

Standard Operating Procedure

For the safety of your valuables, Jana SFB offers a safe, reliable space to store for safe depositing of the valuables. Safe Deposit Lockers is one of the facilities offered to existing customers as well as new customers after complying with the Customer Due Diligence criteria and subject to ongoing compliance.

1. Locker Allotment
2. Locker Access
3. Locker Nomination
4. Locker Key Lost by the Locker Hirer
5. Locker Surrender
6. Break-open of Locker

Locker Allotment

Lockers facility can be availed by all individuals and non-individual KYC compliant customers. For Non-individual entities, persons authorised to access the locker along with KYC of authorised person(s) to access the locker will be required. The Bank's Safe Deposit (Locker) Service is available to customers who has Saving/Current Account and also to those who are not having any other banking relationship with the bank after complying with the Customer Due Diligence (CDD) criteria. A safe deposit locker facility cannot be availed by Minors. To avail of a safe deposit locker facility, franked locker agreement and two photographs are required. (The customer who are not having an account with Bank shall make a formal request for leasing out of locker with required KYC documents as per Bank's KYC Policy. The formal request letter with KYC documents shall be kept in records with Locker Agreement).

Locker rent will be collected in advance for the entire year. For timely collection of locker rent, the locker hirer should have an active operative account with Jana Small Finance Bank. In case of non-payment of the rent, the same shall be collected from the Term Deposit. If locker is not available at that point of time in a particular branch, the customer has the option to place a request for locker for which Jana Small Finance Bank will provide a wait list number.

Locker Access

Locker can be operated only during Banking hours. Locker hirer can provide physical (signature in presence of bank officer) authentication to access locker. Bank shall record in and out time of locker operation executed by the locker hirer. The locker should be opened with the key provided by Jana Small Finance Bank. The locker hirer should check the area to ensure that no articles are left behind and the locker is properly closed. Post locker operation, the Bank shall send E-mail/SMS to the customer as a confirmation. The locker hirer will not be permitted to operate the locker, if the rent is in arrears.

Hirer/s should not keep anything illegal or any hazardous substance in the Safe Deposit locker. If the bank suspects the deposit of any illegal or hazardous substance by any customer in the safe deposit locker, the bank have the right to take appropriate action against such customer as it deems fit and proper in the circumstances.

Locker Nomination

Nomination will enable the Bank to release the contents/securities/articles of a locker to the nominee(s) of the hirer(s), after making an inventory of the contents of the locker and obtaining the discharge of the nominee thereon. In case the nominee is a minor, the same procedure as prescribed for the bank accounts shall be followed by the bank. A passport-size photo of the nominee attested by the customer may be obtained from the customer, at his / her option and preserved in the records.

Locker Key Lost by the Locker Hirer

The customer (locker hirer) should immediately notify the bank for the loss of locker key and place a request for a new key. The cost of the new key will be recovered from the locker hirers. Request letter and the indemnity will be required to be signed by all the locker hirers, as per the Bank's format. Presence of all the locker hirers will be required at the Bank branch for obtaining a new key and the customer shall handover the lost key to the Bank branch, whenever found in future.

Locker Surrender

The hirer(s) can surrender the locker at any time, during the contract period. All locker hirers has to be present at the time of surrender. Locker has to be surrendered only in vacant condition and by handing over the key to the bank official. In case the locker rent is due, the same needs to be paid prior to locker surrender. If locker rent is collected in advance, the proportionate amount of advance rent collected shall be refunded. A discharge certificate duly signed by all the locker hirers should be obtained.

Break-open of Locker

The locker can only be break open in following cases –

- a) Non-payment of locker rent - Bank shall initiate the process of locker break open, if the rent has not been paid by the customers for three years in a row
- b) 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 the rent is being paid regularly, Jana Small Finance 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.
- c) On customer request, due to loss of the locker key - Charges for key replacement will be recovered from the locker hirer. Key replacement will be done by an authorised technician in the presence of the locker hirer and the bank official.
- d) Attachment and recovery of contents by any Law Enforcement Agency - Bank shall inform the locker hirer through a letter and on the registered email-id that Government authorities have approached them for attachment and recovery or seizure of the locker or its articles

Prior intimation will be sent by the Bank to the locker hirer(s), post which, in case of no response from the locker hirer(s) the locker will be accessed by the Bank in case of non-payment of the locker rent and inoperative locker. If the letter is returned undelivered, a public notice shall be issued in two local leading newspapers, one of which shall be English and another in a vernacular language, giving reasonable time to the locker hirer or to any other person/s who has interest in the contents of the locker, to respond. Content of the locker (if any) will be kept in a sealed envelope, along with the detailed inventor