

Inoperative Account Guidelines

As per RBI Circular - Inoperative Account/Unclaimed Deposits in Bank - Revised Instructions; January 01, 2024, savings/current account shall be treated as inoperative, if there are no 'customer induced transactions' in the account for a period of over two years.

Following is considered as 'customer induced transaction' -

- a. a financial transaction initiated by or done at the behest of the account holder by the bank/ third party or;
- b. a non-financial transaction, or;
- c. KYC updation done in face-to-face physical mode or through digital channels.

After account turns inoperative, transactions in the account will not be processed by the Bank unless the account is re-activated by you. In order to activate your account, you will need to write to us with proof of your identity and address as per our bank's Know Your Customer (KYC) requirements and initiate a transaction in the bank account.

The credit balance in any deposit account maintained with banks, which have not been operated upon for ten years or more, or any amount remaining unclaimed for ten years or more as mentioned in paragraph 3(iii) of the "Depositor Education and Awareness" (DEA) Fund Scheme, 2014. Please refer Information section of our website (<https://www.barclays.in/home/information/>) for the list of Unclaimed Deposit not operated for more than ten years and process to claim the same.

If there is any specific reason due to which you have not operated the account, please let us know and we will be happy to try and resolve your concerns.

Should you require any assistance, please feel free to write to us at customerservices@barclays.com. You can also visit our website www.barclays.in for any further details.

We look forward to your patronage and assure you of our best service always.