

**Process to be followed by legal heirs for submitting claim for return of original movable/immovable property documents in the event of demise of the Borrower, after full repayment/settlement of the loan:**

The legal heirs will be required to contact the Relationship Manager (RM) handling the loan account of the borrower for submitting the claim for settlement of the loan account and claiming the movable/immovable property documents, in the event of sad demise of the Borrower. The legal heirs will be required to produce the copy of the loan agreement which indicates the details of the property which is held as security for the loan.

Documents to be submitted by the legal heirs are as follows:

1. Copy of the loan agreement indicating the details of the movable/immovable property which is held by Samunnati as security towards the loan.
2. Death certificate of the borrower (notarised copy)
3. Legal Heirship certificate (notarised copy)
4. Where Will is available, a copy of Will and letter of probate.
5. Where no Will is available, and borrower has died Intestate, Affidavit, Affidavit cum Indemnity executed by all the legal heirs (Stamped as per Tamil Nadu stamp act and notarised)
6. KYC documents for all the legal heirs - viz Pan, Aadhar, Voter id card etc as per extant KYC policy of Samunnati

Samunnati shall scrutinize all the documents for completeness and correctness and advise the customer on the time frame required for processing within 10 days of receipt of the documents from the RM, or additional documentation as may be required, based on the scrutiny and details available.

Documents will be handed over to the legal heirs at the preferred branch of Samunnati, as indicated by them in the application form, against acknowledgement.

The legal heirs may write to [customervoice@samunnati.com](mailto:customervoice@samunnati.com) for getting details of the RM who will assist them with the submission of the claim.