s) / nominee(s) of the deceased locker hirer, the bank will desist from insisting on production of succession certificate, letter of administration or probate, etc., or obtain any bond of indemnity or surety from the survivor(s)/nominee(s).

18.0 ACCESS TO THE SAFE DEPOSIT LOCKERS (WITHOUT SURVIVOR / NOMINEE CLAUSE)

There is an imperative need to avoid inconvenience and undue hardship to legal heir(s) of the locker hirer(s). 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, the bank will adopt a customer-friendly claim procedure, drawn up, then and there, for giving access to legal heir(s) / legal representative of the deceased locker hirer.

The Bank shall also be guided by 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.

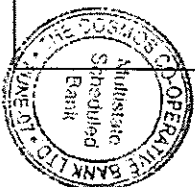
Further, in case the nominee/ survivor(s) / legal heir(s) wishes to continue with the locker, bank may enter into a fresh contract with nominee/survivor(s) / legal heir(s) and also adhere to KYC norms in respect of the nominee/ legal heir(s).

19.0 SURRENDER OF LOCKER:

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

Bank can also request for surrender of locker with due notice in case the rent is not paid by the locker holder, any other reason which bank feel appropriate etc.

Once the locker is surrendered by the earlier locker holder, the bank should change lock of the said locker and the cost will be borne by the Bank.



20.0 SETTLEMENT OF CLAIM:

Settlement of claim to the nominee or the legal heirs shall be subject to the following:
Proper identification and establishing the identity of the survivor(s) / nominee(s)

Production of death certificate issued by competent authority.

There should not be any order from a competent court restraining the bank from giving access to the locker of the deceased.

In case nomination is available, contents of the locker shall be delivered to the nominee after proper identification of the nominee and subject to production of necessary documents.

Where no nomination is available, settlement shall be made to the legal heirs as per Bank's claim settlement policy.

21.0 Liability of the Bank / Compensation policy

Liability of banks arising from natural calamities like earthquake, flood, thunderstorm, lightning etc. or due to sole negligence of the customer - The bank/branch shall 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. Branch shall, however, exercise appropriate care to their locker systems to protect their premises from such catastrophes.

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 branch 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 branch premises due to its own shortcomings, negligence and by any act of omission/commission. As banks 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 shall be for an amount equivalent to one hundred times the prevailing annual rent of the safe deposit locker.

22.0 Risk Management, Transparency and Customer Guidance

Branch Insurance Policy – Bank has taken 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. To avoid such instances Branches will have to monitor the locker room and inform in case of any possibility of natural calamities expected due to weather condition in the area.

Insurance of locker contents by the customer – We have clarify in the locker agreement that as they do not keep a record of the contents of the locker or of any articles removed therefrom or placed therein by the customer, they would not be under any liability to insure the contents of the locker



against any risk whatsoever. Branch shall under no circumstances offer, directly or indirectly, any insurance product to its locker hirers for insurance of locker contents.

23.0 Customer guidance and publicity

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

Banks shall display updated information on all kinds of charges for safe deposit lockers and safe custody articles on their websites.

Banks shall 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 shall also be given to the nominee(s) / survivor(s) / legal heir(s).

24.0 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.
- ✓ 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.
- ✓ 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 from the Regional Asst. General Manager.
- ✓ 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.
- ✓ The prescribed form of nomination or cancellation / variation of nomination, as the case 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.
- ✓ 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 a court of competent jurisdiction relating to the locker or its contents is produced before the Bank, the Bank shall take due note of such decree, order, certificate or other authority.
- ✓ Where the hirer/s prefers not to nominate, the same will be recorded in the application form.
- ✓ Bank has to maintain and update safe deposit locker operation register, locker key register and it shall be consistently updated in case of any change or change in allotment.

25.0 DISCLAIMER:



The Bank will, in no way, be responsible / liable for the contents kept in the locker by the hirer. In case of theft, burglary or similar unforeseen events, action will be initiated as per law.

26.0 FORCE MAJEURE:

Bank shall not be liable if any transaction does not fructify or may not be completed or for any failure on part of the bank to perform any of its obligations contemplated hereunder if performance is prevented, hindered or delayed by a force majeure event (defined below), and in such case its obligations shall be suspended for so long as the Force Majeure. "Force Majeure Event" means any event due to any cause beyond the reasonable control of the Bank, including without limitations, unavailability of any communication systems, breach, or virus in the processes or payment or delivery mechanism, sabotage, fire, flood, explosion, natural disasters or other "Acts of God", war, damage to the bank's facilities or of its correspondent bank(s), civil commotion, strikes or industrial action of any kind, riots, insurrection, war, acts of government, computer hacking, unauthorized access to computer data and storage devices, computer crashes, malfunctioning in the computer terminal or the systems getting affected by any malicious, destructive or corruptive code or program, mechanical or technical errors/failures or power shut down, faults or failures in telecommunication etc., which prevents it from performing its obligations within the specified service delivery parameters.

27.0 RIGHT TO ALTER OR ADD RULES:

The Bank reserves the right to alter or add to these rules and such alteration and additions shall be binding on the account holder. Such alteration will be made known to the account holder through best possible mode.



THE COSMOS CO-OP. BANK LTD.

(Multistate Scheduled Bank)

(Annexure- I)

SDL - Claim Form for Contents of Break Open Locker

Date: _____

To,
The Branch Manager

_____ Branch

Dear Sir,

Re: Safe Deposit Locker (SDL) Locker No. _____

Please deliver to me/us the contents of the above mentioned Locker standing in my / our name / in the name of Mr./Ms. _____ which was broken open by you on account of non-payment of overdue rentals of the Locker / non operation of the locker.



I / We have no objection if the sealed packet(s) / Valuables /documents pertaining to the Locker is opened in the presence of independent witness / third party, the Branch Manager or Asst. Manager Customer Service and the Office-in-Charge of the Lockers.

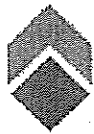
I am / We hereby confirm to pay the arrears of locker rent and all other expenses incurred by the Bank in connection with breaking open of the Locker.

Yours truly,

Signature(s) of Hirer(s) / Claimant(s)

RECEIVED ALL THE CONTENTS OF THE LOCKER IN SEALED PACKET IN ORDER. ALL THE SEALS ON THE PACKETS WERE INTACT BEFORE OPENING.

Signature(s) of Hirer(s) / Claimant(s)



THE COSMOS CO-OP. BANK LTD.

(Multistate Scheduled Bank)

(Annexure- II)

_____ Branch

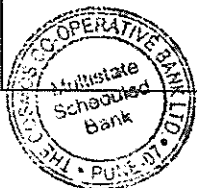
Date:-

REGISTERED A/D NOTICE

1) Mr. _____

2) Mr. _____

Sub: - Non-operation of locker / Non-payment of locker rent



Please take note that you are holding locker no. _____ at our branch of The Cosmos Co-operative Bank Ltd. The yearly rent of the locker is Rs. _____. It is observed that locker rent is pending at your end / you have not operated the locker for more than one year. As per the guidelines issued by the RBI it is necessary to operate the locker once in a year by the locker holder/s.

In view of the said guidelines this notice is hereby issued to you for operating the locker within 7 (seven) days upon receipt of this notice. In case, you fail to operate the locker within stipulated period, the Bank shall be constrained to break open the locker as per the guidelines of the Reserve Bank of India.

Please take a note of the same to avoid further procedure of break-open of locker.

Manager

Branch _____



THE COSMOS CO-OP. BANK LTD.

(Multistate Scheduled Bank)

(Annexure- III)

_____ Branch

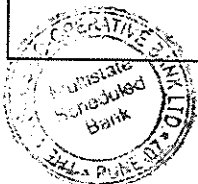
Date:-

BY REGD. A/D. – FINAL NOTICE

1) Mr. _____

2) Mr. _____

Sub: - Non-operation of locker / Non-payment of locker rent



Ref: - Our notice dated _____

Please take note that you are holding locker no. _____ at our branch of The Cosmos Co-operative Bank Ltd. Vide our above referred notice we have intimated to pay the balance locker rent and also to operate the locker. However it is observed that locker rent is still pending at your end / you have not yet operated the locker for more than one year. As per the guidelines issued by the RBI it is necessary to operate the locker once in a year by the locker holder/s.

In view of the said guidelines this FINAL NOTICE is hereby issued to you for operating the locker within 7 (seven) days upon receipt of this notice. In case, you fail to operate the locker within stipulated period, the Bank shall be constrained to break open the locker as per the guidelines of the Reserve Bank of India.

Please take a note of the same to avoid further procedure of break-open of locker.

Manager

Branch _____

**Form of Inventory of articles left in safe custody with
banking company
(Section 45ZC (3) of the Banking Regulation Act, 1949)**

The following inventory of articles left in safe custody with _____ branch, by
Shri/Smt. _____ (deceased) under an agreement/receipt dated
_____ was taken on this, _____ day of _____ 20 ____.

Sr. No.	Description of Articles in Safe Custody	Other Identifying Particulars, if any

The above inventory was taken in the presence of :



Shri/Smt. _____ (Nominee) Shri/Smt. _____
 (Appointed on behalf of minor Nominee)

Address _____ OR Address _____

Signature _____ Signature _____

I, Shri/Smt. _____ (Nominee / appointed on behalf of minor Nominee) hereby
 acknowledge receipt of the articles comprised and set out in the above inventory together with a
 copy of the said inventory.

Shri/Smt. _____ (Nominee) Shri/Smt. _____

Signature _____ (Appointed on behalf of minor

Date & Place _____ Nominee) Signature _____

Date & Place _____

**Form of Inventory of Contents of
 Safety Locker Hired from Banking Company
 (Section 45ZE (4) of the Banking Regulation Act, 1949)**

The following inventory of contents of Safety Locker No. _____ located in the Safe
 Deposit Vault of _____, _____ Branch at _____

* hired by Shri/Smt. _____ deceased in his/her sole name.

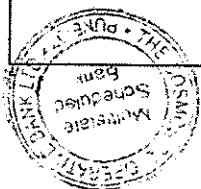
*hired by Shri/Smt. (i) _____ (deceased)

(ii) _____ Jointly

(iii) _____

Was taken on this _____ day of _____ 20 _____.

Sr. No.	Description of Articles in Safety Locker	Other Identifying Particulars, if any



For the purpose of inventory, access to the locker was given to the Nominee/and the surviving hirers

* who produced the key to the locker.

* by breaking open the locker under his/her/their instructions.

The above inventory was taken in the presence of:

1. Shri/Smt. _____ (Nominee) _____
Address _____ (Signature)

OR

1. Shri/Smt. _____ (Nominee) _____
Address _____ (Signature)

AND

Shri/Smt. _____ (Nominee) _____
Address _____ (Signature)

Shri/Smt. _____ Survivors of
Address _____ (Signature) Joint hirers

2. Witness(es) with name, address and signature:

* I, Shri/Smt. _____ (Nominee)

*We, Shri/Smt. _____ (Nominee), Shri / Smt. _____
_____ and Shri / Smt. _____ the survivors of the

joint hirers, hereby acknowledge the receipt of the contents of the safety locker comprised in and set out in the above inventory together with a copy of the said inventory.

Shri/Smt. _____ (Nominee) Shri/Smt. _____ (Survivor)

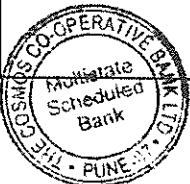
Signature _____ Signature _____

Date & Place _____

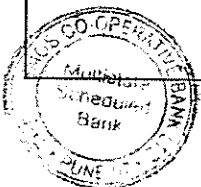
Shri/Smt. _____ (Survivor)

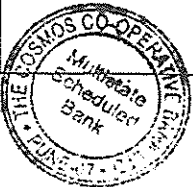
Signature _____

Date & Place _____



(* Delete whichever is not applicable)





THE COSMOS CO-OP. BANK LTD.
(INCORPORATED IN INDIA)

Form - SL1

Nomination under section 45ZE read with Section 56 of the Banking Regulation Act, 1949, and the Rule 4(1) of the Co-operative Banks (Nomination) Rules, 1985, by Sole Hirer in respect of Safety Lockers

I _____ (name and address)

nominate the following person to whom in the event of my/minor's death

_____ (name and address of

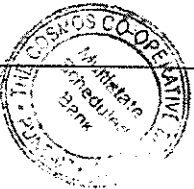
branch/office in which the locker is situated) may give access to the locker and liberty to remove the contents of locker, particulars whereof are given below.


Locker			Nominee				
Nature of	Distinguishing Mark or No.	Additional Details, if any	Name	Address	Relationship with Hirer, if any	Age	If Nominee is a minor, his date of birth

* Signature(s)/Thumb impression(s) of hirer

Place :

Date :

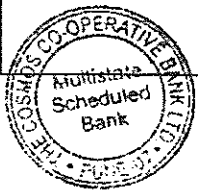


 THE COSMOS CO-OP. BANK LTD.
NATIONAL SCHEDULED BANK

Name(s), Signature(s) and
Address(es) of witness(es) @

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

@ Thumb impression(s) shall be attested by two witnesses.



THE COSMOS CO-OP. BANK LTD.
(INCORPORATED IN OHIO)

Form - SL1A

Nomination under section 45ZE read with Section 56 of the Banking Regulation Act, 1949, and the Rule 4(2) of the Co-operative Banks (Nomination) Rules, 1985, by Joint Hirers in respect of Safety Lockers

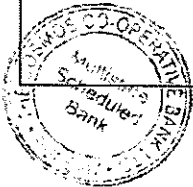
We _____ (name and address) nominate the following person(s) to whom in the event of death of one or more of us _____ (name and address of branch/office in which the locker is situated) may give access to the locker and liberty to remove the contents of locker, particulars whereof are given below, jointly 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	If Nominee is a minor, his date of birth

Signatures/Thumb impressions of hirers

Place :

Date :



THE COSMOS CO-OP. BANK LTD.
INCORPORATED IN INDIA

Name(s), Signature(s) and
 Address(es) of witness(es) @

@ Thumb impression(s) shall be attested by two witnesses.

Form - SL2

Cancellation of nomination under Section 45ZE and 52 read with Section 56 of the Banking Regulation Act, 1949, and the Rule 4(5) of the Co-operative Banks (Nomination) Rules, 1985, in respect of Safety Lockers

I/We _____ (name(s) and address(es)) hereby cancel the nomination made by me/us in favour of _____ (name and address) in respect of 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	If Nominee is a minor, his date of birth



 THE COSMOS CO-OP. BANK LTD.
(INCORPORATED IN INDIA)

* Signature(s)/Thumb impression(s)
of hirer(s)

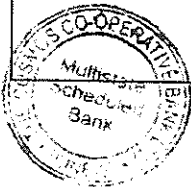
Place :

Date :

Name(s), Signature(s) and
Address(es) of witness(es) @

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

@ Thumb impression(s) shall be attested by two witnesses.



THE COSMOS CO-OP. BANK LTD.
(Incorporated in India)

Form - SL3

Variation of nomination under section 45ZE and 52 read with Section 56 of the Banking Regulation Act, 1949, and the Rule 4(6) of the Co-operative Banks (Nomination) Rules, 1985, by Sole Hirer in respect of Safety Lockers

I _____ (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, _____ (name and address of branch/office in which the locker is situated) may give access to the locker and liberty to remove the contents of the locker, particulars whereof are given below.

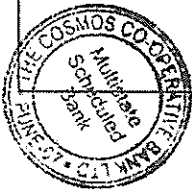
Locker			Nominee				
Nature of	Distinguishing Mark or No.	Additional Details, if any	Name	Address	Relationship with Hirer, if any	Age	If Nominee is a minor, his date of birth

* Signature/Thumb impression of hirer

Place :

Date :

Name(s), Signature(s) and Address(es) of witness(es) @



THE COSMOS CO-OP BANK LTD.
(A PUBLIC COMPANY INCORPORATED IN INDIA)

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

@ Thumb impression(s) shall be attested by two witnesses.

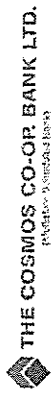
Form - SL3A

Variation of nomination under section 45ZE and 52 read with Section 56 of the Banking Regulation Act, 1949, and the Rule 4(7) of the Co-operative Banks (Nomination) Rules, 1985, by Joint Hirers in respect of Safety Lockers

We _____ [name(s) and address(es)] cancel the nomination made by us in favour of _____ [name(s) and address(es)] and hereby nominate the following person(s) to whom in the event of the death of one or more of us, _____ (name and address of branch/office in which the locker is situated) may give access to the locker and liberty to remove the contents of the locker, particulars whereof 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	If Nominee is a minor, his date of birth

Signatures/Thumb impressions of hirers



Place :

Date :

Name(s), Signature(s) and
Address(es) of witness(es) @

@ Thumb impression(s) shall be attested by two witnesses.