

## **INACTIVE/DORMANT** **CLIENT POLICY**

Inactive/Dormant client means client who is inactive during last 12 months.

- A list of inactive clients shall be prepared from the back-office software on the last day of every month and shall be submitted to the concerned department after confirmation with the management. The management will approve a final list of inactive clients.
- All Credit Balances Lying in Inactive accounts will be paid back to the respective clients once in a month after clearing the dues if any.
- A copy of the list is also forwarded to dealers who operate our BOW terminal.
- After inactive marking, if any orders are received, the dealer shall take reasonable steps to identify the identity of the client and to ensure that the orders are received from the same client. The dealer shall use various techniques like call back, asking personal detail questions, last trade date, outstanding positions etc to confirm the identity of the caller. They may use any other technique which is reasonable. In case of a doubt the case shall be referred to the management.
- Dormant client has to update their KYC details at the time of fresh order, if required.