

## **POLICY REGARDING TREATMENT OF INACTIVE ACCOUNTS**

**RiddiSiddhi Bullions Limited (RSBL)** as a matter of policy accepts and realizes that the investor community is made of traders as well as investors. Whereas traders trade frequently, the investors trade with long gaps. The inactive client policy is framed keeping the same in mind:

### **What happens when a client is declared inactive?**

On a client being declared inactive,

- All the securities of the client are transferred into the last known demat account of the client.
- All the funds of the client are returned to the client
- In case the demat account/ bank account details are not available or/and the client is not contactable, the securities/ funds are transferred into a separate account of RSBL and held till such time RSBL hears from the client or their representatives.
- Trading in the client account is stopped.

### **Client declared inactive voluntarily**

A client may write to RSBL stating that he wishes to transfer his account into an “inactive” status, based on which the account will be marked as such.

### **Client declared inactive by passage of time**

Any client who has not traded even a single trade across exchanges for a period of 1 years will be considered as inactive and will automatically be moved to the “inactive” category.

### **Client declared inactive by law**

Any client will be moved to the “inactive” category if required by law.

### **Procedure to activate the client**

To reactivate the account, the client is expected to write to the member requesting for activation of the account, based on which the account would be activated after due diligence by the Member.

- If the client come for activation within 1 year after inactivation, then required only activation form if no change in the existing KYC information.
- If the client come for activation after 2 years of inactivation, then required Re-KYC.

## **Documentation Required for Re-activation**

The following documents may be obtained, as applicable:

### **Individual Accounts**

1. Account reactivation request form.
2. Valid proof of identity:
  - Passport
  - PAN/National ID Card
  - Driving Licence
  - Other officially valid document
3. Proof of address (if required).
4. Updated KYC documents where KYC is due for review.
5. Specimen signature (if required).

### **Non-Individual Accounts**

1. Reactivation request on entity letterhead.
2. Board Resolution/Authorization Letter (where applicable).
3. Updated constitutional documents.
4. Authorized signatory identification documents.
5. Updated KYC documentation.

### **Additional Requirements**

The organization may request:

- Personal appearance of customer.
- Video KYC verification.
- Additional documents where risk indicators are identified.

### **Record Maintenance**

The organization shall maintain records relating to:

- Account classification history.
- Customer notifications sent.
- Reactivation requests received.
- KYC documents obtained.
- Verification and approval records.
- Communication records with customers.

### **Retention Period**

Records shall be retained for:

- Minimum period prescribed by applicable laws and regulations.
- Internal record retention policy requirements.