

## Introduction

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The Securities and Exchange Board of India (“SEBI”) vide circular MIRSD/SE/Cir-19/2009 dated December 03, 2009 , Bombay Stock Exchange of India (“BSE”) vide circular 20200210-47 dated February 10, 2020 and National Stock Exchange (“NSE”) vide circular NSE/INSP/43488 dated February 10, 2020 (together referred to as the “Circulars”), have directed the stock brokers to frame a policy with respect to treatment of Inactive/ Dormant accounts which, inter-alia, covers aspects of time period, return of client assets and procedure for reactivation of the same. In pursuance thereof, Shreni Shares Limited (“Shreni”) has introduced an Inactive/ Dormant Account Policy (“Policy”) to regulate and handle the procedures with respect to Inactive/ Dormant accounts of its clients.

## Inactive/ Dormant Account

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The term Inactive/ Dormant account refers to such account wherein no trades have been carried out in the last 12 (twelve) months across all the Exchanges. An account in which a client has placed an order or effectuated a pay-in / pay-out initiated or placed a trade with a Trading member would be construed as an operative account for the purpose of this policy.

If the client account has been identified as an Inactive/ Dormant account, the Broking Operations team shall inform the respective Relationship Manager (“RM”) or Sales person before marking the client account as an Inactive/ Dormant Account. The following process will then be followed:

- 1) The status of the client account shall be changed to ‘Inactive/ Dormant’ in the back office systems – (Capex71 and MoneyMaker).
- 2) Update the status of the client as dormant in the UCC database of all the respective stock exchanges (BSE and NSE).

Dealers must exercise caution and make appropriate escalations to the Head of Operations if orders are received in an Inactive/ Dormant account. In pursuance to the above, the Broking Operations team is required to upload the correct status of the client code in the UCC database of the stock exchanges prior to execution of trades.

The above process is applicable to non-custodian settled clients.

## Consequence of the account becoming Inactive/ Dormant

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On client account being declared as Inactive, the client’s funds and demat account will be settled.

## Return of Assets

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On client's account being declared as Inactive/ Dormant, the funds/securities in the accounts shall be settled and returned to the client at the time of the relevant calendar quarterly/monthly settlement period. In the event the client wishes to receive the funds/securities from such account at any time, the client may make a request in writing for refund of the funds / securities lying in the Inactive/ Dormant account. The funds/securities from such account will be returned within two working days from receipt of request.

In case where the Broking Operations team is unable to settle the client account due to non-availability of client's bank account and demat account and non-traceability of the client, the Broking Operations team and the RM will endeavor to take all the efforts to trace the client to settle their funds/securities lying with Shreni and maintain an audit trail for all such efforts made for tracing the clients and settling funds/securities of the client.

Where the Broking Operations team and the RM is unable to trace the client in spite of all reasonable efforts taken the following steps as mandated in the Circulars shall be taken:

- i) Open a separate client bank/client collateral account and immediately set aside the funds/securities of these clients in such account.
- ii) Maintain audit trail of UCC wise/ BO ID wise client funds transferred to/ from such bank accounts and UCC wise securities transferred to/from such demat account.
- iii) Submit UCC wise/BO ID wise and fund/securities information of such account to the Exchange on a quarterly basis.
- iv) In case of receipt of claims from such clients, the Broking Operations team will endeavor to settle the accounts immediately and ensure that the payment/ delivery is made to the respective clients only.

## Re-activation of trading account

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The Inactive/ Dormant Account will be re-activated only after receiving a request (format enclosed as an Annexure) from the client/account holder to re-activate his/her account along with all the required formalities of KYC Compliance. The re-activation of account will be subject to sufficient due diligence (including In-Person Verification) and additionally will require the following details/documents:

- Email ID and Mobile number
- Proof of Identity.
- Latest Proof of Residential Address.
- Latest Proof of Bank account.
- Financial Details (IT Returns or Financial Statements as the case may be)

The Operations team, upon verifying at its end, may activate client's trading code in the Trading System and inform the client. The following process needs to be followed:

- 1) The status of the client account shall be changed to 'Active' in the back office systems – (Capex71 and MoneyMaker).
- 2) Update the status of the client as Active in the UCC database of all the respective stock exchanges (BSE and NSE).

### General

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The board of Shreni Shares Limited shall undertake a periodic review of the Policy and the Compliance Officer shall ensure compliance with the Circulars issued by SEBI and the stock exchanges in this regard, from time to time.

**INACTIVE/DORMANT ACCOUNT ACTIVATION FORM**

From:

To,  
M/s Shreni Shares Ltd  
Office No 217, Hive 67  
Nr Raghuleela Malll Poisar  
Kandivali West Mumbai 400067

Sub: **Reactivation of Trading Account/Demat account.**

Ref: Trading Account No. / Client Code: Client ID:-

Sir,

I/We \_\_\_\_\_ having trading account with Unique Client Code \_\_\_\_\_ and DP client id \_\_\_\_\_ allotted to me/us by your broking house situated at Office No 217 Hive 67 Nr Raghuleela Mall Poisar Kandiwali W Mumbai 400067 I/We am/are not trading in Cash /Futures & Options /Currency Derivatives Segment(s) on the BSE / NSE / MCX'SX trading platform since\_17/09/2019 However, I/We am/are desirous to start trading again in Cash / Futures & Options / Currency Derivatives Segment(s) on the BSE / NSE / MCX'SX 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.

Yours Faithfully,

(NAME OF THE CLIENT)

UCC Code/DP ID :

