

POLICY REGARDING INACTIVE (DORMANT) ACCOUNTS (with effect from 01.09.2015)

Inactive (Dormant) Accounts

Client Accounts where the client has not traded for 1 year would be treated as Inactive (Dormant) accounts. Indiabulls Ventures Limited would be placing such accounts under temporary suspension. Once the account is under temporary suspension, the client would not be allowed to login to his account or trade (place orders) either through online mode or by calling/visiting its service branch.

With effect from 1st September 2015, the trading activity of the client accounts shall be tracked and a client's account, where no trading is observed for a period of 1 year shall be categorized as inactive (dormant) and put under temporary suspension.

For example: Client Account XYZ, trades on 10th June, 2014 and does not further trade for next 1 year and the client does not have any outstanding position in Derivatives Segment. The Account XYZ would be put under temporary suspension on the 11th of June, 2015.

Reactivation of Client Accounts

A Client can get such accounts reactivated by placing a reactivation request through either of the following modes.

A) Sending request in hard copy by submitting the "Account Reactivation Form" ([Click here to download](#)) directly to our Head office at the following address:

**Indiabulls Ventures Limited
Account Opening Department – Account Reactivation Request,
Indiabulls House, 448-451, Udyog Vihar, Phase V, Gurgaon-122016, Haryana.**

Alternatively client can submit the same at the service branch.

B) Sending an e-mail from the registered e-mail address updated in Indiabulls records to the Customer Care Team at helpdesk@indiabulls.com or at grievances_ibsl@indiabulls.com

On receipt of valid reactivation request and updated declaration with supporting document including but not limiting to updated email address/Mobile number/address/financial detail, as and where applicable, post which the account will be reactivated.

C) Online via trade.indiabulls.com:

- Client need to click on the option "**Login to trade**", select option "Activate Dormant Equity Account", provide his unique Client ID and click Submit.
- After that client has to provide his PAN Number, Email ID and Mobile Number registered with us & click "Submit".
- After successful processing of request a One Time Password (OTP) sent to the client's registered email id and mobile number. Client need to provide the details of the said OTP (OTP is valid for 24 hours only) for reactivation of his account.
- On successful confirmation of client request, client's account reactivation request processed in 24 hours and an intimation via both SMS and/or Email sent to client.

For any queries, client can get in touch with our Centralized Customer Care helpline at 022-61446300 or by sending a mail at helpdesk@indiabulls.com or at grievances_ibsl@indiabulls.com

Compliance officer details are as under:

- **Name:** Rajkumar Gupta
- **Phone No.:** 0124-4572400
- **Email:** complianceofficer@indiabulls.com