

JM Financial Institutional Securities Limited

Policy for Treatment of Inactive client accounts

Unless otherwise permitted by the Stock Exchanges, a client will be treated as an “inactive client” and its client code shall be marked as “inactive” in back-office system/records as well as Exchange UCC database if any of below mentioned activity has not been carried out by such client since last 24 months:

- a) Trading in any of the Exchanges, across any segments.
- b) Participation in OFS/buy-back/open offer across any of the Exchanges/segments.
- c) Transaction in the nature of applying/subscribing in an IPO/Mutual Fund/SGB, etc.
- d) Modification/updation of email ID/mobile number/address in KYC record of client and the same has been uploaded/verified with KRA to ensure Validated/Registered status.

The Company may send an email communication to the client prior to flagging his/her trading account as inactive.

If such client intends to reactivate his / her trading account, he / she or its authorised person will have to submit a request in writing to the Company for reactivating the same along with necessary documents, as prescribed by the Exchanges and/or required by the Company.

The Company shall undertake IPV, as required, and seek confirmation from the client if there is any change in the basic details of such client like address, mobile number, email ID, bank/demat account, income, etc. In case of any changes in the said details, the Company shall seek necessary details and update the same in its back-office system/records as well in the Exchange UCC database and KRA, as required. In case the client status as per KRA is not validated, the Company shall seek and upload the necessary documents to KRA and ensure validated/registered status as per KRA before permitting client to trade on the Exchanges.

Once an inactive trading account is re-activated as per the procedure mentioned above, the computation of next 24 months for the purpose of identifying client as inactive in the subsequent period shall be considered from the date of last reactivation of the trading account.