



## **DORMANCY/INACTIVE POLICY**

### **1. Introduction**

Mindex Capital Market Pvt Ltd(Member of NSE/BSE/MCX & DP of CDSL/NSDL) is a SEBI Registered Market Intermediary engaged in retail broking business in equities and currency market. The SEBI Circular which has a mention about the framing of dormancy policy by Intermediaries issued on December 03, 2009 forms the basis of formulating and implementing this Policy.

### **2. Scope of the Policy**

The scope of this policy is to formulate clear guidelines for identification, suspension and reactivation of client codes which has been categorized as dormant / inactive as per the Dormancy policy.

### **3. Definitions & Abbreviations**

|                            |                                                                                                                                                    |
|----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|
| Client                     | A person (including a corporate body) who has been enrolled as a client of the Company as per the provisions of SEBI/Exchange(s)/Depository (ies). |
| Dormant/ Inactive accounts | An account where there have been no transactions for defined period shall be defined as dormant accounts                                           |
| Suspended Accounts         | An account which has been disabled so that no transaction is allowed is termed as suspended accounts                                               |
| Risk Management Committee  | A Committee appointed by the Board of Directors to mitigate risk factors                                                                           |
| SEBI (Regulator)           | The Securities Exchange Board of India                                                                                                             |

### **4. Dormancy**

Client will be marked as dormant, when all 3 conditions below are be fulfilled

No transactions for the last 24 months shall be identified as a dormant account.

Transactions here mean the following:

- ❖ No purchase or sale transaction in the in the Exchange.
- ❖ No login history in past for last one year

### **5. Identification & Suspension:**



The process of identifying the dormant accounts based on the above mentioned criteria shall be run either daily / weekly /monthly basis post the EOD activities for the day. Accounts identified as dormant shall be flagged as dormant in the trading system, back office system. Intimation to the client in the form of an email / SMS shall be sent to the client informing that the client account has been made inactivate due to the dormancy.

6. **Reactivation Offline Process:** For activation of such accounts, clients shall be required to submit a written request to the customer support at the branches along with the copy of PAN.
7. **Return of Clients assets:** Whenever a client becomes Inactive as per the conditions stated above, all the funds and assets of the client including Bank Guarantee, Fixed Deposit or any other asset as provided by the client to be returned to client as per clients request or upon confirmation with the client. However, for any special case (such as any dispute, court/regulatory order etc.), the decision shall be taken by the management of the company.