

## **INACTIVE ACCOUNT/DORMANT ACCOUNT POLICY**

### **APPLICABILITY & AWARENESS**

The Board of directors has approved the following guide lines for the company for treatment with the inactive/dormant clients with reference to Exchange Circular NSE/INSP/13606 dated 03.12.2009 & NSE/INSP/14048 dated 03.02.2010 & NSE/INSP/ 49743 dated September 27, 2021.

Flag the client as inactive in UCC database of the Exchange in case the said clients have not traded in the last 12 months across all Exchanges. Members are required to undertake fresh documentation, due diligence and IPV where a client is coming for reactivation after a period of 1 year of being flagged as inactive i.e. after 2 years from their last trading date.

### **TREATMENT OF DORMANT ACCOUNTS**

Flag the client as inactive in UCC database of the Exchange in case clients have not traded in the last 12 months, fresh documentation, due diligence and IPV should be undertaken only when the client seeks reactivation after a period of 1 year of being flagged as inactive i.e. after 2 years from their last trading date. Further, no communication seeking clients to trade in order to prevent accounts from being flagged inactive should be sent.

### **DOCUMENTS REQUIRED FOR ACCOUNT REACTIVATION**

- Account Reactivation Letter.
- Copies of PAN, Address Proof and Latest Bank Statement with Cancelled Cheque Leaf.
- Financial Proof (list of valid Income proof)

### **PROCEDURE FOR REACTIVATION**

The Back office operations team can reactivate a client account which has been made Inactive only when the following documents are obtained from the client:

- a. Communication in writing requesting the account to be reactivated.
- b. Copies of PAN, Address Proof and Latest Bank Statement with Cancelled Cheque Leaf.
- c. Updated financial details (Financial Statements in case of corporate clients )