SAFE DEPOSIT LOCKER POLICY

November 2025

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PREAMBLE

Amongst many services offered by the Bank, Safe Deposit Locker (SDL) facility is one of an ancillary service provided by the Bank. Customers can use it for safe keeping of valuable items, important documents, and sentimental keepsakes. We offer this service on payment of a nominal annual rent.

In view of Reserve Bank of India outlining directives for Safe Deposit Lockers/ Safe Custody Article facility, the Bank has laid out guidelines pertaining to locker usage and operational guidelines considering the revised instructions vide circular DOR.LEG.REC/40/09.07.005/2021-22 dated August 18, 2021.

The relationship between the bank and the customer who hires a Safe Deposit Locker (henceforth referred to as "Locker") is that of a licensor and licensee. The bank licenses (rents out) their Locker (immovable property) to the customer and gives them the right to use it during the specified period i.e., during the office/ banking hours.

This policy document outlines the guiding principles in respect of formulation of various offering by the Bank and terms and conditions governing the conduct of the lockers usage. The document recognizes the rights of customers and aims at dissemination of information on locker hiring and custody safekeeping, operations of inoperative lockers, method of surrender of lockers.

This document is a broad framework under which the rights of lockers holders are recognized. Detailed operational instructions on locker allotment and related services are being issued from time to time to branches. While adopting this policy the Bank re-iterates its commitments to the individual customers as outlined in the Code of Bank's Commitment to Customers.

1. Customer Due Diligence (CDD) for Lockers

- The Bank before allotting locker facility to its customer carries out due diligence as per CDD measures under Master direction – Know Your Customer (KYC), as updated time to time and issued by RBI, and or, such other norms or procedures adopted by the Bank. It is applicable for both new and existing customer who would like to avail the locker or safe custody articles facility.
- No locker is allotted, wherein the bank is unable to apply appropriate CDD measures, either due to non-cooperation of the customer or non-reliability of the documents/information furnished by the customer.
- The mandatory information as per KYC guidelines should be sought while allotment of Locker and during the periodic updation, as specified.
- The CDD procedure is applied at UCIC level. Thus, if an existing KYC compliant customer of the Bank desires to avail the locker facility, there will be no fresh CDD required.
- CDD Procedure is followed for all the Licensee(s).
- Circumstances in which a customer is permitted to act on behalf of another person/entity, is clearly spelt out in the Locker Agreement.
- The bank obtains recent passport size photographs of licensee and individual(s) authorised by licensee to operate the locker and preserve in the records pertaining to locker-licensee along with the Locker Agreement that contains the terms and conditions

that are agreed by both the licensor(bank) and the Licensee(s) (locker customer) being maintained in the bank's branch.

- Locker Licensee(s) should have a Savings / Current account, from which annual rent can be recovered.

2. Infrastructure and Security Standards

i) Security of the Strong Room/Vault

Necessary steps are being taken by the bank to ensure that:

- The area in which the locker facility is housed is secured with a single defined point of entry and exit to prevent criminal break-ins.
- The fire hazard risks of the Locker area/ branch are assessed in regular interval.
- The area housing the lockers remains adequately guarded always.
- The entry and exit of the strong room and the common areas of operation under CCTV camera are preserved with recording for a period of not less than 180 days.
- Guidelines on yearly safety verifications are covered in Standard Operating Procedure for Safe Deposit Lockers Circular No. 405.1/2024

ii) Locker Standards

- All the new mechanical lockers installed by the bank areas per the basic standards/ benchmarks for safety and security as prescribed by Bureau of Indian Standards (BIS) or any other enhanced industry standards applicable in this regard.
- The identification Code of the bank / branch are embossed on all the locker keys with a view to facilitating identification of lockers / locker ownership by law enforcement agencies in case of need.
- Bank ensures that the locker custodian key is well maintained and in proper working condition by following the process of duplicate key lodgement in every six months.
- Bank permits the locker-license to operate the locker only with the key provided by the bank, although there is no restriction in allowing the customer to use an additional padlock of her/ his own if there are such provisions in lockers.

3. Key Mapping Process:

- Basis RBI guidelines, branches shall maintain locker key mapping in Core Banking System.
- Banks has the key mapping system wherein key register is updated in the Core system.

4. Locker Allotment

- All HDFC Bank customer having CASA relationship or a customer added in locker with proper CCD and UCIC with the bank can avail the safe deposit locker facility, by signing/ electronically executing a Locker Agreement duly stamped/ franked/ e-stamped as per the General Agreement stamp value applicable as per the State Stamp Act along with latest Photographs of all Licensee(s)s.
- Locker Agreement has been revised basis the latest RBI circular vide.CO.CEPD.PRS.No.S1233/13-01-018/2022-2023, dated 23rd January 2023, and is in line with the Model Agreement provided by the IBA on 28th February,2023.

- As per the above guidelines bank has launched the Supplementary agreement to be collected from the customers who had renewed their locker agreement as per the Earlier guidelines provided by the RBI.
- In case, the joint Licensee(s) is not having any existing CASA relationship with the bank then they will have to submit all the relevant KYC documents along with the latest Photographs as per CDD measures under Master direction Know Your Customer (KYC).
- A copy of the locker agreement in duplicate, signed by both the parties, is provided to the licensee to know his/her rights and responsibilities. Original Agreement is retained with the bank's branch where the locker is situated.
- The Bank at the time of allotment of the Locker, may obtain Fixed Deposit as security towards the payment of Locker rent, taxes & break open charges from the Customer. Amount of Fixed Deposit should be equal to the sum of three years of rack rent, Break open charges and GST. The Bank has the right to mark lien and set off on the said Fixed Deposit in case of non-payment of the Locker rentals by the Customer. Term deposit is not required mandatorily as a pre-requisite for allowing locker facility basis customer vintage and relationship. Branch managers can use their discretion on obtaining such deposits or waiving the same
  Waitlist is maintained in the system digitally for all locker branches where no vacant lockers are available, the same is issue on FIFO basis. Acknowledgement for all locker application with waitlist number is shared with the customer.

5. Locker Rent

- At the time of allotment bank collects prorate rent applicable for that financial year from the licensee.
- All rentals agreed upon are payable strictly in advance on or before the last day of the presiding period for the next ensuing period. The Bank reserves the right to refuse access to the Locker in the event of any non-payment of the rent, whether demanded or not, or any enhanced rent, the Bank has the right to debit the amount of such rent from the customer's account which is linked to the Locker or any other account which may be held with the Bank without any further reference to the Customer, who hereby authorizes the Bank for debiting his/her account as aforesaid whenever the rentals are due and payable to the Bank. Penal charges may be levied in case the rent is overdue.
- Locker rent will attract Tax as applicable from time to time.
- The Bank will always be entitled to revise/enhance the rent in its absolute direction and the Customer will be liable to pay the same from such dates decided by the Bank. All such changes will be approved by CSCB.
- In the event of surrender of a locker by a customer, the proportionate amount of advance rent collected is refunded to the customer.
- Any change in the locker rent will be communicated to the locker licensee by the way of letter/SMS/Email/ notice on the branch notice board at least 30 days in advance. POD of all communication will be kept in bank records for any future correspondence in needed.
- **Revision in Rent** : The present grid is being changed to categorize branches into five charging grids depending on the branch RBI classification and location.
  - Metro Plus (AA)
  - Metro (A)
  - Urban (B)
  - Semi Urban (C)
  - Rural (D)

- The new structure will help in standardizing and simplify the pricing of lockers within the same location.

- Below is the revised locker rent grid as approved in Jun'25, effective from 1st April 2026.

*Rent in ₹

Size	Metro Plus (AA)	Metro (A)	Urban (B)	Semi Urban (C)	Rural (D)
Ex- Large	40,000	20,000	15,000	10,000	8,000
Large	20,000	15,000	10,000	8,000	6,000
Ex Medium	15,000	12,500	8,000	5,000	4,000
Medium	12,500	10,000	7,500	5,000	4,000
Small	7,500	5,000	4,000	3,000	2,000
Ex small	4,000	3,300	2,200	2,200	1,000

6. Locker Operations

i) Regular Operations by Customers

- Locker can be operated only on the working days of the bank and only during the banking hours. However, in the event of the Bank is not being able to operate for any reason beyond its control such as flood, riot, curfew, lockout etc., Bank has no obligation to allow operation of Lockers.
- The locker licensee and/or the persons duly authorized by him/ her only is permitted to operate the locker after proper verification of their identity and recording of the authorization by the officials concerned of the bank.
- The bank maintains a record in the core system of all individuals, including the locker licensee, who have accessed the lockers and the date and time (both check-in and check-out time) on which they have opened and closed the locker and obtain their signature.
- The ingress and egress register for access to Vault Room by licensee or any other individual including the bank' staff is maintained to record the movement of individuals in the Vault Room area with their signatures at appropriate place in the records.
- Only one locker is allowed to be operated at a time, to ensure privacy.
- Bank ensures that the locker is opened with the key provided by HDFC Bank Ltd and is operated as per the mode of operation selected at the time of locker allotment.
- The locker needs to be operated in regular intervals (at least once in seven years) failing which the locker will be deemed as "Inoperative", even if the rent is being paid regularly. If the locker remains inoperative for a period of seven years and the locker-Licensee(s) cannot be located, even if rent is being paid regularly, the bank shall be at liberty to break open the locker/ transfer the contents of the locker to their nominee/legal heir or dispose the article in a transparent manner/as the case may be.
- If one of the joint licensee objects to access being allowed to a co-licensee of a locker let out in their joint names, bank ensures that all licensees are advised of receipt of such objection and access to the locker will be allowed only to all licensee jointly or as per court order.

ii) Internal Controls by banks

- Bank ensures that the lock of the surrendered lockers is changed and the key of the unallotted lockers are kept in sealed condition.
- Bank sends Email/ SMS to all locker Licensee(s)s as and when the locker is operated.
- The duplicate master keys are deposited with another branch of the bank as per the extant process of duplicate key lodgement ensuring joint custody of master keys.
- The surprise verification of the surrendered/ vacant locker and their keys is done by a senior bank officer who is not the custodian of the keys on monthly basis proper record to be maintained as a proof of such verification. The same is also monitored at the time of Bank's Internal Audit.
- Locker register is also maintained in the Bank's Core System with complete audit trails.
- Bank ensures that all the lockers that are operated are properly closed post locker operation on daily basis.
- Locker/ Vault Room is checked on daily basis before closing the same to ensure that no person is inadvertently trapped in the locker room after banking hours.
- Detailed process on Shifting of Lockers when the branch is relocated / shifted or closed is detailed in in Standard Operating Procedure for Safe Deposit Lockers Circular No. 405.1/2024.

7. Nomination Facility and Settlement of Claims

i) Nomination Facility

- Nomination facility has been offered in case of safe deposit lockers in accordance with the provisions of section 45ZC to 45ZG of the Banking Regulation Act, 1949 and Banking Companies (Nomination) Rules, 2025. Including amendments via gazette notifications dated 27th October 2025 & RBI Circular dated 28th October 2025. Multiple nomination in successive manner maximum 4 nominees are accepted for Safe deposit lockers.
- Nomination form is as per the guidelines/ directions in gazette notifications dated 27th October 2025 & subsequent RBI Circular dated 28th October 2025.
- Any addition/ modification or deletion nomination is done with consent of all locker Licensee(s) irrespective of the mode of operation. In case, any of the licensee have recorded thumb impression, additionally two witnesses' attestation is being obtained
- Nomination not permissible in favour of a corporate body/ firm / trust / association /society or any identity other than an individual and Sole proprietor.
- Registered Nominee is maintained in the Bank's Core System.

ii) Settlement of Claims in case of death of a Licensee

- Banks has a Board approved policy for settlement of claims. The policy is in conformity with the regulatory instructions and the Model Operational Procedure (MOP) for settlement of claims of the deceased constituents formulated by the IBA.
- All claims are settled as per the board approved Death Claim circular of the bank.

8. Name Addition/ Deletion of Licensee(s) and Change of Mode of operation

- Bank has a laid down process for Name Addition/Deletion of Licensee(s) in Locker basis the request received from all existing Licensee(s) and the licensee being added/deleted form the locker and by executing fresh agreement thereafter.
- Licensee(s) needs to be present in the locker branch for execution of fresh agreement.
- Licensee(s) have the option to change the Mode of Operation by submitting the request in the prescribed format.

9. Closure and Discharge of locker items

i) Discharge of locker content on surrender of locker

- For surrender of locker request is required from all locker Licensee(s), and all need to visit the locker branch in person.
- Lockers are allowed to be surrendered only if no rentals are pending to be recovered/ no attachment order/legal injunction on the said locker.

ii) Discharge of locker contents at the request of customer

- In case of loss of locker key by the Licensee(s)/s, the Licensee(s)/s needs to immediately inform the bank on the loss of key and provide the undertaking to break open the locker and place a request for new key.
- Break open of the Locker is done in presence of the authorised locker vendor, the charges for opening the locker and changing the lock is recovered from the locker Licensee(s).
- Bank ensure that the locker is opened by the authorised vendor in presence of the Licensee(s) and the locker custodian.
- It is ensured that the adjoining lockers are not impacted by any such operations and the contents of the lockers are not exposed to any individual other than the locker-licensee during the break open or restoration process.

iii) Attachment and recovery of contents in a Locker and the Articles in the safe custody of the bank by any Law Enforcement Authority

- The bank co-operates in execution and implementation of the orders for recovery of the contents of the locker of a Licensee(s) received from any Law Enforcement Authority, any Authority acting either under the orders of a Court or any other competent authority vested with the power to pass such orders, post verifying the connected documents received from such authorities.
- The bank informs the Licensee(s) by letter as well as by email/SMS to the registered email id/mobile phone number that the Government Authorities have approached for attachment and recovery or seizure of the locker.
- An inventory of the contents of locker and articles seized and recovered by the Authority is kept on record in the presence of such Government Authorities, two independent witnesses and an officer of the bank, and is be signed by all.
- A copy of the inventory is forwarded to the customer to the address available in the bank's records or handed over to the customer against acknowledgement.

- Banks also records a video of the break-open process and the inventory assessment, wherever legally permissible, and preserve the video to produce as evidence in case of any dispute or Court or fraud case in future.

iv) Discharge of locker contents by banks due to non-payment of locker rent

- Bank has a laid down process to be followed to break open locker if the rent has not been paid by the Locker Licensee(s) for consecutive 3 years.
- Three notices will be sent to locker Licensee(s) with gap of 30 days each, notifying the Licensee(s) and giving them reasonable opportunity to repaying the dues.
- Before breaking open the locker, the due notice is given to the locker-licensee through a letter and through email and SMS alert to the registered email id and mobile phone number. If the letter is returned undelivered or the locker-licensee is not traceable, the bank issues public notice in two newspaper dailies (one in English and another in local language) giving reasonable time to the locker-licensee or to any other person/s who has interest in the contents of locker to respond. In person verification is done at the mailing address as per the banks record.
- In case of no response from the locker licensee, the locker break open is done, in the presence of an officer of the bank and two independent witnesses. Further, bank also record a video of the break open process together with inventory assessment and its safe keep and preserve the same to provide evidence in case of any dispute or Court case in future.
- Bank ensure that the details of break open of locker is documented in CBS or any other computerized systems compliant with the Cyber Security Framework issued by RBI, apart from locker register. After breaking open the lockers, the contents are kept in sealed envelope with detailed inventory inside fireproof safe in a tamper-proof way until customer claims it. A record of access to the fireproof safe to invariably be maintained. While returning the contents of the locker, the bank obtains acknowledgement of the locker Licensee(s) on the inventory list to avoid any dispute in future.
- Banks also records a video of the break-open process and the inventory assessment, wherever legally permissible, and preserve the video to produce as evidence in case of any dispute or Court or fraud case in future.

v) Discharge of locker contents if the locker remains inoperative for a long period of time

- Bank has incorporated the procedure to be followed for disposal of the articles left unclaimed for a reasonably long period of time i.e. exceeding 7 years.
- If the locker remains inoperative for a period of seven years and the locker-licensee cannot be located, even if rent is being paid regularly.
- Bank follows the same process as followed in discharge of locker contents by banks due to non-payment of locker rent.
- Appropriate terms and conditions are inserted in the locker agreement with regards to the above point, that discharge the bank from the liability in such cases where the locker is not in operation, the locker is opened by the bank

and contents are released as per law and as per the instructions issued by the Reserve Bank of India.

- Banks liability is limited to exercising due care and diligence, it is not responsible for contents unless loss is due to negligence or unauthorized access by bank staff.

vi) Refund of advance rent Collected during locker surrender

In case the safe deposit locker is surrendered during the year, bank shall reverse the rent on a pro-rata basis, for the remaining period.

10. Video recording of Locker Break Open

- Branches shall contact the admin team to arrange for the videographer for the locker break open.
- Videographer shall visit the branch for locker break open on the assigned date and time. Branch shall obtain id proof of the videographer and signature of the videographer in the locker attendance register.
- Videographer shall record the complete video of locker break open in HD resolution in presence of the Branch Manager / Operations Manager and Locker Custodian and two independent witnesses, including preferably a local Advocate or a Notary Public. Witness details to be mentioned in locker attendance register. No mobile phones to be used for video recording.
- Branch shall take recording on 2 pen drive and store it in sealed envelope in safe custody noting locker no., date of breakopen & customer id to be kept in vault content and details to be updated in vault content register. Sealed envelope to be opened only in case of customer disputes if any.
- There is no timeline for pen drives to be kept in vault. Post recording activity conducted by the branch, Branch Manager to ensure that the break open video is deleted by Videographer from the Hard drive. Branch Manager to mandatorily confirm to Cluster Head on email that the video recording is been deleted from the hard drive on the date of break open.
- Cost of videography inclusive of GST to be incurred by the locker branch only and issue Manager cheque in favour of the videographer.

11. Contraband Article Process

The Locker licensee cannot use the Locker for any illegal activity or keep anything illegal/ contraband or any hazardous substance in the Locker. In the event the Bank suspects the deposit of any illegal/ contraband or hazardous substance by the locker licensee in the Locker, the Bank has right to take appropriate such actions against the Locker Licensee including opening of the Locker, termination of the right to use the Locker or termination of the Agreement, as it deems fit. The rights of the Bank in this regard are not limited and the Bank is entitled to take all such actions as may be permitted by law.

Below guidelines to be followed If contraband articles are found during locker break open.

- The bank shall secure the locker to prevent any tampering or removal of the contraband. Locker needs to be kept in sealed condition and locker will not be available for new allotment till legal proceeding (if any) is complete, this Key is to be kept under the Custody

of the Branch Manager provided the BM is not the custodian/ back up custodian to locker master key, If the BM is custodian / back up custodian to Locker Master then the key to this locker shall be kept under the custody of the respective CH.

- Listing of the locker content and the video recording needs to be preserved as per the extant process. (Extra copies to be maintained as required by the law enforcement authorities)
- Banks are obligated to report the discovery of contraband to the appropriate law enforcement authorities. FIR to be lodged with the nearest police station.
- The branch may conduct an internal investigation to ensure that no bank policies were violated and to determine the circumstances of the contraband storage.
- Customer should be informed about the discovery and the actions taken by the bank. However, this step might occur after law enforcement is involved, depending on the legal requirements.
- All Accounts of the customer held with the bank will be blocked. The bank would cooperate with law enforcement in their investigation, which may include providing access to the locker and any relevant customer information.
- Depending on the nature of the contraband and the jurisdiction's laws, legal action to be taken against the customer.

12. Old Currency prior to Demonetization:

- If demonetized notes are found in a locker at the time of break open, the bank officials would document the discovery of old notes, including the amount, denominations, and locker details.
- The locker's contents should be kept secured to ensure that there is no unauthorized access or tampering. Cash needs to be placed in an envelope along with the completed details of total amount, denomination, and customer details along with locker number.
- This envelope should be kept in sealed condition with branch round seal on the envelope seal with signature of the locker custodian and the BM present at the time of break open.
- This envelope should be placed in the vault post making the necessary updation in the vault register.
- Bank would then inform the customer and report the discovery to the appropriate legal/Compliance/ Financial authorities.
- Depending on the customer's response and the regulatory guidelines, the bank may take further actions like submitting them to the authorities, or otherwise disposing of them as per the direction of the appropriate authority.

13. Compensation Policy / Liability for Bank

a. The Bank uses all reasonable care and measures to prevent access to the Locker by unauthorized person and protect the contents thereof from loss or damage.
b. Bank ensures to exercise proper due diligence in maintaining, operating, and functioning of our locker system.
c. Bank follows the Master Directions on Frauds for reporting requirements about the instances of robberies, dacoities, thefts and burglaries.
d. The Bank will not be liable for any damage to or loss resulting or arising from
    i. any delay caused by failure of the Locker doors or locks to operate the Locker.
    ii. deterioration or damage to the contents of the Locker whether caused by natural calamities or Act of God like rain, floods, earthquake, lighting,

thunderstorm or war, civil commotion, riot or any other similar cause(s) over which bank has no control.

iii. any act that is attributable to the fault or negligence of the Licensee(s).

e. Bank ensures to take responsibility and take all steps for the safety and security of the premises in which the safe deposit vaults are housed.

f. Bank ensures that incidents like fire, theft/ burglary/ robbery, dacoity, building collapse do not occur in the bank's premises due to its own shortcomings, negligence and by any act of omission/commission.

g. In instances where loss of contents of locker are due to incidents mentioned above or attributable to fraud committed by our employee(s), Bank takes the liability for an amount equivalent (not exceeding) to one hundred times the prevailing annual rent of the safe deposit locker.

14. Branch Insurance Policy Bank

- Bank has a fire and allied perils insurance policy to minimize the loss due to incidents like robbery, fire, natural calamities, loss during shifting/merger of branch, etc., affecting contents of lockers.
- The Bank will not be concerned in any way to keep a record of the articles/ contents (whether the bank has actual knowledge of any contents of the Locker), or any articles removed therefrom or placed therein, and will not be under any liability to insure the contents of the Locker against any risk whatsoever.

15. Customer guidance and publicity

- Safe Deposit Locker Agreement and Supplementary agreement are available on our website with all Terms and Conditions applicable.
- The Standard Operating Procedures (SOPs) on Locker is available on our website for public viewing.
- As a Bank all information regarding the Rentals, Applicable stamp value, forms and information on the facilities provided is available on our website.

16. Simplified Process for Renewal of Locker Agreement basis RBI mandate

- Bank has launch a simplified locker Agreement renewal process for cases where the locker Licensee(s) is residing Aboard (Non face to Face) and for cases where only one locker licensees can visit the branch.
- In such case bank obtain the confirmation from licensee(s) through their registered email id and mobile number on receipt of physical Locker agreement.