
Policies and Procedures with respect to Dealing with Clients

Modified Dormant Account Policy:

Inactive Client Account: A client account will be considered as inactive if the client account does not record any trade or does not register any financial transaction like IPO, Bonds, Mutual Funds etc. for a period of 2 Years. Calculation will be done at the beginning of every month and those clients who have not traded even a single time or did not execute any financial transaction like IPO, Mutual Fund etc. through AxisDirect in the preceding 24 months will be considered as inactive. If the account is tagged as a dormant/inactive then the surplus Funds or Securities lying with ASL shall be refunded/returned to clients at his/her last known Bank account/DP account or at such other address as mentioned in the account opening form.

Reactivation: The Client can reactivate his/her trading account by calling the Call centre (after due authentication) or by sending a request email from his /her registered email id or by submitting a physical letter duly signed.

The company shall also have the discretion to reactivate a trading account, after doing adequate due diligence, as the company may consider fit and proper.

Date: 30/04/2012