

Policy regarding treatment of Dormant/Inactive Accounts

INACTIVE ACCOUNT: Where no transaction has taken place in client's Trading Account during the last 6 months from the date of last transaction, then it will be considered as dormant account.

CONSEQUENCES OF DORMANT ACCOUNT: On a client being declared dormant,

- (1) The client's funds and security account shall be settled.
- (2) In case the demat account/bank account details are not available and the client is not approachable, the securities/funds are transferred into a separate account of Multigain Securities services Pvt Ltd and held till such time
- (3) The account of the client shall be locked and the client shall not be permitted to execute fresh transactions in the account without his written request.

CLIENT DECLARED DORMANT VOLUNTARILY:

A client may write to MULTIGAIN stating that he wishes to transfer his account into an "Dormant" Status, based on which the account will be marked as such.

CLIENT DECLARED INACTIVE BY LAW:

Any client will be moved to the "inactive" category if required by law.

PROCEDURE TO ACTIVATE THE LOCKED CLIENT ACCOUNT:

- An e-mail request to reactive the account and process the transaction. Such e-mail request shall be sent only from the e-mail id of the Client registered with MULTIGAIN or
- A written request to reactive the account and process the transaction duly signed by Client and submitted to MULTIGAIN or
- A telephonic request to reactive the account and process the transaction. Such telephonic request shall be at the specified number of MULTIGAIN for which voice recording is active. Further the request shall be processed only after the client provides additional identification as required.

The above stated policy may vary depending on various rules, regulations and bye laws as may be prescribed by SEBI, exchanges or any other authority or as per Internal Policy of MULTIGAIN from time to time. This Policy for dormant accounts is over and above the transaction monitoring in Dormant Account as per Anti Money Laundering Policy of the Company.