

Steps to Activate Inoperative account:

A 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. The following steps to be followed to active your account,

1. Customer to submit the updated Customer profile form along with latest KYC Documents at any branch of the bank.
2. The said form is available on bank's website (www.kalupurbank.com > Download > Retail/Corporate customer profile)
3. Customer may execute one credit transaction in the account.
4. Upon successful activation of the account, the amount as per point no. 3 will be credited to respective account.
5. Customers are requested to operate the account through branches and use various digital channels on regular basis.

Steps to claim balance of unclaimed deposit:

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 is considered as Unclaimed Deposits. Following steps to be followed by customer to trace / claim the unclaimed deposit,

1. Unclaimed account can be found from the bank's website (www.kalupurbank.com > Download > Unclaimed Accounts) using combination of Name and address. The result will provide the related Name, Address (without pin code) and UDRN No only.
2. The application form is available at branch as well as bank's website.
3. The applicant to submit the above refund application form (mentioning UDRN thereon) along with latest KYC and supporting documents of account holder/s OR claimant/s at any branch of the bank.