

# The Depositor Education and Awareness Fund (DEAF) Claim Procedure

## What is The Depositor Education and Awareness Fund (DEAF)?

Pursuant to the amendment of the Banking Regulation Act, 1949, section 26A has been inserted in that Act, empowering Reserve Bank to establish **The Depositor Education and Awareness Fund**. The Reserve Bank of India has mandated banks to identify accounts that have had no customer-initiated transaction for a period of more than 10 years.

Under this regulation, banks are required to transfer credit balance in such accounts to Depositors Education and Awareness Fund (DEAF) in the specified account maintained with the Reserve Bank of India. However, depositors are entitled to claim their deposits from the Bank his/her or any other unclaimed amount or operate her account after the expiry of ten years.

## CLAIM PROCESS

### I. Claim of Individuals accounts

Accountholders can visit their nearest HSBC branch in India after verifying their name and address on the Unclaimed Deposits list displayed on the website.

- Submit the duly filled 'Claim Form' and signed by all deposit holders. Kindly enter full account number in the claim form

[Click here to download the form](#)

- A Recent Passport size photograph(s)
- A valid, Self-attested proof of Identity and Address document (KYC) to be submitted for all the holders maintained on the account and the originals must be carried for verification

In case of minor account(s), kindly submit the documents of the guardian as well.

Below is the list of documents that are accepted as proof of address:

- Valid Passport with address
- Voter's ID card issued by Election Commission of India
- Valid Driving license with address
- Aadhaar Card\*

### Important information

- Please note that signature on the documents should match our existing records
- In case of change in mailing address, kindly mention the same in the request letter and submit a valid proof of address

### II. Claim by the legal heir/nominee

For claim process, the legal heir/Nominee(s) must visit the nearest HSBC India branch and submit a duly completed and signed Unclaimed Deposits Claim Form along with the following documents:

- i. Applicant's valid Identification and proof of Address.
- ii. A copy of accountholder(s) Death Certificate.

iii Documents required for processing a claim made for the deposits held in the name of deceased customer. For details thereto refer to the deceased\_depositors\_policy hosted on HSBC public website [www.hsbc.co.in](http://www.hsbc.co.in) (**Regulatory Disclosures – HSBC IN**)

When processing claims, branches will meticulously follow the Bank's policy for claim settlement of deceased and missing persons.

### **III. Claim of Non-individuals accounts**

For claim of non-individual accounts including proprietorship and HUF, the customer is required to provide a DEAF Claim letter on Company's/Firm's letter head duly signed by their authorised signatories along with valid documents/identity proofs (as required) to activate the unclaimed account(s) and claim the funds transferred to DEAF.

For further details, please feel free to contact us at our branches, your Client Service Managers or call us on our PhoneBanking numbers.

Click the link below to find PhoneBanking number details and to locate your nearest branch.

#### **Contact Us | Help and Support – HSBC IN**

The customer information collected by the Bank is kept confidential and is not disclosed to any person except when required under the provisions of applicable laws and regulations.