In line with the implementation of RBI's Guideline on Responsible Business Conduct – Release of Movable/ Immovable Property Documents on Repayment/ Settlement of Personal Loans vide circular no. DOR.MCS.REC. No.281/01-01-039/2025-26

To address the contingent event of demise of the sole borrower or joint borrowers for the fully repaid /settled personal loan accounts, for the return of original movable / immovable property documents to the legal heirs/claimants, the legal heirs/claimant/s are advised to approach the Branch which is mentioned in the loan sanction letter. The legal heirs/claimant/s shall submit the following documents to the branch for release of original movable / immovable property documents:

i. Request letter by Legal heirs/claimant/s of deceased borrower and co- Borrower for release of mortgaged original immovable property documents/ movable property

ii. Death Certificate of borrower issued by Municipality / Corporation or Registrar of Births and Deaths.

iii. Legal Heirship certificate of borrower issued by Revenue Authorities of Rank not less than Tahsildar/Deputy Tahsildar or Succession Certificate issued by the competent court.

iv. In case the borrower/co-borrower dies leaving a Will, Probate / Letters of Administration issued by the competent court.

v. Self-attested proof of identification of legal heirs/claimant/s, anyone of the following documents which contains Photo, in eKYC/CKYC, AADHAAR Card, Driving license/Voter ID Card or Passport.

vi. The legal heirs/claimant/s may submit their request jointly or issue a letter of Authority/consent letter in favour of one or more legal heirs/claimant/s of borrower/co-borrower

vii. Affidavit cum Indemnity from the legal heirs/claimant/s

viii. Property acknowledgment/Receipt by the legal heirs/claimant should be executed upon the receipt of original immovable documents/movable property

From the date of submission of the above required documents by the legal heirs/claimant/s of the borrower/co-borrower and to the satisfaction of the company, the release of original movable/immovable property documents or filing of charge satisfaction form with relevant registry will be done within 30 days.

Upon receipt of the original movable/immovable property documents an acknowledgment/Receipt shall be given by the legal heirs/claimant/s.