

## **Inactive/Dormant Account Policy**

### **Objective**

The objective of the policy is to appropriately deal with the Inactive/dormant clients, where clients have not traded for one year.

The policy is also applicable for accounts which have been marked inactive on account of Rules, Bye laws, circulars and guidelines issued by Sebi, Exchanges and Internal Risk Management Policies.

### **Procedure to handle Inactive/dormant accounts:**

If there is no transaction (buy / sell) entered into by the account holder for one year, the account will be marked as "INACTIVE/DORMANT".

All the accounts marked as "INACTIVE/DORMANT" needs to be monitored carefully in order to avoid unauthorized transactions in the account. If the client wants to make the account "ACTIVE" after One year or after providing the required documents supporting the financial status, the client needs to submit a request to reactivate his/her account. In case there is any change in the information such as; address, mobile number, email ID, bank/demat account, financial disclosure provided in KYC at the time of registration as client, the same has to be submitted along with the request. After proper verification of the updated / revised details and approval from the compliance officer / or concerned department in-charge of registration of clients, the account can be made "ACTIVE" and transaction can take place. Process for reactivation of Inactive / dormant account which are inactive for one year.

### **The Client can follow any of the below processes**

1. Call the customer care centre or authorized person identifying himself and request for activation of account for placing orders/ transacting in the account, or

2. Client can give the duly signed request in writing in the offices of trading member or authorized person along with documents such as Address Proof – such as Aadhar Card, Electricity Bill Passport Copy. Identity Proof such as Aadhar Card, Passport Copy, Pan Card and financial Information required for trading in derivative segment. The Client may also courier/ post the same for activation of account, or
3. Client can also send an email from registered mail id for reactivation request.

**Review Policy**

This policy may be reviewed as and when there are any changes introduced by any statutory authority or as and when it is found necessary to change on account of business needs and Risk Management policy.

The policy may be reviewed by the Managing Director/CEO / authorized person and place the changes in the policy.

**Policy communication**

A copy of this policy shall be made available to all the relevant staff/persons such as Compliance officer / department in-charge of registration of clients and sub-broker /authorized persons.

Further, a copy of this policy has to be displayed on our website.

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