

Policy for Inactive/Dormant Clients

Inactive clients are more vulnerable to fraud or manipulation and the clients are advised to be careful not to let their account to be inactive.

Activation:

All clients are opened in the back office system once the KYC Documentation has been completed and marked as '**Active**' as soon as Unique Client Code (UCC) allotted to the clients has been approved by the concerned Exchange.

Deactivation:

Clients may be marked as '**Inactive**' under the following circumstances:

- a) Client has voluntarily asked SMC to mark him as Inactive/Dormant.
- b) After activation each client has to transact at least once in 12 months to keep his account active. In case the client fails to transact during the last 12 months, the client shall be deemed to be inactive. Such client shall be marked as 'inactive' in the Back office as well as in UCC database of all the respective exchanges. A communication to this effect shall be sent to client, thirty days prior to inactivation date for timely action by client to keep his account in active mode.
- c) Client shall be moved to the inactive category, if required by any law or regulation.

Reactivation:

Incase client wants to reactivate his account, client would be required to:

- a) Provide a written request to that effect along with fresh KYC documents like address proof, ID proof, bank & Demat account proof, latest Email Id & Mobile number etc or
- b) Forward an Email from the registered email address to that effect along with necessary documents as mentioned above or
- c) Call our Customer Care from Registered Telephone Number and submit necessary documents.

After receiving the above request and documents, SMC shall undertake In-person verification (IPV) of the client. IPV shall not be required in case where the KYC of the investor is completed using the Aadhaar authentication /verification by UIDAI and when the KYC form has been submitted online, documents have been provided through Digi Locker or any other source which could be verified online.

However, in case a client has undertaken transaction through SMC, with respect to IPO/Mutual Fund subscription and DP operation during the period, the same can be considered and requirement for fresh documentation, due diligence, and IPV may not be required.

Procedure for Deactivation:

A provisional list of inactive clients shall be prepared from the back office by operation team in the first week of every month and communication to this effect shall be forwarded to clients through SMC Customer Care.

Based upon client's reactivation request and/or transactions undertaken during the month of communication, the above list of inactive clients would be finalized in first week of next month and accordingly marked as 'inactive' in Back office as well as in Exchange system and final communication to this effect shall be forwarded to clients along with a request to get his account activated as soon as possible.