

## **Policy for Inactive / Dormant Account**

### **POLICY & PROCEDURE**

Pumarth Credit & Capital Ltd., has formulated policies and procedure to be followed for inactive dormant client. The policy broadly covers the aspects of time period, return of client assets and procedure for reactivation of account of the clients as stated here under:

#### **About Dormant Account:**

- The trading account of the client is treated as dormant or inactive if the client does not trade for a period of Twelve 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.
- A copy of the list is also forwarded to dealers who operate our BOLT or NEAT terminals.
- The concerned department shall mark the client status as “inactive” or “dormant” in various front office software of CTCL/IML and back office accounting software.
- 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 or concerned person.

- Dormant client has to update their KYC details at the time of fresh order, if required.

**Return of client assets for dormant clients:**

PUMARTH CREDIT & CAPITAL LTD. shall return the assets (funds and securities, IF ANY) to the client, on request from the client to have a clear balance.

**Re-activation of Trading Account:**

The dormant account will be activated only after receiving written request from the client to reactivate his accounts along with all the required formalities of KYC COMPLIANCE.

The re-activating of trading account will require the following details/documents:

1. Proof of identity.
2. Latest Proof of Residential Address.
3. Latest Proof of Bank account.
4. Latest Proof of Demat statement.
5. Financial Details (Applicable for Derivatives Segment).

PUMARTH CREDIT & CAPITAL LTD. will received a confirmation letter (As per annexure – I) from the client If there is no changes in client database.

**Annexure - I**

To,  
Pumarth Credit & Capital Ltd.  
5/5-A, Navratan Baugh,  
Off. Geeta Bhawan Square,  
Indore – 452001

Sir,

**Sub: Reactivation of Client A/c No.** \_\_\_\_\_

I/We, \_\_\_\_\_, having Client Code No. \_\_\_\_\_  
request you to kindly reactivate my/our A/c as it got deactivated due to no activity in the  
A/c for the period of last one year. I/We am/are not trading in Cash / Futures & Options /  
Currency Segment(s) on the NSE trading platform since \_\_\_\_\_ (last trade date).  
However, I/We am/are desirous to start trading again in Cash / Futures & Options  
Segment(s) on the NSE trading platform. In this regard, you are requested to reactivate  
my/our trading account and allow trading with immediate effect.

I/we hereby undertake that:

1. I/We have completed all the KYC formalities and submitted all the required documents thereof (Proof of Identity, Address Proof, Bank Proof, PAN, etc.), at the time of opening the trading account originally and enrolling as a client with you.
2. There are no changes in respect of my/our Address, Bank account, PAN details, as provided to you earlier. Further, there is no material change in the other information provided to you in KYC Form.

I/We declare that the information given above is true to my/our knowledge. I/We, therefore, request you that the requirement of fresh KYC may not be insisted upon.

Thanking you.

Yours faithfully,

Client Name \_\_\_\_\_

Trading Client Code \_\_\_\_\_