

Safe Deposit Locker

Allotment of Safe Deposit Lockers

For the ready reference, we give below the gist of guidelines:

- Branches shall maintain a waiting list for the purpose of allotment of lockers. All applications received for allotment of lockers shall be acknowledged and each shall be given a waiting list number.
- At least 80% of the lockers shall be allotted by the branches on first come first served basis. The remaining lockers could be allotted by the branch managers at their discretion to valued customers on business considerations.
- Branches shall not insist on term deposit as a pre-requisite for allotment of lockers. There will, however, be no objection to the branch seeking a deposit (but not as a condition for allotment) from the applicant who has been allotted a locker, the annual interest from which would not be more than the actual rent of the lockers.
- In the alternative, advance payment of locker rent for a period of one year plus approximate charges for breaking open of the locker may be collected from the locker holders.
- The Customer are cautioned to keep the customer key of his/her Locker in a place of safety and not divulge the number of his/her Locker and/or their password (if any given) to any other person and not to deliver the customer key to any person other than his/her/their duly authorized agent (if appointed).

Agreement on stamp paper

According to RBI guidelines, the agreement needs to be on stamp paper. The primary objective of the revised agreement is to protect the interest of locker holders. According to RBI guidelines, bank will provide a copy of the agreement to customers, if demanded. The copy of the locker agreement signed by both parties shall be furnished to the locker-hirer to inform her about her rights and responsibilities. The original agreement shall be retained with the bank's branch where the locker is situated.

FDs for the locker

At the time of locker allotment, the RBI has permitted banks to obtain fixed deposits (FD) capable of covering three year's rent and charges for breaking open the locker, if needed. This is to cover situations where the locker-holder neither operates the locker nor pays the rent. However, banks cannot break open the locker in case of customers with a good track record.

Also, if the bank collects locker rent in advance, but the locker-holder surrenders the locker mid-term, the bank will have to refund the proportionate amount of advance rent collected.