

# केनरा बैंक

भारत सरकार का उपक्रम

# Canara Bank

A Government of India Undertaking



सिंडिकेट Syndicate

Together We Can

WELCOME TO CANARA ONLINE DEATH CLAIM SETTLEMENT-WEB PORTAL

*WE CANNOT COMPENSATE THE LOSS TO YOUR BEREAVED FAMILY MEMBER,  
BUT LET'S MAKE YOU FEEL BETTER BY SETTTLING THE CLAIMS ON PRIORITY*



Internal

REGISTERING NEW CLAIM, USER NEEDS TO CLICK ON “REGISTER YOUR CLAIM” WHICH WILL REDIRECT USER TO LOGIN SCREEN.

# CANARA BANK ONLINE SUBMISSION OF DEATH CLAIM

(THIS FACILITY IS AVAILABLE ONLY FOR NOMINEE/LEGAL HIER FOR ONLINE SETTLEMENT OF DEATH CLAIM)



## SIMPLE STEPS TO SUBMIT YOUR CLAIM

How to Submit a Claim

Register Your Claim

Track Your Claim

Download Claim Form

Experience Easy Settlement of Claim Through Our Canara Online Death Claim Settlement- Web Portal.

# HOW TO PROCESS CANARA ONLINE DEATH CLAIM SETTLEMENT THROUGH OUR WEB PORTAL

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# HOW TO PROCESS CANARA ONLINE DEATH CLAIM SETTLEMENT THROUGH OUR WEB PORTAL

## LOGIN CANARA BANK WEB PAGE

### 1. WEB PAGE

Canara Bank web page will open through (www.canarabank.com)  
Go through Death Claim- Register A Claim

The screenshot shows the Canara Bank website homepage. At the top, there's a navigation bar with the bank's name in Hindi and English, and a contact number. Below this is a yellow banner with 'ABOUT US | CUSTOMER FEEDBACK'. The main content area features a grid of services: DEPOSITS, LOANS, INVESTMENT, DIGITAL PRODUCTS, INVESTOR RELATION, and NRI BANKING. Under 'LOANS', there are four categories: HOME LOAN (8.40% p.a.), CAR LOAN (8.70% p.a.), GOLD LOAN (8.90% p.a.), and EDUCATION LOAN (8.60% p.a.). A 'KNOW MORE' button is next to the Education Loan category. Below the loan categories, there's a horizontal menu with icons and labels for various services: RATE OF INTEREST, SERVICES CHARGES, RETAIL LOANS PRE-FILLED APPLICATION, QUARTERLY LOAN A/C STATEMENT (RETAIL), ONLINE SUBMISSION OF 15G/15H APPLICATION, ONLINE DISPUTE RESOLUTION PORTAL, REPORT UNAUTHORISED/FRAUDULENT ELECTRONIC TRANSACTIONS, and DEATH CLAIM-REGISTER A CLAIM. A purple arrow points to the 'DEATH CLAIM-REGISTER A CLAIM' link. At the bottom, there's a 'DIGITAL' banner and a cookie consent notice.

Available in : **Hindi**

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Contact Us  
1800 1030  
90760 30001

ABOUT US | CUSTOMER FEEDBACK

DEPOSITS~ LOANS~ INVESTMENT~ DIGITAL PRODUCTS~ INVESTOR RELATION~ NRI BANKING~

ONLINE ACCOUNT OPENING

HOME LOAN  
8.40% p.a.\*

CAR LOAN  
8.70% p.a.\*

GOLD LOAN  
8.90% p.a.\*

EDUCATION LOAN  
8.60% p.a.\*

KNOW MORE

Dear Customer, Bank now offers option of Floating/Fixed Interest rate on Home/Vehicle/Education/Personal Loans. In case of upward revision of Rate of Interest, you may opt for elongation of loan tenor and/or EMI. Visit nearest branch. T&C Apply

←

%  
RATE OF INTEREST

₹  
SERVICES CHARGES

📄  
RETAIL LOANS PRE-FILLED APPLICATION

🔄  
QUARTERLY LOAN A/C STATEMENT (RETAIL)

📄  
ONLINE SUBMISSION OF 15G/15H APPLICATION

🗣️  
ONLINE DISPUTE RESOLUTION PORTAL

📄  
REPORT UNAUTHORISED/FRAUDULENT ELECTRONIC TRANSACTIONS

📄  
DEATH CLAIM-REGISTER A CLAIM

→

**DIGITAL**

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OK

Internal

31°C Sunny 15:57 26-06-2024

**NOMINEE/CLAIMANT'S CAN ALSO LODGE DIRECTLY WITH FOLLOWING LINKS**

**[https://canarabankcsis.in/DCS\\_WEB/](https://canarabankcsis.in/DCS_WEB/)**

## 2. HOME PAGE

The screenshot shows the Canara Bank DCS\_WEB portal. The header is blue with the Canara Bank logo and tagline 'Together We Can'. Navigation links include Home, Register Claim, Track Claim, Contact Us, General Instructions, and How to Submit a Claim?. The main content area features a large black box on the left with a 'claim' icon and text: 'Canara Online Death Claim Settlement', 'Get your claims settled in seamless manner. Watch Demo', and a 'How to Submit a Claim' button. Below this are buttons for 'Register Your Claim', 'Track Your Claim', and 'Download Claim Forms'. To the right, there is a message from the bank: 'Dear Claimant/s, Now, Claim with Ease....' followed by a paragraph about the bank's commitment to claim settlements and a paragraph about the digitalized process. Social media icons for Facebook, LinkedIn, X, and YouTube are at the bottom. The footer contains the Canara Bank logo and a disclaimer: 'Canara Bank Death Claim Submission by RECOVERY, LEGAL AND FRAUD PREVENTION WING, HEAD OFFICE, BENGALURU. The source code is licensed Canara Bank Application Development Department. The website content is licensed Canara Bank.'

1. The image shows first Screen of portal where user can find information about claims and link for registering a new Claim.

2. For Registering New Claim, user needs to click **"Register Your Claim"** which will redirect user to login Screen.



## 2.A HOME PAGE

The screenshot shows the Canara Bank website's home page for death claim settlement. The header is blue with the Canara Bank logo and tagline 'Together We Can'. Navigation links include Home, Register Claim, Track Claim, Contact Us, General Instructions, and How to Submit a Claim? The main content area features a large dark blue box on the left with a 'claim' icon and text: 'Canara Online Death Claim Settlement', 'Get your claims settled in seamless manner. Watch Demo', and a 'How to Submit a Claim' button. Below this are three buttons: 'Register Your Claim', 'Track Your Claim', and 'Download Claim Forms'. To the right, there is a section titled 'Dear Claimant/s, Now, Claim with Ease....' with a paragraph about the bank's commitment to claim settlements and a paragraph about the digitalized process. Social media icons for Facebook, LinkedIn, X, and YouTube are present. The footer is blue with the Canara Bank logo and a disclaimer: 'Canara Bank Death Claim Submission by RECOVERY, LEGAL AND FRAUD PREVENTION WING, HEAD OFFICE, BENGALURU. The source code is licensed Canara Bank Application Development Department. The website content is licensed Canara Bank.'

**“How to submit a claim”** Claimant can view the step by step easy process on how to submit their claim along with demo.

Internal

- \* On the home page following functionalities / information also available for the claimant / user:-
  - **“Track Your Claim”** by using this option claimant can track the status of any claim registered with the Bank.
  - **“Download Claim Forms”** here the list of documents and applications published for the claimants to use the same based on claim type i.e. nomination claim & other than nomination claim. The requisite application and forms are made available for download & filling by claimants.
  - **“General Instructions”** instructions / guidance on claim registration made available to claimants as ready reckoner.
  - **“Contact Us”** Claimant and / customers can reach us using our **toll free Number (1800 1030)** mentioned under contact us tab.
  - **“Feedback”** Claimant can share their experience as feedback on entire death claim settlement process of the Bank.

For Registering New Claim, user needs to click **“Register Your Claim”** which will redirect user to login Screen.


### 3. LOGIN PAGE: -

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Home

Register Claim

Track Claim

Contact Us

General Instructions

How to Submit a Claim?

Claimant's Full Name

Claimant's Mobile

Claimant's Email (optional)

Captcha Code

N Q G H

Reset Captcha

Submit

Reset

Login Here

Please login here to continue your claim Registration/Tracking.



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1. Above is Login page where Claimant needs to enter their Name, Mobile Number, Email (Email field is optional) and captcha to proceed further.
2. On Submit, OTP will be sent to mobile number entered by claimant for verification.

## 4. OTP VERIFICATION PAGE :

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Home Register Claim Track Claim Contact Us General Instructions How to Submit a Claim?

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Claimant's Full Name  
RAKESH KUMAR

Claimant's Mobile

**Login Here**  
Please login here to continue your claim Registration/Tracking

**Enter OTP**  
OTP sent to 7838841590

Verify

Didn't receive the code?  
[Resend Code](#)

Reset Captcha

Submit Reset

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1. Claimant needs to enter OTP received on mobile number to continue login process.
2. In case, OTP not received, Claimant can click **“Resend Code”** for requesting new OTP. OTP will expire after 10 minutes.
3. In case, Claimant entered wrong OTP Number, click on **“Back to Login”** to re-enter mobile number and other login details.
4. On successful validation of OTP, Claimant will be redirected to next Page for Claim Submission Process.

Internal



## 5. ACCOUNT NUMBER VALIDATION SCREEN & SELECTION OF CLAIM TYPE :

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Session Expiring in : 0d 0h 28m 44s

Home Register Claim Track Claim Contact Us General Instructions How to Submit a Claim? Logout

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GENERAL INSTRUCTIONS

- ✓ If once an SB/TD/LOAN Account is entered in Web Portal, all the accounts under same customer ID will automatically be fetched and same will also be accessible to the respective Branch.
- ✓ In case, deceased having more than one accounts and some are with nomination and some are without nomination, then below mentioned procedure to be followed.

1. If in any account of the deceased account holder, there is nomination and in other account, no nomination is registered, then claim is to be submitted separately by the Nominee and Legal Heirs.

2. In case, in all the accounts the nominees are different, then every nominee is required to register claim in the web portal for respective accounts separately.

Please Enter Account Number of deceased

Enter Account Number of Deceased Customer

Account number of deceased customer

Select Type of Account

☐ Current/Savings/Loans/RD Accounts

☐ Term Deposit Accounts (Fixed Deposits)

☐ Loan Accounts

Please enter valid Account number....

Select Type of Claim

☐ Settlement to Registered Nominee

☐ Settlement to other than Registered Nominee (Legal Heirs)

Please enter valid Account number....

Submit

Reset

Get Prefilled Form

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Canara Bank Death Claim Submission by RECOVERY, LEGAL AND FRAUD PREVENTION WING, HEAD OFFICE, BENGALURU. . The source code is licensed Canara Bank Application Development Department. The website content is licensed Canara Bank.

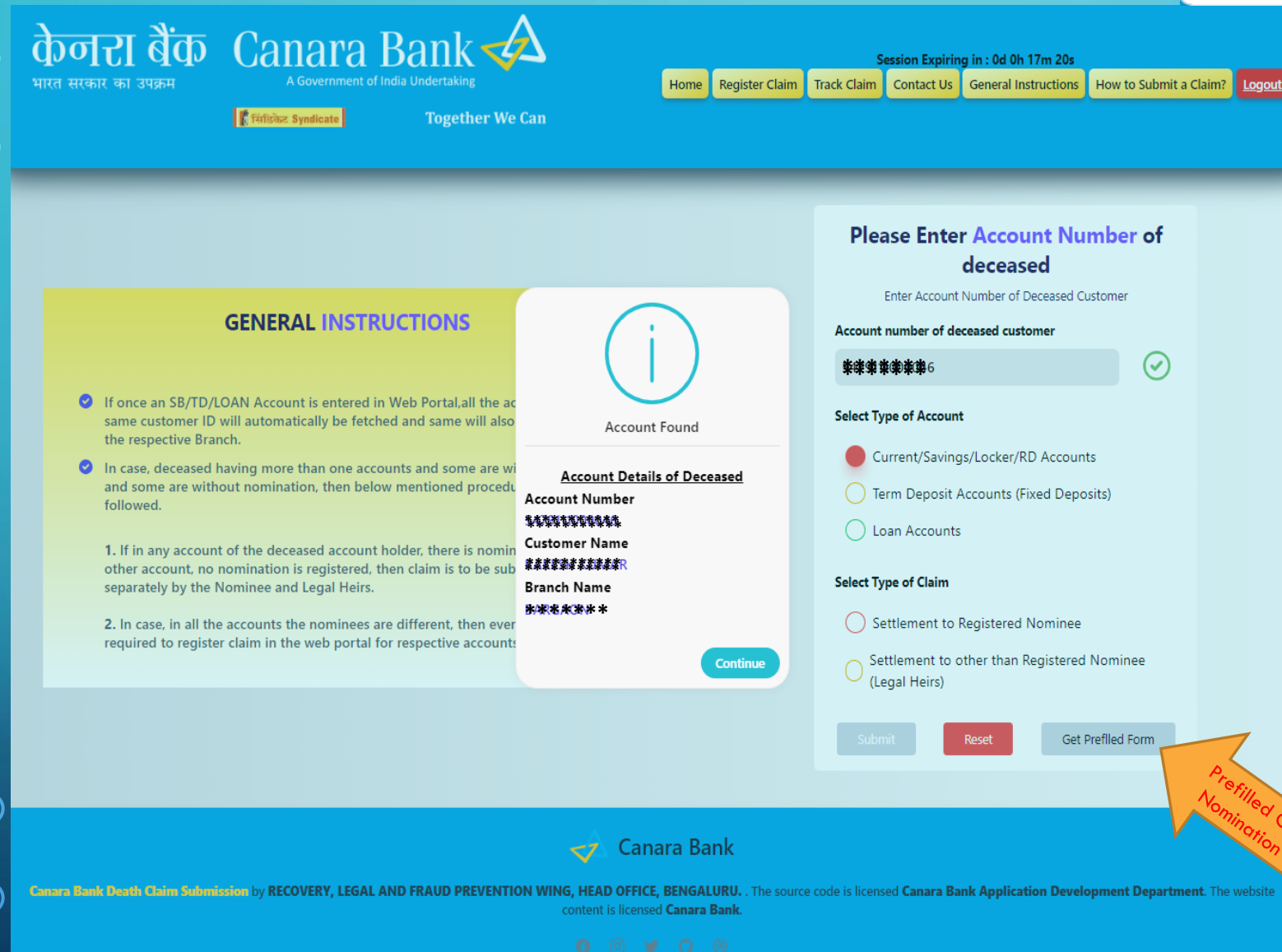
1. As shown in image, Claimant needs to enter Account Number of “Deceased” and type of account. On automatically validating, System will allow Claimant to proceed further only in case of valid account number and account type.

2. General Instructions regarding completion of formalities is also available on left side of the screen.

## 6. DISPLAY OF ACCOUNT NUMBER VALIDATION SCREEN :

⚠ NF\_147\_2568\_form  
(1).pdf  
Insecure download blocked

Claim Form will Generate  
here in PDF File



The screenshot displays the Canara Bank website interface for account validation. The header includes the Canara Bank logo, tagline 'भारत सरकार का उपक्रम' (Government of India Undertaking), and navigation links: Home, Register Claim, Track Claim, Contact Us, General Instructions, How to Submit a Claim?, and Logout. A session expiry notice 'Session Expiring in : 0d 0h 17m 20s' is present. The main content area is divided into three sections: 'GENERAL INSTRUCTIONS' on the left, 'Account Found' details in the center, and 'Please Enter Account Number of deceased' on the right. The 'GENERAL INSTRUCTIONS' section contains two bullet points and two numbered steps. The 'Account Found' section displays masked details for Account Number, Customer Name, and Branch Name, with a 'Continue' button. The 'Please Enter Account Number of deceased' section includes a text input field for the account number (masked as '\*\*\*\*\*6'), a 'Select Type of Account' dropdown with options: Current/Savings/Locker/RD Accounts (selected), Term Deposit Accounts (Fixed Deposits), and Loan Accounts; and a 'Select Type of Claim' dropdown with options: Settlement to Registered Nominee (selected) and Settlement to other than Registered Nominee (Legal Heirs). At the bottom of this section are 'Submit', 'Reset', and 'Get Prefilled Form' buttons. A footer banner contains the text: 'Canara Bank Death Claim Submission by RECOVERY, LEGAL AND FRAUD PREVENTION WING, HEAD OFFICE, BENGALURU. The source code is licensed Canara Bank Application Development Department. The website content is licensed Canara Bank.' Social media icons are also present.

**GENERAL INSTRUCTIONS**

- ✓ If once an SB/TD/LOAN Account is entered in Web Portal, all the accounts of the same customer ID will automatically be fetched and same will also be displayed for the respective Branch.
- ✓ In case, deceased having more than one accounts and some are with nomination and some are without nomination, then below mentioned procedure will be followed.

1. If in any account of the deceased account holder, there is nomination in any other account, no nomination is registered, then claim is to be submitted separately by the Nominee and Legal Heirs.
2. In case, in all the accounts the nominees are different, then every account is required to register claim in the web portal for respective accounts.

**Account Found**

Account Details of Deceased

Account Number  
\*\*\*\*\*6

Customer Name  
\*\*\*\*\*R

Branch Name  
\*\*\*\*\*

**Continue**

**Please Enter Account Number of deceased**

Enter Account Number of Deceased Customer

Account number of deceased customer  
\*\*\*\*\*6

**Select Type of Account**

- ☒ Current/Savings/Locker/RD Accounts
- ☐ Term Deposit Accounts (Fixed Deposits)
- ☐ Loan Accounts

**Select Type of Claim**

- ☒ Settlement to Registered Nominee
- ☐ Settlement to other than Registered Nominee (Legal Heirs)

**Submit** **Reset** **Get Prefilled Form**

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- A. After auto validating account number of deceased, the account name details of the deceased display on the screen, upon clicking on continue option, claimant has to select the type of account and type of claim which he / she belongs viz. Nomination Claim or Other than Nomination claim.

- B. Nominee can also use **'Get Prefilled Form'** Option for auto generation of claim form for nomination claim only. Claim Form will generate in PDF File on Top Right Side of the screen.

- C. Upon selection of claim type and clicking on submit button, claimant shall be directed to the claim form.

Prefilled Claim Form (For  
Nomination Claim Only)


## 7. INSTRUCTIONS SCREEN:

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Session Expiring in : 0d 0h 29m 40s

[Home](#)[Register Claim](#)[Track Claim](#)[Contact Us](#)[General Instructions](#)[How to Submit a Claim?](#)[Logout](#)

CLAIM FORM

Enter following details for submitting Claim

NAME OF DECEASED

\*\*\*\*\*

NOMINEE INFORMATION (ENTER ATLEAST 1 NOMINEE DETAILS FOR SUCCESSFUL SUBMISSION)

Name of Nominee	Relationship
<input type="text" value="Enter Name"/>	<input type="text" value="Enter Relationship"/>

CLAIMANT'S BANK DETAILS

ARE YOU A CANARA BANK CUSTOMER ?

☐ Yes ☒ No

BANK NAME

REQUESTED CLAIM TYPE

Settlement to Registered Nominee



Instructions

**Please read before moving forward**

- ✓ Please arrange all relevant document before submission.
- ✓ Enter details of Nominee/legal heir and click on Add button for successful submission of claim.
- ✓ KYC (Aadhar, Passport, Voter ID, Driving licence copy or any other proof of identification acceptable to the Bank) of all the claimants to be attached for successful submission of claim.
- ✓ Individual file size should not be of more than 500 Kb.
- ✓ Cumulative file size should not be greater than 7 Mb
- ✓ Keep your claim reference number for further communication with bank.

Continue

1. The above screen is shown for instructions before moving forward to submit/fill the claim form, claimant's needs to follow each points as mentioned in instruction box.
2. Upon clicking to continue button given at the end of instruction box the claimant's shall be directed to fill the claim form.

Internal

### CLAIM FORM

Enter following details for submitting Claim

NAME OF DECEASED *****	ACCOUNT NUMBER OF DECEASED *****	REQUESTED CLAIM TYPE Settlement to Registered Nominee
---------------------------	-------------------------------------	--

NOMINEE INFORMATION (ENTER ATLEAST 1 NOMINEE DETAILS FOR SUCCESSFULL SUBMISSION)

Name of Nominee	Relationship	Mobile Number	Address
<input type="text" value="Enter Name"/>	<input type="text" value="Enter Relationship"/>	<input type="text" value="Enter Mobile"/>	<input type="text" value="Enter Address"/>
			<a href="#">Add</a>

### CLAIMANT'S BANK DETAILS

ARE YOU A CANARA BANK CUSTOMER ?

☐ Yes ☒ No

BANK NAME

BRANCH NAME

ACCOUNT NUMBER

IFSC CODE

### DECEASED'S DETAILS

DATE OF DEMISE

PLACE OF DEATH

DEATH CERTIFICATE ISSUED BY

ADDRESS OF DECEASED

FATHER'S NAME OF DECEASED

MOTHER'S NAME OF DECEASED

MARITAL STATUS OF DECEASED

SPOUSE NAME OF DECEASED

DEATH CERTIFICATE (ONLY PDF OF MAX.500KB ALLOWED)

 No file chosen

KYC (AADHAR, PASSPORT, VOTER ID, DRIVING LICENCE COPY OR ANY OTHER PROOF OF IDENTIFICATION ACCEPTABLE TO THE BANK) DOCUMENT OF CLAIMANT (ONLY PDF OF MAX.500KB ALLOWED)

 No file chosen

KYC (AADHAR, PASSPORT, VOTER ID, DRIVING LICENCE COPY OR ANY OTHER PROOF OF IDENTIFICATION ACCEPTABLE TO THE BANK) DOCUMENT OF DECEASED (ONLY PDF OF MAX.500KB ALLOWED)

 No file chosen

### DOCUMENT REQUIRED FOR SUCCESSFUL SUBMISSION OF CLAIM

\*\*Please upload following documents

1). NF-147 (Please Use Get Prefilled Form Option to Download Claim Form)

NF-147

 No file chosen

UPLOAD OTHER DOCUMENTS AS APPLICABLE "OPTIONAL" (MAXIMUM CUMULATIVE FILE SIZE : 5 MB)

Select File	Document Name	Document Type
<input type="text" value="Choose File"/> No file chosen		<input type="text" value="Internal"/>
		<a href="#">Add</a>

[Submit](#) [Reset](#)

1. The screen/image shows Nomination Claim Form wherein the claimant needs to fill correct required details as per labels mentioned in each field and click on submit.

2. Before submission or clicking to submit button given at the end of claim form, the claimant has to ensure that all required document like (KYC & Death Certificate) along with NF 147 application form for Nomination Claim only has been properly filled signed, scanned as PDF and uploaded in the portal. The type and size of the documents mentioned against each tab.

3. On Successful submission, Claimant will be provided with a Unique Reference Number (URN).



CLAIM FORM  
Enter following details for submitting Claim

## 8.A- WITHOUT NOMINATION CLAIM FORM PAGE:

NAME OF DECEASED  
RAKESH KUMAR
ACCOUNT NUMBER OF DECEASED  
5479111000046
REQUESTED CLAIM TYPE  
Settlement to other than Registered Nominee (Legal Heirs)

LEGAL HEIR INFORMATION (ENTER ATLEAST 1 LEGAL HEIR DETAILS FOR SUCCESSFULL SUBMISSION)

Name of Legal Heir	Relationship	Mobile Number	Address
Enter Name	Enter Relationship	Enter Mobile	Enter Address

CLAIMANT'S BANK DETAILS

ARE YOU A CANARA BANK CUSTOMER ?  
☐ Yes ☒ No

BANK NAME

BRANCH NAME

ACCOUNT NUMBER

IFSC CODE

DECEASED'S DETAILS

DATE OF DEMISE

PLACE OF DEATH

DEATH CERTIFICATE ISSUED BY

ADDRESS OF DECEASED

FATHER'S NAME OF DECEASED

MOTHER'S NAME OF DECEASED

MARITAL STATUS OF DECEASED

SPOUSE NAME OF DECEASED

DEATH CERTIFICATE (ONLY PDF OF MAX.500KB ALLOWED)  
 No file chosen

KYC (AADHAR, PASSPORT, VOTER ID, DRIVING LICENCE COPY OR ANY OTHER PROOF OF IDENTIFICATION ACCEPTABLE TO THE BANK) DOCUMENT OF CLAIMANT (ONLY PDF OF MAX.500KB ALLOWED)  
 No file chosen

KYC (AADHAR, PASSPORT, VOTER ID, DRIVING LICENCE COPY OR ANY OTHER PROOF OF IDENTIFICATION ACCEPTABLE TO THE BANK) DOCUMENT OF DECEASED (ONLY PDF OF MAX.500KB ALLOWED)  
 No file chosen

DOCUMENT REQUIRED FOR SUCCESSFUL SUBMISSION OF CLAIM

Please upload following documents  
1). Upload as per any one of following choices  
a). Appendix-2(Claims upto 10000/- INR)  
b). Appendix-3(Claims above 10000/- INR and upto 50000/- INR)  
c). NF-1020 (Claims above 50000/- INR) along with Annexure-B(Affidavit-Stamped)  
2). KYC of Legal Heirs  
SELECT DOCUMENT TYPE AS PER CLAIM AMOUNT

UPLOAD KYC OF LEGAL HEIRS  
 No file chosen

UPLOAD OTHER DOCUMENTS AS APPLICABLE "OPTIONAL" (MAXIMUM CUMULATIVE FILE SIZE : 5 MB )

Select File	Document Name	Document Type
<input type="button" value="Choose File"/> No file chosen		Select

1. The Screen/Image shows **Without Nomination Claim Form** wherein the claimant needs to fill correct required details as per labels mentioned in each field and click on submit.

2. Before submission or clicking to submit button given at the end of claim form, the claimant has to ensure that all required document like (Death Certificate & KYC of Legal Hire/s ) along with Appendix & Application Claim Form as per applicable for Without Nomination Claim has been properly filled signed, scanned as PDF and uploaded in the portal. The type and size of the documents mentioned against each tab.

3. On Successful submission, Claimant will be provided with a Unique Reference Number (URN).

Internal

## 9. SUCCESSFULLY SUBMITTED CLAIM REFERENCE NUMBER SCREEN:

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Session Expiring in : 0d 0h 8m 2s

[Home](#) [Register Claim](#) [Track Claim](#) [Contact Us](#) [General Instructions](#) [How to Submit a Claim?](#) [Logout](#)

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**Success!**

Your request for Death Claim is submitted successfully. URN of you claim request is "DCS/Web/2024/1/388". Please Note above URN for future reference and communication.

[Back to Home](#)

**CLAIM REFERENCE NUMBER**

**Canara Bank**

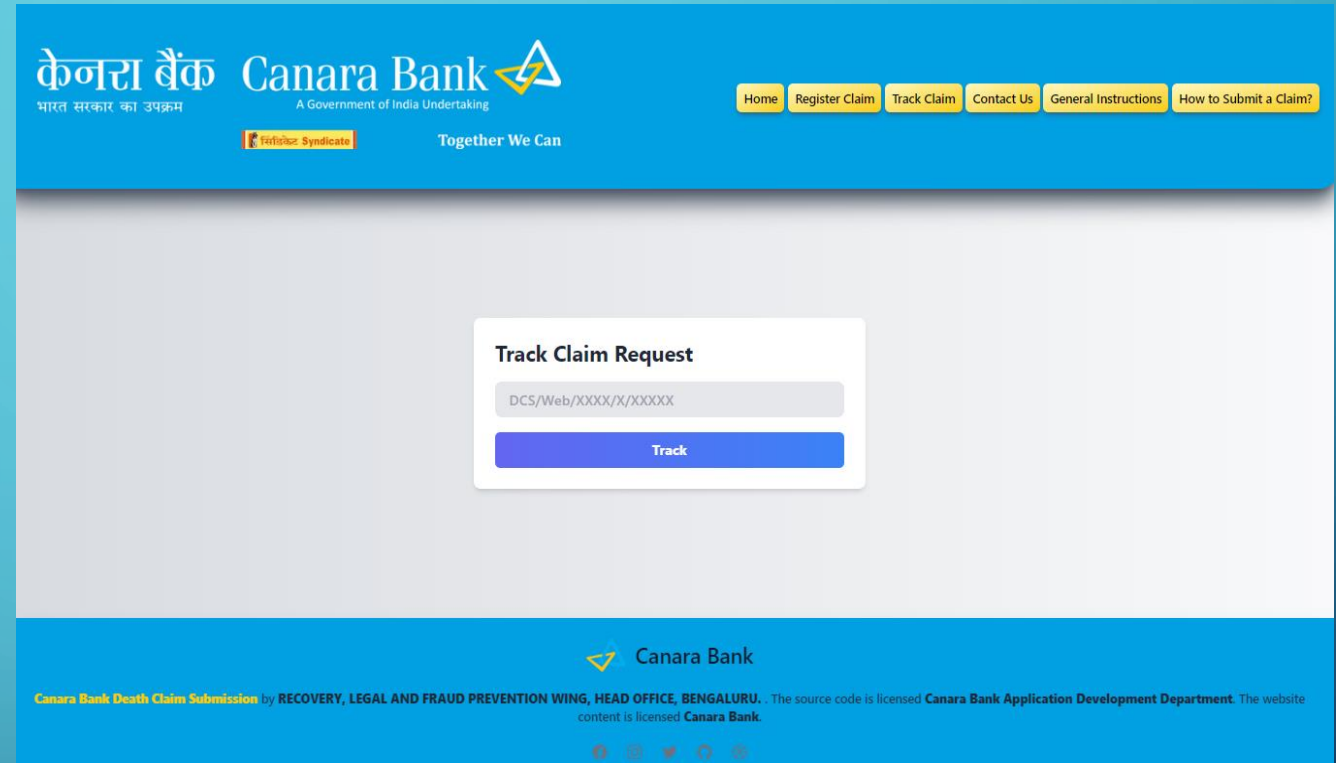
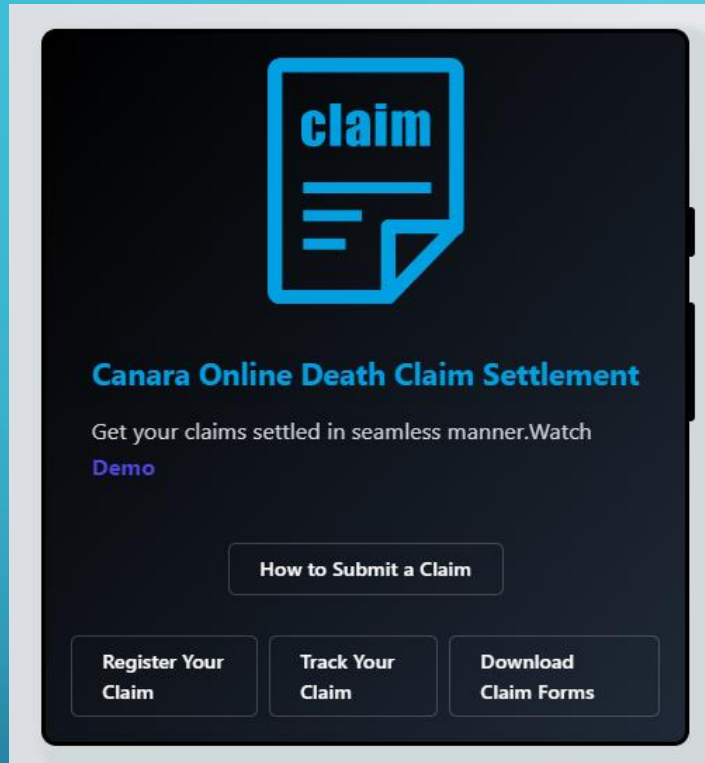
Canara Bank Death Claim Submission by RECOVERY, LEGAL AND FRAUD PREVENTION WING, HEAD OFFICE, BENGALURU. The source code is licensed Canara Bank Application Development Department. The website content is licensed Canara Bank.

1. On Successful submission, Claimant will be provided with a Unique Reference Number (URN).

2. Claimant has to keep the claim reference number for further communication with bank.

## 10. TRACK YOUR CLAIM

- Unique Reference number can be used for Tracking the status for Claim Request registered with Bank.



1. For tracking status of any Claim, Claimant need to click on **Track Your Claim** at home page, another **Track Claim Request** box will appear, here claimant need to enter Unique Reference Number (URN) and click on track button, Upon click on track button OTP will be sent to mobile number entered by claimant for verification on his/her registered mobile number. On validation of the same, the message will appear on screen with Status viz. Submitted, Rejected, Accepted, Approved etc.


## 11. CLAIM REQUEST STATUS SCREEN

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Session Expiring in : 0d 0h 8m 2s

[Home](#)[Register Claim](#)[Track Claim](#)[Contact Us](#)[General Instructions](#)[How to Submit a Claim?](#)[Logout](#)

### Claim Request Status

Claim URN	DCS/Web/2024/1/388
Claim Type	Settlement to other than Registered Nominee (Legal Heirs)
Claim Status	Your Request with URN-DCS/Web/2024/1/388 is <b>SUBMITTED</b> <i>Branch will respond to your request soon.</i>

### Claim Request Queries

Query	Response
-------	----------

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On validation of the same the message as above will appear with status viz. Submitted, Rejected, Accepted, Approved etc.

Internal



## 12. QUERY RAISED BY BRANCH/OFFICE

The screenshot displays the Canara Bank Online Death Claim Settlement Portal. The header includes the Canara Bank logo, the text 'भारत सरकार का उपक्रम' (Government of India Undertaking), and a session expiration timer. Navigation links include Home, Register Claim, Track Claim, Contact Us, General Instructions, How to Submit a Claim?, and Logout. The main content area is titled 'Claim Request Status' and shows the following details:

Claim URN	DCS/Web/2024/1/193590
Claim Type	Settlement to Registered Nominee
Claim Status	Your Request with URN-DCS/Web/2024/1/193590 is <b>Branch/Office Processing Request</b> <i>You will be notified once your claim will be approved</i>

Below this, the 'Claim Request Queries' section is visible, showing a table with columns for 'Query' and 'Response'.

At the bottom, the footer contains the Canara Bank logo, a disclaimer: 'Canara Bank Death Claim Submission by RECOVERY, LEGAL AND FRAUD PREVENTION WING, HEAD OFFICE, BENGALURU. The source code is licensed Canara Bank Application Development Department. The website content is licensed Canara Bank.', and social media icons.

1. The claimant receives SMS notification on his registered mobile number as soon as branch / office raises any query to his online submitted claim. Then the claimant has to visit our online **Canara Online Death Claim Settlement Portal** and click the “**Track Your Claim**” option available on home page. Here the claimant has to put his URN to track the status of claim and after mobile OTP validation, the above screen opens where the query raised and details sought by branch appears to the claimant.

2. The claimant has to click on ‘**Response**’ to furnish it’s reply to the query.

### 13. QUERY RESPONSE SCREEN

#### Your Response

We have sent an OTP to mobile number registered with Claim Request

Please enter your  
Response here

UPLOAD OTHER DOCUMENTS (MAXIMUM CUMULATIVE FILE SIZE : 5MB)

Select File	Document Name	Document Type	
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The claimant has to response the query raised by branch and also attach document, if applicable and click on submit button to process the claim.

Internal



### Canara Online Death Claim Settlement

Get your claims settled in seamless manner. Watch

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Claim

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Claim

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## Dear Claimant/s, Now, Claim with Ease....

We Canara Bank value our association with customers. All your claim settlements are top priority for us. When a claim is registered, we understand how much it means to you and your family.

Keeping in view of the same, for your convenience and faster claim settlement, we have digitalized end to end process of claim submission till settlement. Here, we precisely examine your claim, and guide you to settle the claim in most convenient and hassle free manner.



Claimant has to click on **Download Claim Form** to get all document list related to claim amount and types.


## 14. CLAIM FORM LIST

केनरा बैंक


Canara Bank

भारत सरकार का उपक्रम

A Government of India Undertaking



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Together We Can

<p><b>Settlement with Nomination</b></p> <p>NF-147</p> <p>Appendix-16 - Receipt (to be obtained from the nominee –major or minor)</p> <p>Appendix - 18 - Form of inventory of contents of safety locker hired from banking company (section 45 ze (4) of the banking regulation act, 1949)</p>	<p><b>Settlement without Nomination upto Rs. 50000/-</b></p> <p>Claims up to Rs. 10,000/- (APPENDIX 2)</p> <p>Claims above Rs.10,000/- &amp; up to Rs.50,000/- (APPENDIX 3)</p> <p>Annexure H – Receipt</p>	<p><b>Settlement without Nomination above Rs. 50000/-</b></p> <p>Claims above Rs.50,000/- (NF 1020) (English)</p> <p>Claims above Rs.50,000/- (NF 1020) (Hindi)</p> <p>Annexure H – Receipt</p>	<p><b>ADDITIONAL DOCUMENTS REQUIRED:</b></p> <p>KYC details of all claimants</p> <p>Death certificate (Original to be produced for verification at branch)</p> <p>Original passbook / Deposit receipt/ unused cheque books/locker keys/ATM Cards etc.</p>
	<p><b>CLAIMS OF MISSING PERSONS:</b></p> <p>Can be claimed only after 7 years from the date of missing along with the Police FIR copy.</p> <p>Appendix - 9 - Affidavit (missing persons claims)</p> <p>Appendix - 10 - Indemnity (missing persons claims)</p>	<p><b>For claims above Rs 50,000/- the following annexures (as applicable) are to be submitted by the claimants:</b></p> <p>Annexure A – Letter of Disclaimer (stamped)</p> <p>Annexure B – Affidavit (stamped) – 2 separate affidavits are to be obtained as per instructions contained in NF 1020</p> <p>Annexure-C - Letter of indemnity in case of payment of balances without production of legal representation</p> <p>Annexure D – Opinion Report on Surety – For claims above Rs.5.00 lakh</p> <p>Annexure E – Form of Inventory of contents of Safe Deposit Lockers</p> <p>Annexure F - Form of Inventory of Articles left in Safe Custody</p> <p>Annexure G – Letter of Indemnity to delivery of articles kept in Bank's safe deposit vault/ sealed boxes etc. of the deceased without production of legal representation (Stamped)</p> <p>Annexure H – Receipt</p> <p>Appendix - 6 - Indemnity bond to be obtained where share of minor heirs exceeds rs. 2000 &amp; also applicable where releasing gold or shares</p> <p>Appendix-19 - Letter for Indicating Nominee Name</p> <p>Appendix-13 -Application for remittance by a non-resident indian (NRI) or PIO out of the assets in india acquired by him or her by way of inheritance or legal</p>	

Internal

Claimant has to download the claim form to get the Form & Annexure related to claim Amount and Types.



## 15. CLAIM SANCTION BY BRANCH & SUBMISSION OF ORIGINAL DOCUMENTS BY CLAIMANT'S;

\* The claimant also required to submit full set of original claim papers with the branch, uploaded on the Portal while submitting claim, for their further verifications/processing.

\* On sanction of claim by Branch / Office, the claimant will receive SMS and /or email alerts regarding same. Thereafter, the claimant/s to visit the branch to receive the settlement amount.

