

Policy on closure / dormant accounts

Scope:

The scope of this policy is to formulate clear guidelines for identification, reactivation of client codes which has been categorized as dormant / inactive / closure as per SEBI guidelines.

Policy for treatment of Inactive / Dormant accounts

In case of trading account, the term dormant / inactive account refers to such account wherein no transactions have been carried out since last 12 months. The funds / securities of such clients must be returned and the account must be having zero balance. The said clients are not permitted to carry out any fresh transactions in such accounts.

The process of identifying the dormant accounts based on the above-mentioned criteria shall be run either daily / weekly/ monthly basis post the EOD activities depending on the criteria set by the management from time to time. Accounts identified as dormant shall be flagged as dormant in the trading system and the back-office system. Such codes will be removed from respective CTCL terminals for further transactions.

Intimation to the client in the form of SMS shall be sent to the client informing that the client account has been made inactive due to the dormancy.

Process for re-activation of dormant account:

Client can get the account reactivated by following any of the below mentioned process after due authentication:

- a. An email from registered email id for reactivation request.
- b. Submit reactivation form at any of our branches along with latest documents, Central KYC form if pending and copy of the PAN card.
- c. By placing request for reactivation of account through the Internet portal.

Policy for closure of account:

Client has to submit the closure request through Annexure-Q with client signature. The said form is also available on the portal for easy reference. We even check that the funds / securities of such clients are returned and must be having zero balance. Accounts marked as closure shall be flagged as closed in the trading system, back office system. Intimation to the client in the form of SMS shall be sent to the client informing that the client account has been closed and duplicate copy of closure request acknowledged by us is provided to client.