



Corporate Address

B-121, Sector 5, Noida, Uttar Pradesh, 201301

Process for claiming the unclaimed deposit / activating the inoperative /inactive accounts

As per RBI circulars - RBI/2023-24/105 DOR.SOG (LEG).REC/64/09.08.024/2023-24 dated January 1, 2024 and DBOD.No.DEAF Cell.BC.101/30.01.002/2013-14 dated March 21, 2014 the list of unclaimed deposits / inoperative accounts which are inactive / inoperative for ten years or more has been made searchable on Bank's website.

Search of records:

Claimant can search the record(s) based on below criteria -

1. Name
2. Mobile Number
3. Address
4. PIN Code

Search can be done only based on primary holder's details.

If match is found, the name and address(es) (without PIN Code) of deposit holder will be displayed along with the transaction number/UDRN.

Claim by Self

Customer can visit the branch of the Bank or reach out to Customer Service Team and submit the unclaimed deposit claim form (as per Annexure I below) duly filled and signed. The aforesaid have to be submitted along with a valid proof of identity and address in the name of the account holder(s).

Claim by legal heir / nominee

For the claim process, the legal heir / nominee can visit the branch of the Bank or reach out to Customer Service Team and submit the documents as advised by the branch / Customer Service Representative and has also to comply with the legal requirements.

Claim by non-individual

For claim of non-individual accounts, the customer needs to submit the Claim Form on the Company's/ firm's /institution's letterhead duly signed by the authorized signatories along with their valid identity and address proofs. The customer may also be required to submit such other documents as may be requested by the Bank.

Note: This process is for unclaimed deposits / inoperative accounts which are inactive / inoperative for ten years or more. Please carry original documents for verification.

For any further clarifications / details on the procedure, you may reach out to Customer Service Team.

Activating the Inoperative account

Reactivation of inoperative accounts (accounts where there are no transactions for over a period of two years) shall be done after carrying out Customer Due Diligence Procedure as is applicable for opening a new account with the bank i.e., completing full KYC.

How do I complete my Full KYC?

You may complete verification in any of the following ways:

1. Aadhaar based KYC on App through Video KYC: Using this option, you can do your video KYC at your convenience on the app by tapping on https://m.paytm.me/wal_upg. Video KYC agents are available between 8:30 AM to 8:00 PM. You will need to keep your Aadhaar and PAN handy for verification.
2. Aadhaar based KYC at your Nearby KYC Point*: You can find Nearby KYC points by tapping on <https://m.p-y.tm/kyc> on your smartphone or visiting this link on your browser. You may also tap on the Nearby icon on the blue strip at the top of Paytm App Home page. You need to carry your Aadhaar and PAN for verification. You will need to verify your Aadhaar biometrically.
3. Aadhaar based KYC at your Doorstep*: This is in pilot phase and has been rolled out to limited users in select locations. In case you are part of the pilot exercise, you will find this option by tapping on <https://m.p-y.tm/kyc> Charges for KYC at your doorstep will be applicable. Else, you may visit the KYC point nearest to your location.
4. KYC without Aadhaar*: This facility is available only at select locations as RBI guidelines require verification of original documents to be done only by our employees. You can find the schedule of our employees by going to <https://m.p-y.tm/NoBiO>. You will need to provide your PAN and any ONE of the below Govt. issued Address Proof documents in original: Driving License / Voter ID / Passport / NREGA Job Card.

*Currently, these methods are not available.

Activating the Inactive wallet accounts

Accounts with no financial transaction for a period of one year will be made inactive. You can reactivate your wallet by clicking here: https://m.paytm.me/cb_wal

You can reactivate your wallet via your bank section on Paytm application or via your Paytm Payments Bank application by following the below steps:

- Click on the "Wallet" icon available in the Payments bank section on Paytm homepage or on the "Wallet" section available on the Paytm Payments Bank application homepage.

- You will see 'Your Wallet is Inactive' message. You can click on 'Activate Wallet' and reactivate your wallet in a few simple steps.

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Annexure I

Unclaimed Deposits / Inoperative Accounts – Claim Form

Date:

The Branch Head

From: _____

Paytm Payments Bank

_____ Branch

Dear Sir/Madam

I/We, the undersigned Mr. / Mrs. / Ms. / Dr. _____
in the capacity of

Self Nominee Legal Heir Others (please specify)

Request for settlement of claim, for deposit account(s) held with your Bank in the names(s) of Mr. / Mrs. / Ms. _____

Claim details

Name of the Deposit Holder: _____

Communication Address: _____

Match Criteria: (Tick the combination based on which record was found)

Name, Address, Pincode & Mobile (Full KYC) Name & Mobile (Minimum KYC)

I understand that the claim will be settled post due diligence and authentication of documents as per the Bank's policy and guidelines.

Yours faithfully,

Name: _____

Address: _____

Contact No.: _____

Email ID: _____

Customer Acknowledgment slip (to be filled in by Bank official)

Date: ____/____/____

Received a request form Mr. / Mrs. / Ms. / Dr. _____
for claiming Unclaimed Deposits / Inoperative Accounts

Paytm Payments Bank _____ Branch

Signature of Bank Official with Bank Seal _____