



SILVER STREAM EQUITIES PRIVATE LIMITED

MEMBER:
NATIONAL STOCK EXCHANGE
BOMBAY STOCK EXCHANGE
CENTRAL DEPOSITORY SERVICES (INDIA) LIMITED

INACTIVE \ DORMANT ACCOUNT POLICY

Objective:

The objective of the policy is to appropriately deal with the Inactive/Dormant Clients, where clients have not traded for more than 11 continuous months.

The policy is also applicable for accounts which have been marked inactive on account of Rules, Bye laws, circulars and guidelines issued by SEBI, Exchanges and Internal Risk Management Policies.

Policy:

Procedure to handle Inactive/dormant accounts:

If there is no transaction (Buy /Sell) entered into by the account holder for more than 11 continuous months, the account will be marked as "INACTIVE/DORMANT".

All the accounts marked as "INACTIVE/DORMANT" needs to be monitored carefully in order to avoid unauthorized transactions in the account. If the client wants to make the account "ACTIVE" after 11 continuous months or after providing the required documents supporting the financial status, the client needs to submit a request to reactivate his/her account. In case there is any change in the information such as Address, Mobile Number, Email ID, Account, Financial disclosure provided in KYC at the time of registration as Client, the same has to be submitted along with the request. After proper verification of the updated / revised details and approval from the compliance officer / or concerned Department In-Charge of registration of clients, the account can be made "ACTIVE" and transaction can take place.

Required Documents:

- PAN Card
- Latest Address proof
- Bank Account statement

Process for reactivation of Inactive / Dormant account which are inactive on account of Risk Management Policies / Non Compliance as per Rules, Bye laws, Circulars and Guidelines issued by SEBI, Exchanges:

Client can give the duly signed request in writing at any of the branch/main offices of trading member or office of sub-broker or Authorized Person along with the Financial Information required for trading. The Client may also Courier/ Post the same for activation of account. Client can also send an Email from registered mail id for reactivation request.

On verification of the same the Compliance Officer / Risk Department In-Charge can authorize the activation of such Inactive accounts subject to Rules, Bye laws, circulars and guidelines issued by SEBI, Exchanges and Internal Risk Management Policies.



Consequences of Inactive Account

On a client being declared Inactive, the Client's Funds and Demat Account shall be settled. Settlement of client account needs to be done as per the periodicity (Monthly/Quarterly) opted by the client and his/her assets (Funds, Securities or any other Collateral) be returned to him/her and statement needs to be sent to client. Proof of sending the statements of settlement of accounts has to be maintained. Settlement of client account needs to be done at least once in a calendar quarter. In case of Interim request received from the client for release of funds/securities, the funds and/or securities will be transferred to his account after due verification of the client as per the procedure mentioned above.

If client has provided running account authorization the Funds/Securities shall be transferred to client's bank/demat account as a part of daily settlement.

Controls after activation of Inactive Accounts:

1. Trades in such Inactive accounts be confirmed with respective clients by a person from Head Office who has note punched / received such orders.
2. Alert generation & monitoring at Head Office in case of trade in any Inactive account which is made Active.

Approval Authority:

This policy shall be approved by Board of Directors

Review Policy:

This policy may be reviewed as and when there are any changes introduced by any statutory authority or as and when it is found necessary to change on account of business needs and Risk Management policy.

Policy communication:

A copy of this policy shall be made available to all the relevant staff/persons such as: Compliance Officer / Department in-charge of registration of Clients and Sub-Broker /Authorized Persons.

Further, a copy of this policy has to be displayed on our intranet.