

Inactive/Dormant Accounts

A client account will be categorised as inactive, if no trades have been carried out since last 24 (Twenty Four) months across all exchanges i.e. NSE, BSE and MCX.

For example: Client Account XYZ trades on March 1st 2021 and does not further trade for next 1 year across the exchanges i.e. NSE, BSE and MCX. The Account XYZ would be categorised as inactive on March 1, 2024.

Reactivation of Inactive/Dormant Client Accounts

Client accounts that have been categorised as 'Inactive/Dormant' can be reactivated only after receiving updated information and/or confirmation related to KYC from concerned client. Indiabulls Securities Limited (formerly Dhani Stocks Limited) shall also have the discretion to reactivate a trading account, after doing enhanced due diligence, as the company may consider fit and proper. Further, in case client has not traded in the last 24 months (dormant for two year), fresh documentation/KYC, due diligence and IPV is undertaken before reactivation of the client account.

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_isl@indiabulls.com

Compliance officer details are as under:

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