

## **POLICY REGARDING “INACTIVE ACCOUNT”**

1. Trading Account codes in which trading is not taking place for more than 6 months are treated as Inactive Accounts.
2. After expiry of 6 months the accounts are earmarked as INACTIVE ACCOUNTS (Disabled) and shall be treated as Inactive Accounts till 12 months as such.
3. For reactivation of the inactive accounts, due verification will be done over phone to ensure that the same client is placing the order.
4. 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.
5. 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.
6. All the orders executed shall be confirmed to the client over recorded lines only.
7. For inactive accounts care shall be exercised to verify that contract notes and financial statements delivered to the clients.