

Property Document Retrieval Process in Case of Customer's Demise

In case of the demise of the customer availing the loan, the concerned person who needs the property documents, needs to visit the Jana SFB branch where the loan was booked and request for property documents retrieval.

At the time of request, concerned person needs to carry the following documents:

- KYC documents of the person to whom the property documents need to be handed over
- Death Certificate of the deceased customer
- Legal Heir Certificate of the deceased customer
- Family Tree and Relationship proof with the individual, claiming the documents

Post submitting the request, the bank would follow the internal process and make the documents available for collection within 30 days of the retrieval request.