

(Inactive Client Policy- SLB)

1. IL&FS Securities Services Ltd (ISSL) is registered as Participant and SLB Member on NSE and BSE respectively and provides Lending and borrowing services on both the segments.
2. ISSL extend its services to a set of clients consisting of HNI, Corporate & HUF etc.

3. Activation:

All clients are marked as 'Active' in the back office system once the Empanelment Documentation has been completed and Credit Approval Memorandum (CAM) has been approved by the Management.

4. Deactivation:

SLB clients are marked as 'inactive under the following circumstances.

- I. Client has voluntarily asked ISSL to mark him as Inactive.
- II. After empanelment each client has to transact once either in the year of empanelment or in the following year to keep his account active. In case the client fails to transact during the said period, the account shall be deemed to be inactive for the year, following the aforementioned period. A communication to this effect, shall be sent to clients, thirty days prior to inactivation in the system. Subsequently, the client has to transact at least once in every two financial years, in order to remain active.
- III. Client shall be moved to the inactive category, if required by any law or regulation.

5. Return of asset:

Upon deactivation, Issl shall return client assets, within a period of five working days after adjustment of any outstanding dues. The asset shall be returned to the registered bank/ de-mat account of client.

6. Reactivation:

Incase client wants to reactivate his account, client would be required to:

- I. Provide a written request to that effect and/or
- II. Forward an Email from the registered email address to that effect and
- III. Provide proof of current address, prior to reactivation.

7. Procedure for deactivation:

A provisional list of inactive clients shall be prepared from the back office by compliance team in the first week of March and communication to this effect shall be forwarded to clients

Based upon client's reactivation request and/or transactions undertaken during the month of March, the above list of inactive clients would be finalized in first week of April and accordingly marked as 'inactive' in Back office system and final communication to this effect shall be forwarded to clients.