

CUSTOMER SERVICE SECTION, CUSTOMER SERVICE VERTICAL: OPERATIONS WING - HEAD OFFICE - BENGALURU

GENERAL INSTRUCTIONS FOR ONLINE DEATH CLAIM REGISTRATION THROUGH CANARA DEATH CLAIM – WEB PORTAL

TYPES OF DEATH CLAIMS:

- (i) **NOMINATION CLAIMS;** Claim settlement based on the nomination registered in Bank records.
- (ii) **OTHER THAN NOMINATION CLAIMS i.e. Claim Settlement based on Legal Representation (Succession Certificate, Will, Letter of Administration etc.);** Claim settlement based on legal representation received from legal heirs in absence of nomination in Bank records.

Process Flow of Online Death Claim Submission by Claimant

A. DEATH CLAIM REGISTRATION BY CLAIMANT:

- ❖ Any claimant can register death claim using our Canara Bank Website URL www.canarabank.com or directly through web link [https://canarabankcsis.in/DCS WEB](https://canarabankcsis.in/DCS_WEB).
- ❖ The death claim can be registered after login to the online web portal **Canara Death Claim** using above web address / link or through Canara Bank Official Website; www.canarabank.com. On the login page claimant has to furnish his credentials like full name, mobile number and / or e-mail id. The claimant will receive OTP on his mobile number provided, and after OTP validation claimant can register a death claim based on the selection of type of claim which he belongs i.e. (i) Nomination claim or (ii) Other than nomination claim.
- ❖ Upon successful login to the portal customer has to furnish the various details related to the deceased and claimants. Also, claimants have to upload the death certificate, KYC of the deceased and Claimant along with applicable application and other related documents subject to section of type and category of the claim (#refer Documents list option available on login page to know more).
- ❖ Upon successful registration of claim online, the claimant receives a confirmation SMS on his registered mobile number which contains URN of the complaint. This URN has to be referred by claimant in all communication, query and feedbacks with Bank.

B. TRACKING OF ANY CLAIM STATUS:

The claimant can track his claim status using through URN of the complaint online using option **“Track Your Claim”** available on the login page of the online Canara Bank Death Claim portal of the Bank.

C. ONLINE REPLY TO THE QUERIES RAISED BY BRANCH / OFFICE ON ANY CLAIM SUBMITTED BY CLAIMANT:

This facility has been provided to the claimant for submitting his reply against the queries raised by branch / office with a facility to further upload documents, if needed. This facility has been provided to avoid in person visit of the claimant to any Branch / Office for mere reply or submission of any document as called by respective Branch / Office.

The claimant will be intimated through SMS for any query / requirement raised by the branch. After receiving intimation about query raised by branch, the claimant has to visit online Canara Bank Death Claim portal ([https://canarabankcsis.in/DCS WEB](https://canarabankcsis.in/DCS_WEB)) and use the option **“Track Your Claim”** to know the query / requirements raised by the branch. Here, the claimant has been enabled to submit his reply to the queries and also enabled for uploading of documents as may called by the branch.

Any death claim registered successfully by the claimant is directly flowing to the respective branch / office where deceased maintained his/ her accounts, and branch is enabled to view, download and process the claims as submitted by the claimant online, without seeking physical presence of the claimant in the branch / office.

