

Policy on inactive (dormant) Account: (RETAIL DIVISION)

In order to protect the account of customer, KSL will deactivate the trading accounts of the client, which are identified as "Dormant" on the date of review. Dormant account will be the account where there has been no trade for more than 2 years as on the review date. However in case the account satisfies any one of the following conditions, the account will not be marked as dormant even though there has been no trading activity for a period of 2 years before review date:

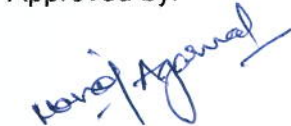
- a) Client has brought in Funds/ Stocks in mapped DP Account in last 6 months
- b) Logged into online trading platform in last 6 months (Only for Online Clients)
- c) Updated any client Master detail in last 6 months.

Clients will be given advance notice before deactivation of the account. In case, any client requests for keeping the account active, deactivation of account will be withheld. Once the account is deactivated, the customer will not be able to place any orders in any trade segments. Client can get his account reactivated by following any of the below process after due authentication:-

- a) Call/SMS our Customer Service Executive from Registered Telephone Number
- b) Write an e-mail from registered e-mail ID
- c) Submit physical letter of request for reactivation at any of our branches.

Funds and securities would be settled as per the settlement frequency chosen by the client. In case of interim request received from the client for release of funds/securities before due date of running account settlement, the funds and/or securities will be released only after Reactivation procedure is completed as mentioned above.

Approved by:



Manoj Agarwal
Executive V.P - Compliance

Policy on inactive (dormant) Account: (INSTITUTION DIVISION)

In order to adhere to the 'Dormant Account' regulations of *SEBI/ Stock Exchanges*, KIE will identify Dormant clients and deactivate the same from trading. The policy for Institutional & Non Institutional clients is detailed below.

Institutional Clients:

Trading accounts will be categorized as 'Dormant', if there has not been a single trade for more than two preceding financial years in all the trading accounts grouped under a single 'family'. This activity of identifying Dormant Accounts will be conducted at the beginning of each financial year.

The family will be re-activated when an order is received for any of its trading accounts within that family. If there are any changes in client details, the latest details of the same needs to be procured from the custodian or client.

Non Institutional Clients:

Trading accounts will be categorized as 'Dormant' if there has not been a single trade for more than two preceding financial years in the client account / code. This activity of identifying Dormant Accounts will be conducted at the beginning of each financial year.

The client will be re-activated when an order is received. If there are any changes in client details, the latest details of the same needs to be procured from the client.

For clients whose settlement of funds and securities is not done by the custody / clearing member, the credit balances of funds & securities, if any, shall be transferred to the client bank / demat account as a part of daily settlement. However if client has provided the running account authorization, the settlement of funds and securities is to be done as per the running account authorization from the the client.