

Policy for treatment of inactive client accounts

Definition of “Inactive” accounts:

The Back office operations team shall carry out reviews of the client accounts. The client who has not done even a single trade in the 12 months in which the review is carried out will be treated as an “Inactive Client” and such client accounts will be treated as “Inactive Client Accounts”.

The following shall be done immediately at the back office once a Client Account has been identified as Inactive:

1. Communicate the status to Dealers.
2. Dealers must exercise caution and escalate the case when orders are received for an ‘Inactive’ account.

Return of client money’s, if any in the account:

The balance remaining in the client account , if any, shall be refunded to the client.

Procedure for reactivation:

The Back office operations team can reactivate a client account only when the following documents are obtained from the client:

- a. Communication in writing requesting the account to be reactivated stating the reasons for being inactive in the past.
- b. Updated financial details (IT returns in case of all clients, Financial Statements in case of corporate clients) and other document as required.
- c. Reactivation of the client account shall be done by the Back office operations only after obtaining approval from the Director or Personnel in charge.

INA STOCK BROKING CO PVT LTD

DIRECTOR