



Process for return of original property documents (pertaining to the mortgaged property) to the legal heir(s) in the event of death of the borrower(s)/ collateral provider(s)

1. Preamble:

This document has been created to disseminate the process of collecting the original property documents, post the due repayment/ settlement of the loan(s) availed against the security (i.e. immovable property), to the deceased Borrower's/ collateral provider's legal heir(s).

2. Process to be Followed:

Following will be the process to be followed:

2.1 Process

On the death of the Borrower/ collateral provider the concerned DB Branch on being approached by the legal heirs of the deceased Borrower/ collateral provider, for closure of the loan shall request the Legal heir(s) to submit the following documents before acceptance of the proposal for closure of the loan.

- Death Certificate of borrower(s)/ collateral provider(s) issued by Municipality Corporation.
- Request letter (signed by all the legal heirs of deceased borrower(s)/ collateral provider(s)) containing details of the loan including collateral details for release of original property documents.
- List of Legal Heir(s) along with their marital status and self-attested, valid Know Your Customer (KYC) documents as per Bank's KYC policy vis. Aadhar Card*, Passport as proof of identification. [*Please note Aadhaar is not mandatorily required for identification and alternate documents may be provided to the Bank for proof of identification].
- Proof of being the legal heir of the deceased Borrower/ collateral provider. The proof could be in the form of a Probate/ Succession Certificate/ Letters of Administration/ Certificate from the appropriate authority confirming the legal heirs of the deceased borrower/ collateral provider.
Legal heir if minor: If the legal heir is a minor, then the court appointed legal guardianship certificate needs to be submitted along with the valid OVD of the legal guardian, in the absence of a natural guardian. Minor is not required to visit the Bank and minor should not sign on any loan related documents, such documents should be signed by the legal guardian.
- Application requesting repayment of the outstanding loan and release of the original title documents/ release of the other movable security.

2.2 Post Submission of Documents:

- On receipt of the documents listed under point 2.1, the Branch will verify the adequacy of the documents submitted, conduct the requisite due diligence on their authenticity of the documents and communicate either the acceptance or inadequacies to the requestor legal heirs.
- The process of due diligence will include steps like ensuring the total outstanding, whether there is cross collateralisation of the security, other outstanding loans of the deceased borrower etc. If the scrutiny of the documents and the due diligence is satisfactory the requestor Legal heirs should be communicated about acceptance of the proposal.
- The mode of repayment of the loan should also be finalised with the requestor legal heirs.

2.3 Release/ Return of Property Documents:

- Upon receipt of the outstanding amounts of the loan the process for release of the security should be initiated. As per the extant RBI circular the bank is required to return the original title deeds of property, secured with the bank, within 30 days of the receipt of the outstanding amounts.
- The return of the original title deeds shall be made to all the legal heirs (present physically in the branch) or to their representative. The representative needs to be authorised either through a valid power of attorney/ letter of authority executed by all the legal heirs clearly authoring the representative to accept the title deeds and issue an acknowledgement in respect thereof.
Format of the acknowledgement appended as [Annexure 1](#).

Conclusion:

The procedure provided herein above shall be the standard procedure for the return of original property documents. However, the procedure shall not be applicable to the cases where any proceeding/ inquiry/ investigation is pending in relation to the deceased borrower(s) or the underlying securities or documents have been impounded/ seized by any statutory authority/ court for the enforcement of any statutory liability.

The above-mentioned details are the broad guidelines and not exhaustive. Any other documents submitted by legal heir(s) which is not mentioned above, shall be subject to necessary allied checks and due verification by the Bank. The final decision will be taken in lines with the internal policies and at the sole discretion of the Bank.

For any further assistance/ clarification, kindly contact our Customer Service team at 1860 266 6660# or premium.care@db.com

Customers outside India need to dial 1860 266 6660. Customers in Mumbai can also call at 1860 266 6660. Call charges apply.

Annexure - 1 Acknowledgment/ Receipt

Date :

From :

To,

Deutsche Bank AG

<Bank address to be incorporated>

Sub: Receipt of Original immovable property documents

Dear Sir,

I, We/ Mr/ Ms _____ (name/ names of the legal heirs)
hereby confirm that I/ we have received the below original property documents pertaining to the mortgaged property in good condition and shall discharge the Bank from any claim whatsoever from me/ us and my/ our legal heirs, successors in-title, assigns, administrators, executors or any other person claiming through me/ us or in trust for me/ us.

Sr. No.	Description of Document	Nature of Document (Xerox/ Original/ Certified Copy)

Thanking You,

Yours faithfully,

<Name and signature of all Legal Heirs>