

PROCESS FOR HANDOVER/RELEASE OF ORIGINAL PROPERTY PAPERS

Approved as on 29.01.2024

A. In case of death of property owner(s)

Procedure to be followed for handover of original title documents to the legal heirs in case of the death of property owner(s)/mortgagor.

In case of an unfortunate scenario of death of a property owner(s), the legal heir(s) who inherit the assets of the deceased as per succession Certificate/ Surviving member certificate, Probate or as per prescribed law can be considered the deceased's successor(s) according to the current succession laws. In order to enable deceased property owner's legal heir(s) to know the process of collecting the original property documents post the due repayment and closure of Loan(s) availed against the security of the said property/ies or upon release of security interest the said property/ies, CSL Finance Limited has laid out the processes that must be taken/ followed and the documentation that is necessary/required to be submitted for the collection of original property documents as detailed below:

I. The procedure is described below –

1. The persons who are legal heir(s) need to submit a legal heir/surviving member certificate/ succession certificate alongwith the Death Certificate of the deceased property owner issued by the competent authority to CSL Finance Limited.
2. Legal heir(s) must bring original KYC document (such as aadhar card, passport, pan card voter's id or any other KYC documents authorised by government of India) at the office of CSL Finance Limited.
3. All legal heir(s) are required to visit the office of CSL Finance Limited to collect the documents. In case where all legal heir(s) are unable to come to the branch, they must provide power of attorney or authority letter in favour of legal heirs who are coming to collect the documents.
4. In case where Legal heir is a minor then the court appointed legal guardian is required to be present and to submit the guardianship certificate of the legal guardian, in the absence of a natural guardian. Minor can't sign on any documents; such documents should only be signed by the legal guardian as appointed by the court.
5. After the aforementioned provided documents have been successfully verified and collected by CSL Finance Limited, property documents will be handed over to the rightful heir or heirs. Once the legal heir receives the original property document from CSL Financial Limited, they will need to sign a customer acknowledgement letter.
6. The above-mentioned approach will serve as the norm for returning/handover of original property papers.

II. Property Documents will be handed over, post collection of the below documents:

1. Death certificate of deceased property owner.
2. Self-attested KYC document(s) of all Legal heir(s).
3. legal heir/surviving member certificate/ Succession Certificate of the deceased property owner issued by the competent authority.
4. Power of Attorney(POA) or Authority Letter of the legal heir(s) who are not coming to collect the Property Document(s) (if applicable).
5. Guardianship Certificate of the legal guardian duly issued by competent court, in case where Legal heir is a minor (if applicable).