

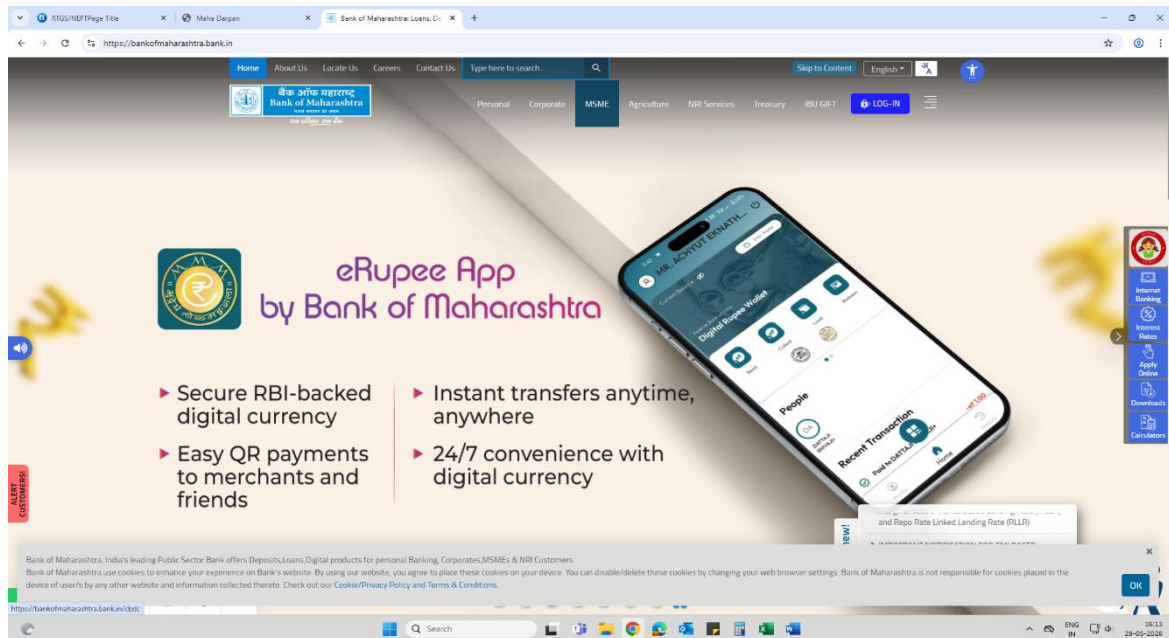


Standard Operating Procedure on Self-Claim Portal of DEA Fund-Unclaimed Deposits

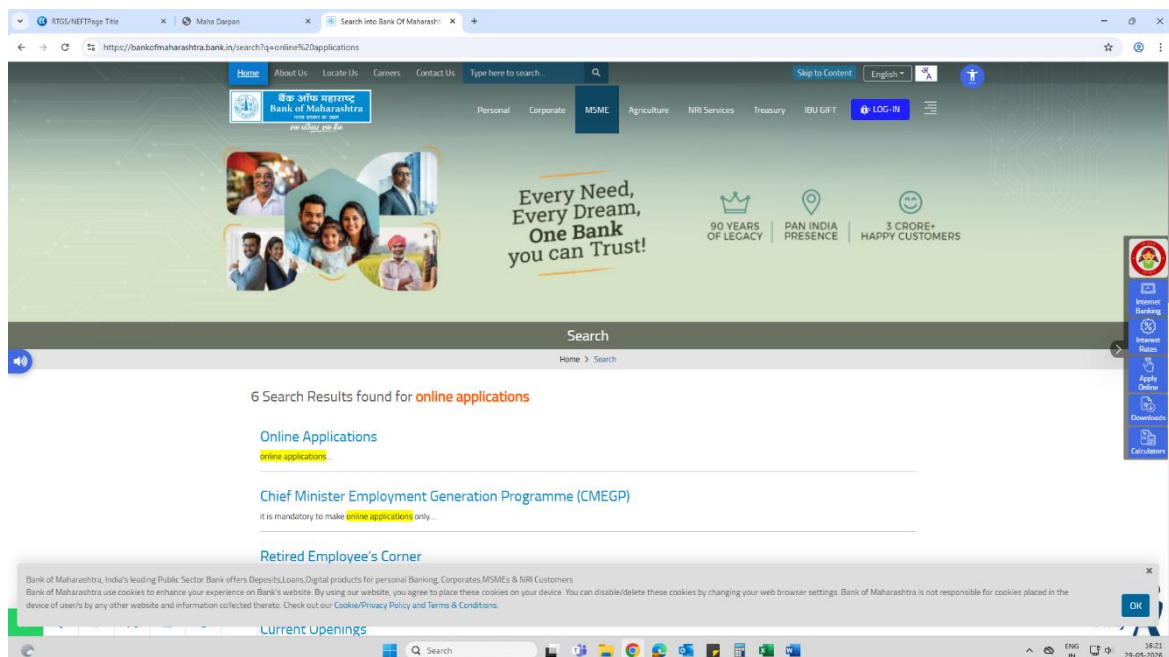
Steps to be done on website explained with screenshots below:

Step 1: - Customer (Claimant) visits the bank's corporate website:

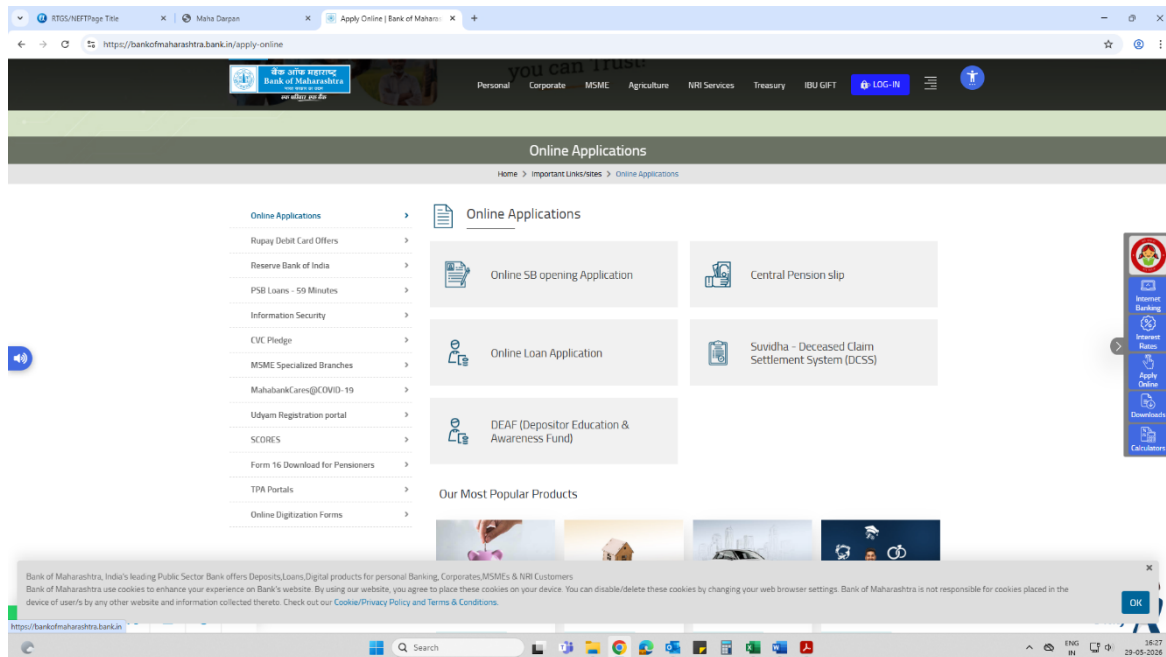
Visit Bank's website (<https://bankofmaharashtra.bank.in/>) Homepage.



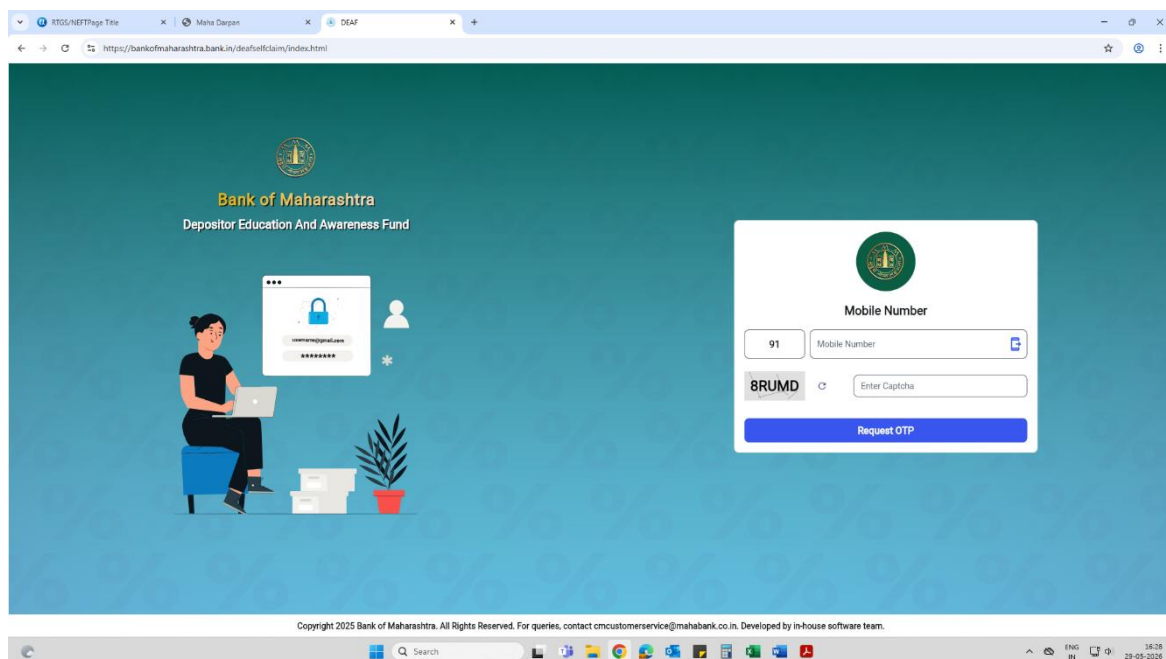
Search for “Online Applications” in Search Tab.



Click on “Online Applications”.



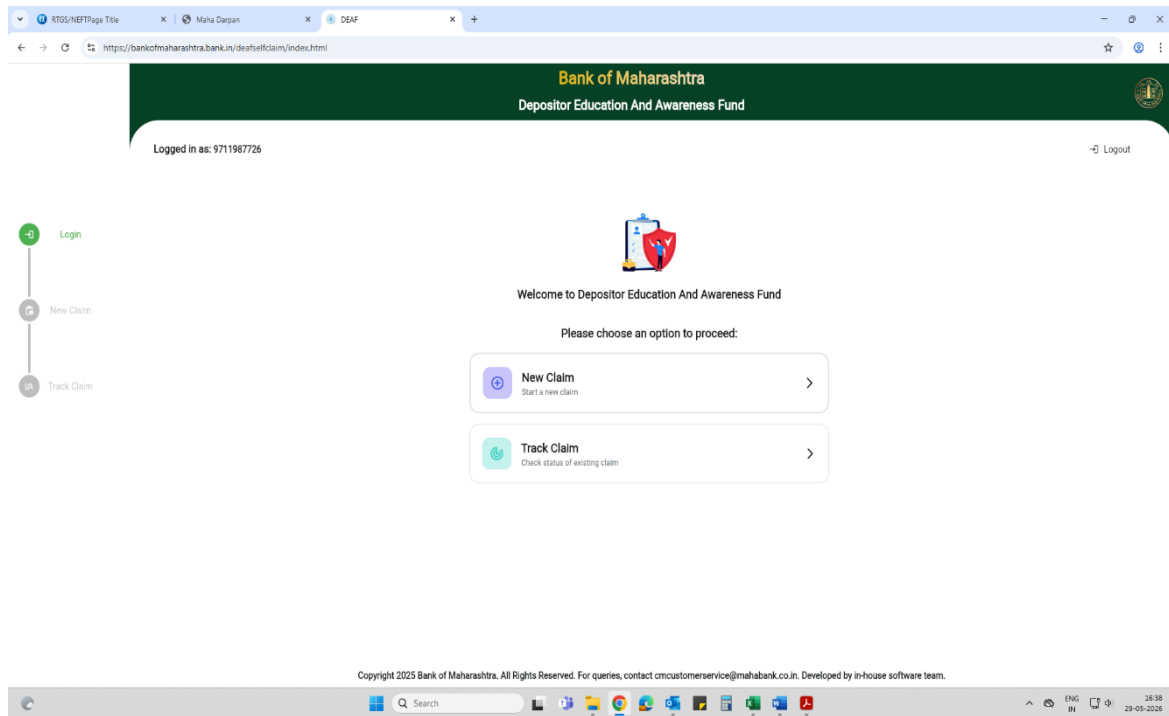
Select “DEA Fund (Depositor Education and Awareness Fund)-Unclaimed Deposits”.



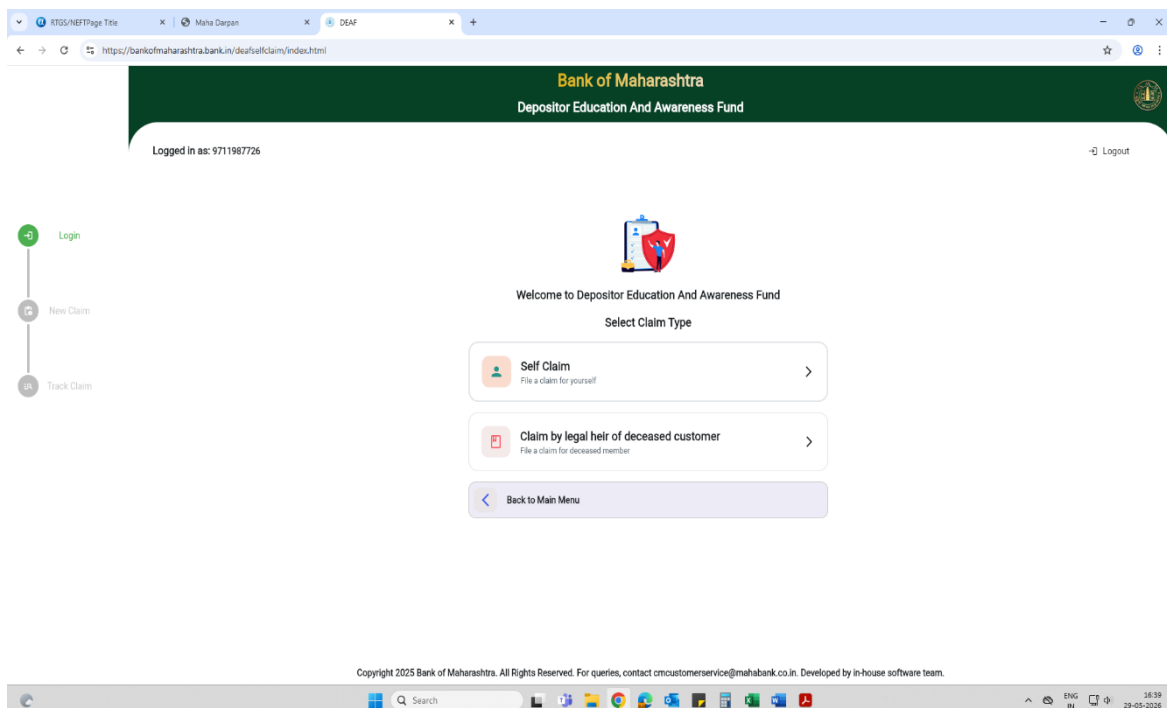
Step 2: - Enter the account no., fill the claimant details, upload the latest KYC documents and submit the claim to the branch.

Enter the mobile no. and captcha. Click on “Request OTP” tab. OTP will be received.

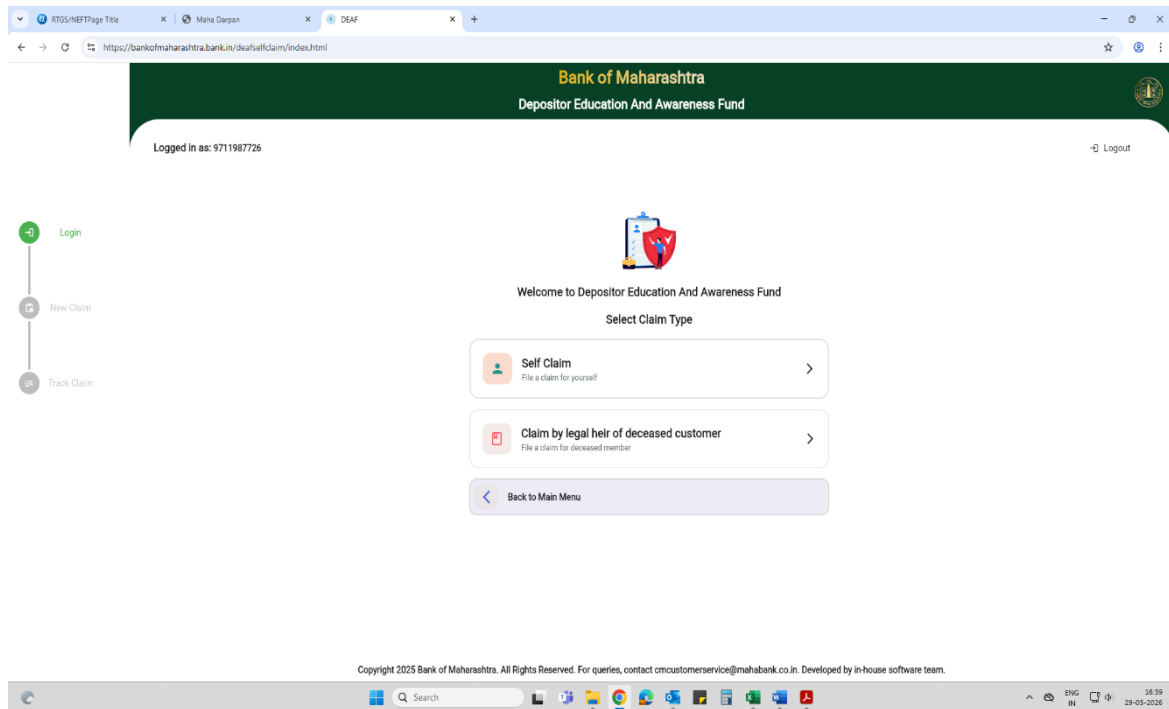
Enter the OTP. Click on “Verify OTP”.



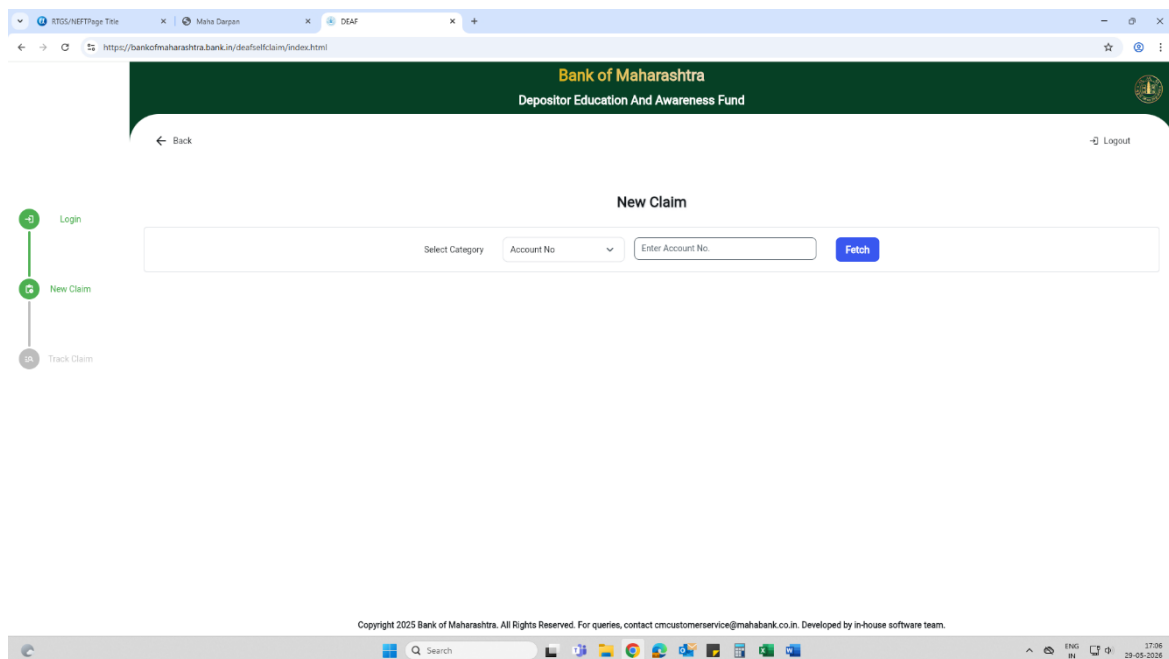
a) **Initiation of New Claim:** - For new claim, claimant has to click on “New Claim”.



Following screen will appear.



- i. **Self-Claim:** - For the claimant, who is claiming his own claim, click on “Self-Claim.”



Customer has to enter the Account no. / UDRN No. after selecting the category and click on “Fetch”.

Bank of Maharashtra
Depositor Education And Awareness Fund

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New Claim

Select Category Account No. Fetch

Account Details

Branch Code: Account Type: SAVINGS
Branch Name: Account Marked Deaf and Closed(dd/mm/yy): 27/11/2021
Account No: Date of Transfer to RBI: 30/11/2021
Customer Name: No of Days since amount transferred to DEAF as on date: 1641

Claimant Details need to be filled

☐ Is Same Bank
Bank Name* Enter bank name
Email* Enter email
Claimant Account No.* Enter account no.
IFSC* Enter IFSC
Customer Name* Enter customer name
Mobile Number*
☐ Is Nominee Available?

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All the details to be filled in, KYC documents to be uploaded- ID Proof, Address Proof, Other Documents- Application/ Cancelled Cheque, etc.

Enter Captcha and “Submit”.

- ii. **Claim by legal heir:** - If the claimant is the legal heir of the account holder whose account has been transferred to DEA Fund, “Claim by legal heir of deceased customer” to be clicked. It will take the claimant to Online SUVIDHA portal for Deceased Claim Settlement.
- b) **For Tracking of existing claim:** - On clicking “Track Claim”, status of the submitted claim can be checked from the Acknowledgement No. received by the claimant.

On clicking the tab, “Track Claim”.

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Track Claim

Acknowledgement Number: Enter Acknowledgement No.
Please enter the text shown in image: Enter Captcha
5QV4S
Reset Search

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Acknowledgement No. received in text message; captcha is to be entered. Then “Submit”.

