

## **DORMANT ACCOUNT POLICY**

Client account will be considered as inactive if the Client does not trade for a period of twelve four months. Calculation will be done each day and those Clients who have not traded even a single time during last twelve four months from that day will be considered as in inactive. The client is sent a confirmation that his account is now inactive since not traded in the past 12 months and also the process to make the account active once again is mentioned in the mail.

Whenever the client wants to reactivate his dormant account, he may send us an online request or fill and sign the reactivation form and send it to us in this regard to make the account active again and the same is done from our end after due verifications.

If client is inactive more than 12 months, then client need to fill the fresh KYC form along with Proof of Address and Proof of Identity.

On Receipt of the KYC documents, Dealmoney Team will do the scrutinize of the documents and due diligences. If the documents is in order then the account will be reactivated in all system and intimated to client for trading post permitted to trade message is received from exchanges.

Reviewed by: Dinakara Devadiga

Dated: 10-09-2025