
Dormant (Inactive) Account Procedure for BofA Securities India Limited

The document outlines the procedures for handling dormant accounts of Equities Cash and Futures & Options (F&O) segments.

Definitions

Client Accounts – For Equity Cash and Future and Options segment, a client account on- boarded for trading in Equity Cash and Futures and Options segment of the Stock Exchanges which has been assigned a Unique Client Code (UCC) and registered with respective stock exchanges.

Dormant Account/Inactive Account - An inactive client account with no position or transactional activity for a period of 12 months (1 year).

Closed Account/Dropped Account/De-active - Applying a de-active / Closed status to the account and removing standing instructions, if any.

Procedure for classifying a Client account as Dormant -

For institutional clients, the dormancy of the account (as defined above) will be checked at investment manager level on monthly basis. If all the accounts under the Investment Manager have not traded for a period of 12 months, then the names of the Investment Manager will be sent to Business / Relationship Manager for its review.

Based on continuity of client relationship, Business/Relationship Manager will determine whether the Investment Manager should be kept active or marked as dormant/inactive or should be closed.

If Business/Relationship Manager decides to keep the Investment Manager active even if it meets the dormancy criteria, it will provide reason in writing for such decision and the records of such requests will be maintained by Operations.

If Business/Relationship Manager decides to in-activate the Investment Manager, it will inform the same to Operations and accordingly, Operations will change the status of accounts under such Investment Managers as In-Active in the back-office system. If Business/Relationship Manager decides to close the Investment Manager, Operations will change the status to Closed in the back-office system and all such accounts will be tagged as 'Closed' in UCC database of respective Exchanges.

For non-institutional client accounts, where the account had no position or trading activity for a period of last 12 months (1 year), it will be deactivated in the back-office system post Business/Relationship Manager approval.

For non-institutional client accounts whose trades are not settled through the custodians, where the account had no position or trading activity for a period of last 12 months (1 year), it will be deactivated in the back-office system. If these accounts continue to remain inactive for another 12 months, it will be tagged as 'Inactive' in UCC

database of respective Exchanges.

Procedure for Re-activation of Dormant/Inactive Client Account

For institutional/ non-institutional clients, Dormant/Inactive accounts may be reactivated based on the request received from Business / Relationship Manager.

For non-institutional client accounts whose trades are not settled through the custodians, Business/Relationship Manager will make a request for re-activation. Subsequently, Operations will Seek confirmation from the client if there is any change in clients' basic details such as Address, Mobile number, Email ID, Bank/DP account, income, etc. as registered with the Member. In case of changes in any of the said details, the Member shall seek the updated details along with the necessary documents and update in its records as well in the UCC records of the respective Exchanges. In case of KRA Validated status or Registered status through same intermediary cases, the Trading Member may fetch the details along with the necessary documents from the KRA record and display the said details for confirmation of the client and updation in its record. If there is change, then member shall update the UCC records of Exchanges as well as KRA. If client has confirmed that there is no change, the Member shall maintain the verifiable logs of the same.

Notwithstanding anything contained above, in case a client seeks re-activation the client status needs to be verified as per KRA and if the client status as per KRA is not validated (i.e. "On hold"/"Rejected"/"Registered" through other intermediary, etc.), Operations shall seek basic details like Address, Mobile number, Email ID, Bank/DP account, income, etc. along with the necessary documents as required by KRA and upload the same to KRA to ensure validated/registered status as per KRA before permitting client to trade on the Exchanges. On satisfactory due diligence, the client account will be re-activated in back-office system as well as the status will be updated as "Active" in UCC database of respective Exchanges prior to execution of the trades.

Document Change History

<i>Reviewer Name(s)</i>	<i>Version</i>	<i>Date</i>	<i>Comments</i>
Gouri Shankar Singh	1.0	22-03-2017	Initial Draft of document created 22-03-2017
Gouri Shankar Singh	1.1	04-02-2019	Depository Participant closed, hence removed.
Gouri Shankar Singh	1.2	25-02-2020	Marking "Inactive" on Exchanges for Non-Institutional clients
Gouri Shankar Singh	1.3	25-10-2020	Entity name change
Hemang Raval	1.4	28-10-2024	Marking "Inactive" on Exchanges for Non-Institutional clients