

# THE FIRST CUSTODIAN FUND (INDIA) LTD.



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## Treatment of Inactive/Dormant Client Accounts

### Activation process

- i- Call the main office from a registered telephone number (recorded line) identifying himself and request for activation of account for placing orders/ transacting in the account.
- ii- Request through Letter/Registered email Id/ recorded telephone lines may be impressed upon to reactivate the account or carry out fresh transactions in a dormant/inactive account.
- iii- Account inactive for not more than 1 year's can also activate through verifying existing KYC or client can update latest documents if required (Account will be activate in T+1 day as per exchange working day after verifying the documents)
- iv- Accounts inactive for more than 1 years can be activated through IPV and data confirmation i.e ReKYC will be done.
- v- While reactivating the client, KYC Department will check and ensure that the basic details of such client like Name, Pan, Address, E mail, Mobile, Income and other details like Bank, DP account status, DOB, KRA, PAN-Adhaar Linking status, UCC linkage status & Family Declaration, PAN/Name mismatch cross verification with UCC/BO are updated/rectified in its records as well in the UCC records of the Exchange. In case of any changes, necessary documents shall be collected.
- vi- KYC department may undertake additional due diligence if so required.
- vii- Once the reactivation is approved the client UCC will be marked as active on UCC portal across the Exchanges, it will be reactivated on back office and trading interfaces.