

C. FAQs for Canara Bank Customers

Q1. What is The Depositor Education and Awareness (DEA) Fund Scheme, 2014,

It is a fund created by RBI vide Cir No DBOD.No.DEAF Cell.BC.114/30.01.001/2013-14 dated May 27,2014 where in the funds transferred by all banks in India pertaining to balance in account where customer has not operated for 10 years or more shall be credited.

Q2. Whether customer/depositor can claim a refund of their unclaimed amounts from the DEA Fund?

Yes, customer/depositor can claim a refund of their unclaimed amounts from their banks. Based on the request of claim made by customer/depositor or legal heirs (in case of deceased customers/depositors), the banks shall refund the customer/depositor along with interest (applicable only in case of Interest-Bearing deposit accounts) and then lodge a claim for a refund from the DEA Fund maintained by the RBI for an equivalent amount paid to the customer/depositor.

Q3. Is there a time limit for the customer/ depositor for claiming the amount from the DEA Fund?

There is no specific time limit prescribed in the Scheme for claiming a refund from the DEA Fund by the customer/ depositor. However, customer/ depositor or the legal heirs (in case of deceased depositor) are encouraged to claim such amounts as soon as they are aware about the unclaimed amounts.

Q4. Whether customer/depositor can claim a refund of their Unclaimed Deposit Accounts from any of the Canara Bank Branches?

Customer can visit any Canara Bank Branch along with the necessary documents including KYC & account related and submit a request letter for the repatriation of their Unclaimed Deposit Accounts. For individual customers, biometric Aadhaar authentication needs to be completed as Re-Kyc. For non-individual customers, all KYC documents according to the constitution of the customer to be submitted. After the completion of KYC verification and submission of the required account related documents, account shall be repatriated within T+3 working days.

Q5. How can a customer search for the details of their Unclaimed Deposit Accounts?

Customer can search their Unclaimed Deposit Accounts through the **UDGAM Portal** managed by the Reserve Bank of India (RBI) and the **Canara Bank's official website** at <https://www.canarabank.bank.in/>.

Q6. What is the procedure to apply for Claim, in case of the Deceased Customer?

The legal Heirs should complete the death claim settlement process as per the guidelines of the bank and submit death claim sanction for repatriation of Unclaimed Deposit funds.

Q7. What is the procedure to apply for Claim, in case of the Non-Individual Accounts?

Non Individual customers to submit the Claim Form on the Company's/ Firm's / Institution's letterhead duly signed by the authorized signatories and submit the relevant KYC documents.

Q8. Whether Interest will be paid on the Unclaimed funds?

Yes, the interest is calculated at Savings Bank (SB) Deposit rate and paid only on the interest-bearing deposit accounts such as Savings Bank and Fixed Deposits.