



“INACTIVE TRADING ACCOUNT POLICY”

Version 1.0

Criteria for classification of dormant / inactive Account

If there is no transaction (buy / sell) entered by the account holder for more than 6 continuous months, the account will be marked as "INACTIVE/DORMANT".

Procedure to handle Inactive/dormant accounts:

All the accounts marked as "INACTIVE/DORMANT" needs to be monitored carefully to avoid unauthorized transactions in the account. If the client wants to make the account "ACTIVE" after 6 continuous months 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 account, financial disclosure provided in KYC at the time of registration as client, the same must 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 6 continuous months:

The Client can follow any of the below processes:

1. Call the customer care center/main office/branch office/sub-broker or authorized person identifying himself (through validation questions/T-PIN/ other confirmation tools, if any) and request for activation of account for placing orders/ transacting in the account **or**
2. Client can give the duly signed request in writing at any of the branch/main offices of trading member or office of sub-broker 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. By placing request for reactivation of account through the Internet trading portal **or**
4. Client can also send an email from registered mail id for reactivation request.

Process for reactivation of Inactive / dormant account which are inactive because Risk Management Policies / Non-Compliance as per Rules, Bye laws, Circulars and Guidelines issued by Sebi, Exchanges:

Client can give the duly signed request in writing at any of the branch/main offices of trading member or office of sub-broker or authorized person along with the financial Information required for trading. The Client may also courier/ post the same for activation of account.

On verification of the same the compliance officer / risk department in-charge can authorize the activation of such Inactive accounts subject to Rules, Bye laws, circulars and guidelines issued by Sebi, Exchanges and Internal Risk Management Policies.

Consequences of Inactive Account

On a client being declared inactive, the client's funds account shall be settled.

Settlement of client account needs to be done as per the periodicity (quarterly) opted by the client and his/her funds be returned to him/her and statement needs to be sent to client. Proof of sending the statements of settlement of accounts must be maintained. Settlement of client account needs to be done at least once in a calendar quarter. In case of interim request received from the client for release of funds will be transferred to his account after due verification of the client as per the procedure mentioned above.

If client has provided running account authorization the funds/securities shall be transferred to client's bank account as a part of daily settlement.

Controls after activation of Inactive Accounts:

1. Trades in such Inactive accounts be confirmed with respective clients by a person from Head Office who has note punched / received such orders.
2. Alert generation & monitoring at Head Office in case of trade in any Inactive account which is made Active.