

INACTIVE / DORMANT CLIENT POLICY

- Inactive / Dormant client means client who has not traded during last 12 months immediately preceding the end of the previous month.
- A list of inactive clients shall be prepared from the back office software on the last day of every month and shall be submitted to the concerned department after confirmation with the management.
- A copy of the list is also forwarded to dealers who operate our BOLT or NEAT terminals.
- The concerned department shall mark the client status as “inactive” or “dormant” in various front office software of CTCL and IML and back office accounting and DP software. We also reset limit of in active client to Nil in our ODIN software so system restricts dealer to trade in dormant account initially.
- If any orders received from such inactive / dormant client’s dealer communicate with person in charge of said department. After communicating with client if risk department satisfy they open limit for such inactive / dormant clients and instruct dealer for the same.
- In case of very old dormant account say 2 to 3 years old we also remove client map in from our ODIN front office software for risk management and if order received from such clients our senior risk management team ask him for personal meeting (if required) and ask for fresh documents and financial details before allowing him to trade.