



ANNEXURE 10

DORMANT TRADING ACCOUNT POLICY IN RAJGUL SECURITIES PVT LTD. (RSPL)

A. DEFINITION: The following accounts shall be categorized as Dormant Accounts:

Trading account in which no transaction has been carried out for a period of 2(Two) Years shall be classified as a Dormant Account.

B. TREATMENT OF DORMANT ACCOUNTS:

When a Trading Account becomes a Dormant Account, the said account shall be locked / frozen for any further trading orders. However, it is clarified that the credits in the said account due to any corporate action like dividend, bonus, split etc. owing to the securities / ledger balances of the client shall be allowed. It is also clarified that any transaction charges, DP charges or any other taxes or levies will continue to be debited to the Dormant Account.

C. REACTIVATION OF DORMANT ACCOUNTS

Branch Process: Clients shall be required to submit a written reactivation request at the branch along with self-attested ID Proof like PAN card copy. **Reactivation request format annexed below.**

Customer Care Desk: Clients shall also be given an option to reactivate the accounts by:

- **Telephonic request** at customer care number (011-47666333) through the registered number in Rajgul records.
- **Email** from the registered e-mail address updated in Rajgul records to the Customer Care Team to askus@rajgul.com
- **SMS** "ACTIVATE" followed by Client ID to 9818673869 from registered mobile phone number.

Eg : "ACTIVATE XXXXX".

D. RETURN OF ASSETS

Under the prevailing trading account settlement process , the balances if any, are settled / made over to clients as per option of quarterly/ monthly/ bill to bill settlement exercised by the client and accordingly the same applies to balances if any lying in the trading accounts which may get categorized as dormant.