

## POLICY FOR INACTIVE/DORMANT CLIENTS

### OBJECTIVE

The objective of the policy is to appropriately deal with the Inactive/dormant clients, where clients have not traded for more than 6 continuous months.

The policy is also applicable for accounts which have been marked inactive on account of Rules, Bye laws, circulars and guidelines issued by SEBI and other Exchanges.

### PROCEDURE TO HANDLE INACTIVE/DORMANT ACCOUNTS

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

Once identified as inactive, the client will be marked as inactive in Back office.

### PROCESS FOR REACTIVATION OF INACTIVE / DORMANT ACCOUNT WHICH ARE INACTIVE FOR 6 CONTINUOUS MONTHS

The Client can follow any of the below processes to reactivate the inactive account:

- Client can give the duly signed Request Letter at any of the branch/head office of the Company or can courier/ post the same for activation of account along with a copy of following documents:

#### (1) Address Proof (Any one)

- Aadhar Card,
- Electricity Bills (Bills not more than two months old),
- Landline Bills (Bills not more than two months old),
- Passport Copy,
- Bank Statement (Not older than 6 months)

#### (2) Identity Proof

- Pan Card

#### (3) Financial Information required for trading in derivative segment (Any one)


- Bank Statement (not older than 6 months)
- Latest ITR Acknowledgment


Or

- By placing request for reactivation of account through the Internet trading portal and by submitting above referred documents i.e. a copy of **Address proof** and **identity Proof** online

Or

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- Client can also send an email from registered mail id for reactivation request, if there is no change in the particulars of the Client.

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.

## **CONSEQUENCES OF INACTIVE ACCOUNT**

On a client being declared inactive, the client's funds and demat account shall be settled. Settlement of client account needs to be done as per the periodicity (monthly/quarterly) opted by the client and his/her assets (funds, securities or any other collateral) be returned to him/her and statement needs to be sent to client.

## **APPROVAL AUTHORITY**

This policy is approved and adopted by the Board of Directors in their Meeting held on 20.01.2017

## **REVIEW POLICY**

This policy may be reviewed by the Directors of the Company 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

## **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 is displayed on our website [www.indothai.co.in](http://www.indothai.co.in).