POLICY FOR INACTIVE ACCOUNTS

1. Trading Account codes in which trading is not taking place for more than 12 months are treated as Inactive Accounts.
2. After expiry of 12 months the accounts are earmarked as INACTIVE ACCOUNTS (Disabled).
3. Upon classification of an account as inactive, all the client`s funds and collaterals shall be transferred to client`s designated bank / demat accounts.
4. For reactivation of the inactive accounts, due verification will be done over phone to ensure that the same client is placing the order.
5. Due verification will include verification of ID proof (preferably PAN Card) if the clients personally comes to the branch office for trading and verification of Date of Birth, Father's name, Address, PAN Details etc. over recorded phone lines, if the client places order over phone.
6. If the Inactive Account Code client places high value order, then due diligence regarding the scrip and volume of the shares will be verified along with the other details.
7. All the orders executed shall be confirmed to the client over recorded lines only.
8. For inactive accounts care shall be exercised to verify that contract notes and financial statements delivered to the clients.

POLICY FOR OLD INACTIVE ACCOUNTS :

1. Trading Account codes in which trading has not taken place for more than 12 months after the account being classified as Inactive, same will be treated as Old Inactive Accounts.
2. For reactivation of the Old Inactive Accounts, client will personally be required to come to the office / branch to reactivate his / her account.
3. To reactivate the account the client has to submit his latest ID/Address/Income Proofs with the office / branch. Further, In case there is any change in address / contact details from those provided earlier, client would be required to submit KYC modification form alongwith required supporting documents.
4. Other Norms / Policies of the Inactive Accounts shall be followed by the company for reactivation of the old inactive accounts.

Compliance Officer