ONLINE DECEASED CLAIM SETTLEMENT PORTAL

User Manual for submitting deceased claims of CBoI customers

Navigation and Procedure for submitting claims:

- **As of now, only claims related to Nominee and Account type single can be submitted through this site.**
- Claimant need to visit Central Bank Of India Website.
  URL: https://centralbankofindia.co.in/en/
- Scroll down and click on Other Services and Information Section.
- Then click on Deceased Claims Settlement Portal.
- After that, click on Submit/Track intimation of Deceased Claim.
- A page will be opened showing two options like New Claim for submitting new claims and Track claim for tracking the submitted claims.
- After clicking on new claim, claimant needs to validate his mobile number post which claimant will be shown with claims initiated/submitted with his/her mobile number. Claimant can update any one of the claims and submit them further. If there are no existing claims with that mobile number, claimant will be redirected directly to the page where claimant needs to punch all the details.
- At first claimant needs to enter basic details and save them, then he/she needs to enter deceased customer account details and save them, then claimant account details should be entered and saved. After that KYC details of claimant should be entered.
- Claimant can upload any other relevant and supporting documents under the 'other documents' section.
- Once all the details are properly entered and declaration is provided, claimant can submit the claim.
- After submission, claimant will be provided with claim reference number which can be used for tracking the claim further. Claimant also receives SMS and E-mail regarding the online submission of claim.
- Once the online submission is done, claimant need to visit the home branch along with all the stated documents in original.

General Instructions:

- This application is for the purpose of submitting claims of deceased customers of Central Bank Of India.
- For submitting claims, claimants need to have proper details of deceased customer along with the death certificate.
- Claimant need to upload death certificate of deceased customer in basic details section.
- In the KYC details section, claimant needs to upload his/her ID proof.
- Documents accepted for ID Proof: Aadhar, PAN, Passport and Voter ID.
- Maximum size acceptable for each document upload: 100KB.
- Document format should be of png/jpg/jpeg/pdf.

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