

CAPITAL SMALL FINANCE BANK LIMITED

Standard Operating Procedure (SOP) on Lockers

CAPITAL SMALL FINANCE BANK LIMITED

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The guidelines are in line with the revised instructions issued by the Reserve Bank of India (RBI) on the captioned subject vide their circular DOR.LEG.REC/40/09.07.005/2021-22 dated Aug 18, 2021.

The guidelines are in super session of all our earlier circulars/guidelines on the above said subject and shall be applicable to both new and existing safe deposit lockers with the bank. The branches are hereby advised to adhere to the following consolidated guidelines, instructions and procedures for all the activities relating to Lockers Accounts.

1. Customer Due Diligence (CDD) for Lockers

The due diligence shall be carried out for all the customers in whatever rights and capacities they may be hiring the locker.

- 1.1.** The existing customers of the bank who have made an application for locker facility and who are fully compliant with the CDD criteria under the KYC Policy of the bank (as updated from time to time) may be given the facilities of safe deposit lockers subject to on-going compliance.
- 1.2.** Customers who are not having any other banking relationship with the bank may be given the facilities of safe deposit locker after complying with the CDD criteria under the KYC Policy of the bank (as updated from time to time) and subject to on-going compliance.
- 1.3.** To ensure that the locker hirer(s) shall not keep anything illegal or any hazardous substance in the Safe Deposit locker, a clause to the effect has been incorporated in the Locker agreement. In case the bank suspects the deposit of any illegal or hazardous substance by any customer in the safe deposit locker, the bank shall have the right to take appropriate action against such customer as the bank deems fit and proper in the circumstances.
- 1.4.** The branch shall obtain 2 recent passport size photographs of locker hirer(s) and individual(s) authorized by locker hirer(s) to operate the locker on their behalf. The first photograph shall be preserved along-with the records (Locker Application, Agreement, KYC of locker hirer, etc.) pertaining to locker hirer and the second shall be pasted on the Locker operation register against the name of the locker hirer.

2. Locker Allotment

In order to ensure transparency in allotment of lockers, branch shall:

- 2.1.** maintain list of vacant lockers as well as a wait-list in PULSE under Lead Manager – Preferred Client Services. The PULSE programme is enabled for the Branch Head, Operations Head, Credit Head and General Authorizer.
- 2.2.** 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 (Refer **Annexure XII**).

3. Locker Agreement

- 3.1.** Locker agreement shall be obtained on a paper duly stamped (as per the provisions of prevailing Stamps Act) and duly signed by all the hirers.
- 3.2.** A copy of Locker agreement signed by both the parties (Bank and locker hirer(s)) shall be handed over to the locker hirer(s) at the time of allotment of the locker under due acknowledgement.
- 3.3.** To include the provisions of revised instructions issued by the RBI, certain changes have been made to the terms and conditions of the locker agreement. For opening new locker accounts, branches are advised to only use the enclosed revised locker agreement (**Annexure X**). Since, the revised provisions

shall also be applicable to the existing locker customers of the bank, the branches shall have to renew the locker agreements of all their existing locker customers by January 1, 2023. The branches shall have to obtain the revised Locker Agreement as per **Annexure X and XI** from the existing locker customers.

4. Term Deposit as Security for Locker

- 4.1. To ensure prompt payment of locker rent, bank shall obtain amount equivalent to three years' locker rent plus locker break open charges under bank's lien, either in the shape of Term Deposit.
- 4.2. Obtain duly discharged Term Deposit from the customer along with Term Deposit discharge/right of set off letter as per specimen enclosed (**Annexure I**).
- 4.3. Duly discharged Term Deposit receipt along with discharge/right of set off letter should be preserved with the locker agreement.
- 4.4. Besides the bank is having Term Deposit, the annual locker rent is to be recovered as usual.
- 4.5. In case branch head would like to waive the security in some deserving case on commercial consideration e.g. the customer is maintaining sufficient credit balance in SB/Term Deposit or in Current Account, the branch head may waive the same after taking approval from Operations Deptt., Head Office.

5. Locker Rent

- 5.1. Locker rent shall be charged as per schedule of charges fixed and communicated by the bank from time to time.
- 5.2. Details of Dimension/Size of Lockers are as per enclosed annexure (**Annexure IX**).
- 5.3. 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 shall be refunded to the customer.
- 5.4. 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. In case of unplanned shifting due to natural calamities or any other such emergency situation, bank shall make efforts to intimate the customers suitably at the earliest.

6. Operation of Locker:

- 6.1. The Locker custodian shall be responsible for locker operations.
- 6.2. The locker hirer and/or the persons duly authorized by him/ her (through a Special Power of Attorney) only shall be permitted to operate the locker.
- 6.3. The hirer/duly authorized person must sign the "**Daily Visit Register**" giving the date and time (both check-in and check-out time) on which they have opened and closed the locker.
- 6.4. The above said visit details entered in **Daily Visit Register** should invariably be entered in the **CBS** under, "**Locker Access Entry**", where the branch will also receive an alert in case any locker rent is due.
- 6.5. The hirer/duly authorized person should be allowed to operate the locker only after proper verification of his identity (matching the locker hirer(s) photograph as pasted against the locker account in the Daily Visit Register), key and locker number provided, and his/her signatures.
- 6.6. The possession of locker key alone is no evidence of the holder being authorized hirer of the locker.
- 6.7. While allowing the locker hirer to access the locker, the locker custodian, after unlocking the first key shall not remain present when the locker is opened by the locker-hirer.
- 6.8. In case operations mandate in the locker account is "Jointly by all", the operation should only be allowed if all the hirers are available and do not deviate from its terms under any circumstances.

- 6.9.** Bank shall not allow access to the locker if the bank has received an order from some competent Govt. authority (Income Tax Deptt, Enforcement Directorate etc.) or some Court orders to seal a particular locker and to stop operations.
- 6.10.** Bank shall not allow access to the Attorney on notice of death, mental disability, incapacity or bankruptcy of a hirer or any one of the several hirers.
- 6.11.** An email and SMS alert to the registered email ID and mobile number of the customer shall be sent before the end of the day as a positive confirmation intimating the date and time of the locker operation.

7. Nomination Facility

- 7.1.** Nomination by an individual who is a sole hirer of a locker can be made in Form No. SL-1 in favor of only one individual.
- 7.2.** Where locker is hired by two or more individuals jointly, having operation mandate jointly by all, the nomination can be made in Form No. SL-1A and in favor of one or more than one individual.
- 7.3.** Where locker is hired in the name of Minor, the nomination can be made by a person lawfully entitled to act on behalf of the minor on Form No. SL-1.
- 7.4.** The cancellation of nomination in case of locker hired by individual or joint hirers can be made in Form No. SL-2.
- 7.5.** A variation of nomination in case of sole hirer of a locker can be made in Form No. SL-3.
- 7.6.** A variation of nomination in case of joint hirers of a locker can be made in Form No. SL-3A.
- 7.7.** Cancellation or variation of nomination in locker account can be made any time during the locker is hired.
- 7.8.** Nomination acknowledgement slip should be issued to the hirer after making necessary entry in the nomination register.
- 7.9.** Nomination can only be made in favor of individual and not in favor of Society, Trust, Association or any other Business organization.
- 7.10.** Nomination facility is not available in Locker Account having “Either or Survivor”, “Former or Survivor” and “Later or Survivor” operations mandate.

8. Settlement of Claims in case of death of the Customer

Settlement of claims in case of death of customer should take place within 15 days from receipt of claim and submission of requisite documents (refer the bank’s policy on Settlement of Death Claims as updated from time to time). The details of claims shall be reported to the Customer Service Committee which shall review the claims.

9. Addition or deletion of name in Locker Account:

- 9.1.** Consent letter for addition or deletion of any name in locker account should be obtained from the hirer/from all the hirers in case of joint account.
- 9.2.** The name of primary locker hirer cannot be deleted.
- 9.3.** After taking approval for any addition or deletion from the branch head, the locker custodian is required to obtain fresh locker application along with fresh locker agreement on required value of stamp paper.
- 9.4.** In case of any addition in locker account, the locker custodian shall have to complete the KYC of the new addition.
- 9.5.** In case there is any change in the nomination after any addition of the locker account, please ensure to obtain the cancellation of nomination from the existing locker hirer(s) and fresh nomination from the present locker hirers.

10. Surrender of Locker

- 10.1.** At the time of surrendering of locker, the hirer in case of sole hirer and all the hirers in case of joint hirers shall have to sign under the head "RELEASE" on the back of locker application as a token of having vacated the locker and having surrendered/returned the key of the locker to the bank.
- 10.2.** It is the duty of the locker custodian to seal the key of the surrendered locker in an envelope in the presence of Branch Head on the date of surrender of such locker.

11. Re-issuance of Surrendered Locker

- 11.1.** A surrendered locker should not be reissued within a period of six months from the date of its surrender.
- 11.2.** In case a surrendered locker needs to be re-issued immediately, it can only be re-issued, provided, the lock of the surrendered locker is changed before its reissuance. The branch shall have to contact the authorized dealer/company for getting the locks of the surrendered locker replaced. All the expenses incurred for changing the lock may be debited to GL: "Locker Break Open Expenses".

12. Closure and Discharge of Locker items

The requirement of break open of locker may arise in any of the following circumstances:

12.1. Break open of Locker due to Loss of Key

- 12.1.1.** In case a customer informs regarding loss of locker key, an application from the hirer(s) with a request for break open the locker should be obtained. The application shall also include an undertaking that the key lost, if found in future, will be handed over to the bank.
- 12.1.2.** A caution note "**Loss of Key reported by Customer, dated: _____**" for the loss of key should be noted on the locker operations register (Daily Visit Register).
- 12.1.3.** The charges which are likely to be incurred for break open of locker should be recovered from the hirer(s) in advance and a DD/PO may accordingly be made in the name of the vendor/company. The charges applicable for break open of locker shall be as communicated by Head Office from time to time. Refer the schedule of charges for breaking open a locker as issued by Head office from time to time.
- 12.1.4.** The authorized dealer/ company of cabinet manufacturer should be contacted for appointing some engineer/mechanic for break open of locker on a specified date should be fixed in consultation with hirer(s).
- 12.1.5.** The locker should break open in the presence of Locker Hirer(s), Branch Head or Ops. Head and Locker Custodian. An undertaking should also be obtained from the locker hirer(s) having taken out the valuables from the locker.
- 12.1.6.** Necessary remarks about break open of locker should be made on locker application as well as on locker operations register.
- 12.1.7.** The lock and door of the break open locker should be handed over to the visiting engineer/mechanic for repair from the manufacturers.
- 12.1.8.** During the break-up or restoration process, 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.
- 12.1.9.** The applicable break open as well as the lock replacement charges shall be paid to the visiting engineer/mechanic on the basis of their invoice through a banker cheque. The branch shall also recover bank's incidental charges of Rs. 250/- and credit the same to the GL: 30601007 Commission – Others.
- 12.1.10.** It is optional for the hirer(s) to have immediately a new locker after completing all the formalities or can re-occupy the same locker after the locker door is repaired and fitted again.

12.2. Break open of Locker due to attachment and recovery of contents in a Locker by any Law Enforcement Authority

- 12.2.1.** In case of attachment and recovery of the contents in a locker of a customer 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 shall co-operate in execution and implementation of the orders.
- 12.2.2.** 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 of the bank.
- 12.2.3.** 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 of contents of the locker.
- 12.2.4.** An inventory of the contents of locker recovered by the Authority shall be prepared in the presence of such Government Authorities, two independent witnesses and Locker Custodian/Branch Head/Operations Head and shall be signed by all. 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.
- 12.2.5.** Wherever legally permissible, the branch shall also record a video of the break-open process and the inventory assessment, and preserve the video to produce as evidence in case of any dispute or Court or fraud case in future.

12.3. Break open of Locker due to non-payment of locker rent

- 12.3.1.** Bank shall have the discretion to break open any locker following due procedure if:
- Where the branch had obtained a Term deposit against the locker: The locker rent has not been paid by the customer for three years in a row and the branch has exhausted all efforts to recover the rent as mentioned in **Annexure II**.
 - Where a Term deposit is not obtained against the locker: Locker rent overdue for more than one year and the branch has exhausted all efforts to recover the rent as mentioned in **Annexure II**.
- 12.3.2.** "Termination Notice" - The Bank shall have, in the event of the Customer's breach of or default under the 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 the Agreement, a right to terminate the Agreement and the license granted hereunder, after issuing to the Customer a prior written notice (**Annexure III**) 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**").
- 12.3.3.** Upon receipt of the Termination Notice, the Licensor shall forthwith and before the end of the notice period stipulated under the Termination Notice surrender and vacate the Locker and handover the keys or any other identification mechanism and documents provided by the Bank for opening of the Locker, to the Bank.
- 12.3.4.** Break Open Notice: Before exercising the right to break open the Locker, the Bank shall send to the Customer a notice (**Annexure IV**) 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 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**").
- 12.3.5.** Notwithstanding, anything contained under the Agreement the Bank shall 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.
- 12.3.6.** 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 Branch having taken

reasonable efforts including those stated under Clause 12.3.4 and 12.35 above, the Branch shall, 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.

- 12.3.7.** In case there is no response to the Break Open notice, it shall be advisable to wait for another period of a fortnight and simultaneously seek necessary permission from Head Office, Operations Department giving details of the efforts made for the recovery, for break open of the locker.
- 12.3.8.** After receiving permission from Head Office, the authorized dealer of cabinet manufacturer/ Company should be contacted for appointing an engineer/mechanic for break open of locker on a specified date fixed and the locker should be break opened in the presence of Branch Manager, Locker Custodian, a respectable customer and Bank's counsel.
- 12.3.9.** After break open of locker, a detailed inventory of valuables/articles including cash, if any, shall be made in triplicate duly signed by all the witnesses as per enclosed annexure (**Annexure V**).
- 12.3.10.** The contents, other than cash, shall be kept in a packet along with original copy of inventory prepared (**Annexure V**). The packet, duly sealed and signed by all the concerned officials and witnesses, shall be kept in safe custody (inside fireproof safe) for onward delivery to the hirer(s) in due course. Cash, if any, found in the locker, should be credited to the Center Office account (11701) with an email intimation on the same to the Operations Department, Head office. Full particulars should be mentioned/ recorded in the relative voucher under authentication of all the concerned and witnesses. The second copy of the inventory is to be sent to the Operations Department, Head Office and third copy be kept in Locker Agreement file with the branch.
- 12.3.11.** Branch shall 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.
- 12.3.12.** All the expenses incurred for break open of locker may be debited to GL: "Locker Break Open Expenses" pending recovery from the hirer(s).
- 12.3.13.** The details of breaking open of locker shall be recorded in CBS under the module "Locker Short Rent/ Charge Entry", apart from locker operation register and locker break open register.
- 12.3.14.** The hirer(s) may be allowed to take delivery of the contents of the locker on his paying up the arrears of rent and various other expenses incurred in break open of the locker. Acknowledgement of receipt of contents of the locker should be obtained on the bank's copy of inventory.
- 12.3.15.** In case break open locker is found empty, an immediate notice should be sent to the hirer(s) as per enclosed annexure (**Annexure VI**).
- 12.3.16.** After seeking permission from Head Office, a notice as per **Annexure VII** should be sent to the hirer(s) containing details of the contents found in the locker, details of pending dues along with the date, place and time for the proposed auction of items found in the locker. Simultaneously, publicity of the proposed auction may be made by putting notice on the bank's notice board/ Website. It is advisable to auction such portion of contents which may be considered sufficient to fetch required amount to recover bank dues.
- 12.3.17.** At the time of auction, proper list of bids of sales should be prepared by the Manager and Locker custodian and it should be signed by the bidder in the presence of witnesses of two respectable persons.
- 12.3.18.** After the auction is over, the amount of sale proceeds should be appropriated towards the bank's dues and crediting the surplus balance, if any, to the Center Office account (11701) with an email intimation on the same to the Operations Department, Head office. Intimation about the

auction and appropriation of sale proceeds towards the bank's dues should be sent to the hirer(s) as per **Annexure VIII**.

12.3.19. If the proceeds of the auction are not sufficient to meet the bank's dues, necessary steps should be taken to recover the balance amount.

12.4. Break open 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 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. In such cases, the branch need to refer the Settlement of Deceased Claims Policy of the bank and forward the customer request accordingly to the Operations Department, Head Office.

13. Internal Controls by the Bank

13.1. Bank shall take necessary steps to ensure that the area in which the locker facility is housed is properly secured to prevent criminal break-ins. Bank shall have a single defined point of entry and exit to the locker room/vault. The place where the lockers are housed shall 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 shall also be assessed and minimized. The bank shall conduct necessary engineering / safety verification regularly to identify the risks and carry out necessary rectification.

13.2. All the new mechanical lockers to be installed by the bank 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.

13.3. The grill door of the strong room where the lockers are kept, shall remain locked at all times and shall only be opened for the period the locker is being operated upon by the customer (refer the bank's Guidelines on access to the Strong Room/Vault issued vide CSFB Cir.No. 2019-20/OPS/074 dated Nov 21, 2019).

13.4. The entry and exit of the strong room where the lockers are kept shall remain under CCTV camera and the recording shall be preserved for a period of not less than 180 days.

13.5. 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 shall preserve the CCTV recording till the police investigation is completed and the dispute is settled.

13.6. The locker 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 locker custodian shall 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 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.

13.7. Branch Heads should ensure the Job rotation of locker custodian within 2 to 3 years, which should not be later than 3 years in any case.

13.8. The duplicate locker master keys shall be deposited with another branch of the bank (refer Master Circular on Handling of Branch Keys issued vide CSFB Cir. No. 2018-19/OPS/045 dated May 14, 2018).

13.9. Preservation of Locker Keys of vacant lockers

13.9.1. The keys of vacant lockers shall be kept in sealed envelopes.

13.9.2. Earmark only one locker to keep the keys of vacant lockers.

13.9.3. In case the branch is having more than one locker cabinet, keep the keys of vacant lockers of different cabinets in separate boxes and mark the cabinet number on the respective box.

13.9.4. Whenever any locker is surrendered, the key should be sealed as advised under clause 10 above and be kept in the box of the relative locker cabinet.

13.9.5. Branch Head or Operations Head (who is not a locker custodian) shall conduct a surprise periodic (quarterly) verification of surrendered/vacant lockers and their keys and proper record shall be maintained as a proof of such verification.

14. Liability of Bank

Bank is duty bound and shall exercise due care and diligence in maintaining and operating the lockers and shall also ensure that there is no loss or damage to the contents of the lockers due to any negligence on its part. Bank shall ensure proper functioning of locker system, guarding against unauthorized access to the lockers and providing appropriate safeguards against theft and robbery. Further, banks shall adhere to the Master Directions on Frauds for reporting requirements about the instances of robberies, dacoities, thefts and burglaries.

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

The bank 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. Bank shall, however, exercise appropriate care to its locker systems to protect the premises from such catastrophes.

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

Bank shall take all steps for the safety and security of the premises in which the safe deposit vaults are housed. Bank shall 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. In case any loss of contents of the locker are due to the incidents mentioned above or attributable to fraud committed by the bank's employee(s), the bank's liability in such cases shall be for an amount equivalent to one hundred times the prevailing annual rent (excluding applicable taxes) of the safe deposit locker.

15. Embossing of Identification Code of Bank/Branch on Locker Key

As per the RBI guidelines the bank is required to emboss identification code of Bank and Branch on the locker key of all the lockers. To ensure compliance it is already in practice of embossing the locker keys of vacant as well as pre rented lockers. We reiterate as follows:

15.1. Bank Code: **545** Branch Code: **001, 002, 003 and so on**, as per Sr. No. of the Branch.

15.2. For this the embossing kit has already been provided to the branches and the store keeper have been trained for embossing the locker keys.

15.3. Embossing on Vacant Locker Keys: Before handing over the locker key to a new locker hirer the embossing on the locker key should be done in front the locker hirer(s) after opening the sealed key by the hirer(s). In no case the sealed keys of the vacant lockers are to be opened and embossed before letting out the locker.

15.4. Embossing on already let out Locker Keys: since the embossing is also required on the keys of already let out lockers. The same should be embossed as and when client comes for locker operations. However, special care should be taken and embossing should be done in the presence of the locker hirer(s).

15.5. It is the duty of the locker custodian to check the locker key at the time of allowing locker operation and ensure embossing on the locker key, if required, before the customer operates the locker.

The Branch Manager
Capital Small Finance Bank Ltd.
BO: _____

Dear Sir,

In consideration of your having leased out me/us at my/our request locker number _____ of Cabinet No. _____ herein after called the lessee on the basis of Locker leased on _____. I / We confirm having handed over to you by way of security in my / our duly discharged Capital Bank Fixed deposit receipt No _____ issued by your branch in my/our favor.

In the event of renewal of the said Capital Bank Fixed Deposit receipt by me/us, you will hold the renewed fixed Deposit receipt as security for the above Locker.

The rent due and other charges if any be adjusted and appropriated by you from the proceeds of the said deposit at any time before or on its maturity at your discretion unless the locker rent & other charges are otherwise fully paid.

I/We authorize you and confirm that the FDR pledged as security for the said locker rent/break open charges also be security including the surplus proceeds thereof for my/our any other liability and obligations present and future in favor of the bank and the bank shall be entitled to retain/realize/appropriate the same without the reference to me/us.

Yours Faithfully,

(Signature of Deposit Holder)
Name: _____
Date: _____
Address: _____

Capital Small Finance Bank Ltd.

Head Office: Midas Corporate Park, 3rd Floor, 37, G.T. Road, Jalandhar.

Branch Office: _____

(Notice to hirer(s) for non-payment of locker rent)

Date _____

Regd./Speed Post

Mr./Ms. _____

Dear Sir/Madam,

Subject: Your Locker No. _____ in our safe deposit vault hired by you

We wish to remind you that the hire charges of your locker amounts to Rs. _____ are due in respect of the Locker No. _____ in our safe deposit vault hired by you. It is therefore requested to please pay the overdue hire charges within 15 days failing which we shall be constrained to allow you to operate your locker.

We trust that you will deposit/pay the overdue rent without any further delay.

Thanking you.

Yours faithfully,

Branch Head

Capital Small Finance Bank Ltd.

Head Office: Midas Corporate Park, 3rd Floor, 37, G.T. Road, Jalandhar.

Branch Office: _____

(Termination Notice)

Date _____

Regd./Speed Post

Mr./Ms. _____

Dear Sir/Madam,

Subject: Your Locker No. _____ Class No. _____ in our Safe Deposit Vault hired by you

The rental with regards to the above said locker amounting to Rs. _____ have already fallen due for payment on _____ and we are sorry to point out that you have still not paid/deposited the same in-spite of our previous communication dated: _____.

Now we would like to bring your kind attention to “condition no 3.2 – Termination of License” of terms and conditions as per agreement dated _____ governing the hiring of locker which read as under:

- The Bank shall 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**”).
- Upon receipt of the Termination Notice, the Licensor shall 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.

We therefore, give you this notice of termination of Locker Agreement and the license granted thereunder if the arrears of the rent as aforesaid are not paid within 3 months from the date hereof.

Yours faithfully,

Branch Head

Capital Small Finance Bank Ltd.

Head Office: Midas Corporate Park, 3rd Floor, 37, G.T. Road, Jalandhar.

Branch Office: _____

(Notice for break open of Locker in case of overdue rent)

Date _____

Regd./Speed Post

Mr./Ms. _____

Dear Sir/Madam,

Subject: Your Locker No. _____ Class No. _____ in our Safe Deposit Vault hired by you

The rental with regards to the above said locker amounting to Rs. _____ have already fallen due for payment on _____ and we are sorry to point out that you have still not paid/deposited the same in spite of our previous communication dated: _____.

Now we would like to bring your kind attention to “condition no 3.3 - Bank’s Rights” of terms and conditions as per agreement dated _____ governing the hiring of locker which read as under:

Condition 3.3 - Breaking open of the Locker and dealing with its contents

- 3.3.1 The Bank shall 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
 - (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.
- 3.3.2 Before exercising the right to break open the Locker, the Bank shall 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 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 shall 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 shall, 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 shall be assigned to a senior official and complete audit trail of access shall be preserved.
- 3.3.6 Upon breaking open of the Locker, having followed the procedure as set out above, the Bank shall 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 shall 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 shall 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 shall 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.
- 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, shall be done either by sale in public auction and the sale proceeds shall 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) shall 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**") shall contain the date, time and place of auction and a copy of the inventory of the contents of the Locker made in terms hereof.

We therefore, give you this notice that if the arrears of the rent as aforesaid are not paid within 3 months from the date hereof, the locker shall be break open and the contents disposed of in accordance with your hiring agreement and you will be liable, on the hiring agreement, for all arrears of rent and other costs incurred in this connection.

Yours faithfully,

Branch Head

Details of reminders (already issued):

Our Ref. No. Date:

Capital Small Finance Bank Ltd.

Head Office: Midas Corporate Park, 3rd Floor, 37, G.T. Road, Jalandhar.

Branch Office: _____

(Inventory to be prepared after break open of Locker in case of inoperative/overdue rent)

Date _____

Inventory Details**Break open of Locker No. _____ Class No. _____**

The Bank had given a notice on _____ to Mr./Ms. _____ advising him/her/them that if he/she/they does/do not operate and or pay arrears of rent amounting to Rs. _____ on the above locker within a month from the date of the notice, the locker will be break open and contents shall be disposed-off in accordance with the hiring agreement.

However, Mr./Ms. _____ neither operated and or paid the arrears of rent nor surrendered the key of the locker. It has therefore become necessary to get the locker No. _____ Class No. _____ break open by Mechanic Mr. _____.

Before getting the locker break open, it was found to be in a perfect normal condition. The Locker Custodian Mr. _____ inserted the master key in the keyhole of the above locker in our presence and tried to open the locker but it could not be opened. Thereafter, in the presence of the undersigned persons, Mechanic Mr. _____ broke open the locker No. _____ Class No. _____.

After breaking open of the locker by the above said mechanic, the locker was searched and the following items were found in it/ it was found to be empty (*Strike out which is not applicable*)

Sr. No.	Description of Articles in Safety Locker	Other identifying particulars, if any

1. _____ 4. _____

2. _____ 5. _____

3. _____ 6. _____

(Name Address and Signatures of person(s) in whose presence Locker is break opened)

Certificate by Mechanic/Engineer

I certify that in the presence of above said persons, I, at the request of _____ branch of Capital Small Finance Bank Ltd. break open on _____ the locker No. _____ Class _____.

(Name and Signatures of Mechanic/Engineer)

Date: _____

Capital Small Finance Bank Ltd.

Head Office: Midas Corporate Park, 3rd Floor, 37, G.T. Road, Jalandhar.

Branch Office: _____

(Notice to be sent to hirer(s) when Locker is found empty on break open in case of inoperative/overdue rent)

Date: _____

Regd./Speed Post

Mr./Ms. _____

Dear Sir/Madam,

Subject: Your Locker No. _____ Class No. _____ in our Safe Deposit Vault hired by you

The above said locker hired by you, after giving you a due notice, was break opened on _____ in presence of the following persons.

1. _____ 4. _____

2. _____ 5. _____

3. _____ 6. _____

The locker, post its break opening, was found empty.

The following arrears are due from you to Bank:

1. Overdue Rent: Rs. _____

2. Expenses in break open the locker:

a) Break open charges including cost of Lock and re-fixing of Door: Rs. _____

b) Postal Charges: Rs. _____

3. Total: Rs. _____

Notice is hereby given to you to pay the above said dues in terms of the hiring agreement entered by you with the Bank, within 15 days from the date of receipt of this notice, failing which, we shall be constrained to initiate legal proceedings against you. Please be informed that all the costs and expenses incurred in legal proceedings for the recovery of the above dues will be on your account.

Yours faithfully,

Branch Head

Form No: 055

Capital Small Finance Bank Ltd.

Head Office: Midas Corporate Park, 3rd Floor, 37, G.T. Road, Jalandhar.

Branch Office: _____

(Notice to be sent to hirer(s) when Locker is not found empty on being break open in case of inoperative/overdue rent)

Date: _____

Regd./Speed Post

Mr./Ms. _____

Dear Sir/Madam,

Subject: Your Locker No. _____ Class No. _____ in our Safe Deposit Vault hired by you

The above said locker hired by you, was after giving you due notice, broken open on _____ in the presence of the following persons.

- | | |
|----------|----------|
| 1. _____ | 4. _____ |
| 2. _____ | 5. _____ |
| 3. _____ | 6. _____ |

The following items were found in the Locker:

1. _____
2. _____
3. _____
4. _____
5. _____

The following arrears are due from you to Bank:

- | | |
|---|-----------|
| 1. Overdue Rent: | Rs. _____ |
| 2. Expenses in break open the locker: | |
| a) Break open charges including cost of Lock and re-fixing of Door: | Rs. _____ |
| b) Safe custody charges for contents of Locker: | Rs. _____ |
| c) Postal Charges: | Rs. _____ |
| 3. Total: | Rs. _____ |

We, hereby, give you notice that in terms of the agreement entered by you with us, the above said items/ following items will be auctioned in bank's premises at _____ (Name of the branch) on _____ (date) at _____ (time). The proceeds of the auction will be appropriated towards the amount due from you as mentioned above. Please note that in case the proceeds of auction are not sufficient to satisfy the arrears due from you to the bank, you will be liable for the balance due.

Yours faithfully,

Branch Head

Form No: 056

Capital Small Finance Bank Ltd.

Head Office: Midas Corporate Park, 3rd Floor, 37, G.T. Road, Jalandhar.

Branch Office: _____

(Letter to be sent to hirer(s) after auction of items found in the Locker on being break open in case of inoperative/overdue rent)

Date: _____

Regd./Speed Post

Mr./Ms. _____

Dear Sir/Madam,

Subject: Your Locker No. _____ Class No. _____ in our Safe Deposit Vault hired by you

Ref: Our Notice Dated: _____

We have to advise that the articles found in your locker No. _____ the details of which were advised to you vide our above letter, have now been auctioned and a sum of Rs. _____ has been realized there from.

A sum of Rs. _____ was due from you and after setting off the proceeds obtained in the auction, the *balance is payable to you /* to be paid by you is Rs. _____.

You are advised to collect this amount on any working day / You are hereby called upon to pay the amount of Rs. _____ within 15 days from the date of receipt of this letter failing which we will be constrained to take such steps as may be necessary for the recovery of the said amount.

Yours faithfully,

Branch Head

*(*Strike out which is not applicable)*

Detail of Dimension/Size of Lockers

Dimensions in (mm)	TYPES OF INDIVIDUAL LOCKERS IN SAFE DEPOSIT LOCKER CABINET										
	A	B	C	D	E	F	G	H	H1	L	L2
Height	125	159	125	189	159	278	189	321	321	404	385
Width	175	210	352	263	424	352	530	424	210	530	530
Depth	492	492	492	492	492	492	492	492	492	492	492
Type of S.D.L. Cabinet	QUANTITY OF S.D. LOCKERS										
90	90										
51		46			2			2	1		
40				40							
32				28			2			2	
21						21					

[Stamp as Agreement]

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”).

The expression “the Bank” shall include its successors, administrator and assigns and the expression “the Customer” shall 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.

(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 jewelry 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.

1.4. The Customer shall 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 shall 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 is not being able to operate for any reason beyond its control such as flood, riot, curfew, lockout etc., the Bank shall 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.

2. CUSTOMER'S UNDERTAKINGS AND OBLIGATIONS

2.1. The Customer shall:

- (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 temper with or make a copy of key or any other identification mechanism provided by the Bank for operation of the Locker;
- (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.

3. BANK'S RIGHTS

3.1. The Bank shall 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
 - ii. Customer fails to provide proof of identity when demanded by the Bank, at the time of seeking access to the Locker.

3.2. Termination of License

- (a) The Bank shall 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**").

- (b) Upon receipt of the Termination Notice, the Licensor shall 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

- (a) The Bank shall 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-
 - i. In the event Termination Notice in accordance with Clause 3.2.(a) 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;
 - ii. The Rent remains unpaid for 3 (three) consecutive years; and
 - iii. 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.
- (b) Before exercising the right to break open the Locker, the Bank shall send to the Customer a notice (in addition to the Termination Notice under Clause 3.2.(a) 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 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**").
- (c) Notwithstanding, anything contained under this Agreement the Bank shall 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.
- (d) 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.(b) and 3.3.(c) above, the Bank shall, 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.
- (e) 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 shall be assigned to a senior official and complete audit trail of access shall be preserved.
- (f) Upon breaking open of the Locker, having followed the procedure as set out above, the Bank shall 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 shall be kept in sealed envelope along with detailed inventory inside a fireproof safe in a tamper-proof way.
- (g) In addition to the above, the Bank shall 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.

- (h) Furthermore, the Bank shall 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.
- (i) Disposal of the articles of the Locker as recorded in the inventory prepared in the manner as stated in the paragraphs above, shall be done either by sale in public auction and the sale proceeds shall 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.
- (j) 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) shall 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**") shall 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 shall not be liable for in any case for deterioration or damage to the contents of the Locker whether caused by rain, fire, 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 shall 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 shall be discharged of its obligations and shall 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 shall always be subject to limitation under the applicable law and regulation.
- 4.5.** The contents of the Locker shall in no manner be considered insured by the Bank, and the Bank shall not have any liability to insure the contents of the locker against any risk whatsoever.

5. LAW AND JURISDICTION

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

SCHEDULE

Place:		Date:
1. PARTIED TO THIS AGREEMENT		
1(A)	THE BANK	[●], incorporated in under [●] and operating in these presents through its branch as stated below
	BRANCH	
1(B)	THE CUSTOMER	NAME AND ADDRESS:
		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:
2	DESCRIPTION OF LOCKER	LOCKER NUMBER:
		KEY NUMBER:
3	LOCKER RENT PER YEAR	Rs. (in figures): _____ Rupees (in words): _____ (As may be revised from time to time) (Payable in advance)
4	PERIOD OF LICENCE	1 (One) year from the date of this Agreement which at the end of such one year shall stand automatically extended for a further period of 1 (one) year every time unless terminated in terms hereof.
5	OPERATING MANDATE	
6	ANY OTHER TERM	

IN WITNESS WHEREOF, the Parties hereto have executed this Agreement.

For the Customer			
	1	2	3
Signature			

Name			
Designation/ Capacity*			

(*in case where the Customer is non individual/ not signing in person)

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

Covering Letter to be obtained from the Customers currently holding lockers along-with revised Locker Agreement

Place:

Date:

To:

The Manager**BO:** _____

Dear Sir/ Madam,

Subject: Safe Deposit Locker- No: _____

1. I/ We have been granted by you the subject facility in terms of the agreement dated _____ executed by me/ us ("**Earlier Agreement**").
2. In this connection, I/ We enclose herewith and tender to you a new safe deposit locker agreement (as required under the circular dated August 18, 2021, issued by the Reserve Bank of India bearing number RBI/2021-2022/86 DOR.LEG.REC/40/09.07.005/2021-22, titled Safe Deposit Locker/ Safe Custody Article Facility provided by the banks- Revised Instructions, as may be amended, modified, replaced and/or supplemented from time to time) executed by me/ us ("**New Agreement**") in substitution and/ or replacement of the Earlier Agreement.
3. I/ We also expressly understand, acknowledge and agree in this connection that the terms and conditions as stated in the New Agreement shall henceforth apply to the subject facility and the New Agreement shall on and from the date of execution of the New Agreement prevail over the Earlier Agreement in its entirety.

Yours faithfully,

	1	2	3
Signature			
Name			
Designation/ Capacity*			

(*in case where the Customer is non individual/ not signing in person)
(Customer)

Enclosure: New Locker Agreement

Form No: 114

Acknowledgement Receipt

Date:

Mr./Ms _____

Address: _____

Mobile No: _____

Email Id: _____

Dear Sir/ Madam,

We wish to inform you that we are in receipt of your application for allotment of a locker at BO _____. Since, presently the desired locker is not available for allotment, please find below your "Wait list number" against your application for allotment of locker.

We shall contact you on your above mentioned mobile/email id, as and when the desired locker is available.

Your wait list number is _____.

Thanking You.

For Capital Small Finance Bank Ltd.

Authorized Signatory

Customer Acknowledgement

I/We, Mr./Ms. _____ understand that my application for allotment of locker at BO _____ could not be processed at this stage due to non-availability of the desired locker. I/We, however, acknowledge the receipt of a "Wait list number" handed over to me/us against my/our application for allotment of locker and that i/we shall be contacted by the bank officials on my/our mobile number/email id, as and when the desired locker is available.

Signatures

Form No: 115