

SOP On online Account Closure

- The client can initiate request for online closure of trading and/or demat account.
- In case of demat account with Nil Balance, request for account closure can be initiated either through mobile app or from registered mail id of BO.
- In case of demat account closure having holding, account closure can be initiated only through the app. No other mode of communication is allowed for account closure in this scenario. Target account details are required to be obtained in case of account closure with holding.
- Online account closure cannot be done in case of demat accounts having more than one holder.
- The request for closure of trading account can be initiated through mobile app or through registered mail id of the client.
- Trading account can be closed only if the client doesn't have a negative account balance and / or client do not have any open position and there are no pending arbitration matters / orders prohibiting the release of the client funds & securities at the time of account closure request. In case the client has debit balance (after considering balance across Stock Exchanges) or open positions and applies for closure of trading account, the member shall send a written response to client asking him to clear the debit balance / open positions prior to initiating the process for closure of trading account.
- Upon receipt of application for account closure, member is required to provide acknowledgement to the client about receipt of closure request and no further trades must be executed in the account where account closure request is received.

Roles and Responsibility

Process	Person Responsible	Role	TAT
Closure of demat account			
Client will send a	Vimal Singh	The request will be forwarded to	Upon receipt of request, support

request through mobile app or through mail id in case of Nil Holding	from Support/ Front End Team	Ops Team where the holding and ledger balance (demat and trading) will be checked. It must be further ensured that there must be no open position in derivatives segment. Trading account process must also be initiated in case we receive request for demat account closure. In case of negative ledger balance, the support team will establish communication with the client to clear the debit balance and /or square off open positions.	team will send a communication to Ops team on real time basis. In case if there is Nil holding, Ops team will send a communication to front end team confirming that the account may be closed. Front end team will initiate process to mark clients inactive in Techexcel Trading and DP module and close account in exchange UCC and CDSL platform. In case of account closure with Nil holdings and zero ledger balance, demat account should be closed within T+1 day.
Client will send a request through mobile app or through mail id in case of Holding	Vimal Singh from Support/ Front End Team	It must be ensured that the BO uploads digitally signed online closure form along with CMR of target DP before further process is initiated and it must also be ensured that the ledger balance is not negative. Once the same is received, the Ops team will transfer the holding in the target demat account and once completed, we need to follow steps mentioned above.	The holding must be transferred to the target DP based on instruction received from the client. This process must be initiated only if the ledger balance is not negative. Once done the account should be closed by T+1 day.
Closure of trading account			
Client will send a	_____ from	In case of open positions or	In case if there are pledged

request through mobile app or through mail id	Support/ Front End Team	negative balance , support team to communicate with the client to clear the same and process to be initiated post competing the process. Trading must not be allowed upon receipt of the closure request except for squaring off open positions.	shares, the same should be unpledged subject to the condition that there are no open positions. In case of credit balance, the funds to be transferred to the client. Both the activities must be completed within T+3 days from date of receipt of closure receipt subject to completing the conditions mentioned above. Once this is done, Front end team will initiate process to mark clients inactive in Techexcel Trading module and close account in exchange UCC.
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Imp Points:

- In case if the closure request is rejected, reasons for the same must be communicated to the client. In case the account is not closed due to non-fulfillment of closure conditions, then the account be may normalized by removing the freeze flag.
- In case of receipt of closure of trading account, we may continue to maintain demat account but in case of receipt of closure for demat account, steps must be taken to close trading account as well.

Process Manual For Online Account Closure

Login with your Emint ID and Password



Login

Emint ID

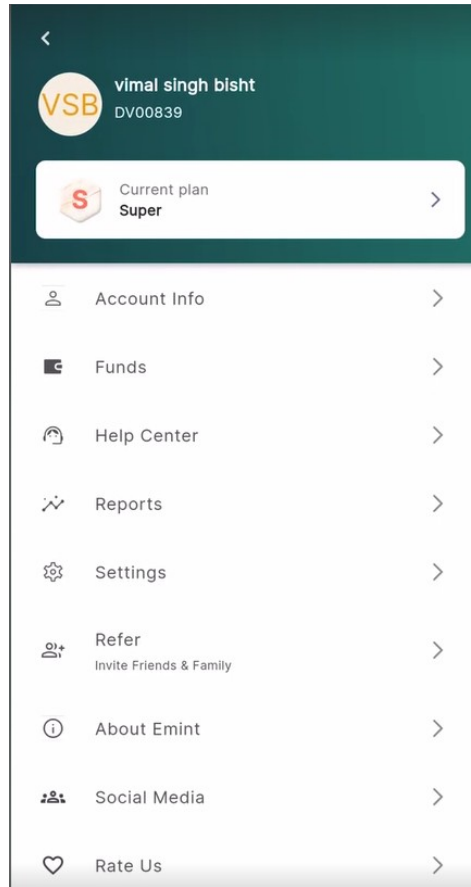
EM*****

[Forgot Emint ID or Password?](#)

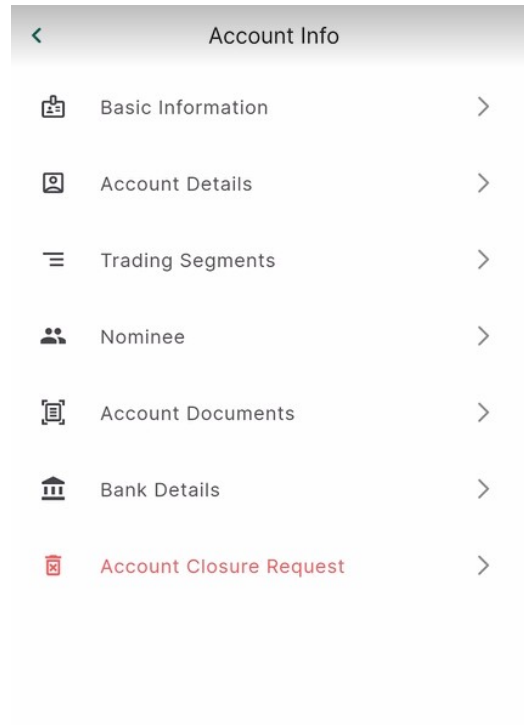
CONTINUE

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[Go to Account Info](#)



Click on Account Closure Request



Mention appropriate reason for closure

< Account Closure Request

This is an irreversible process. The value of all your existing trades may go down to 0.

[Check your portfolio before deletion ↗](#)

Reason for closing the account?

Not interested in trading / investing anymore

Incurred losses

Moving to another broker

Others

Additional Feedback

Please type your feedback here ..

Cancel Delete

Confirm of request.

Account deletion requested



Our operations team will shortly get in touch with you for further details related to account closure.

Request Placed on 29 Oct 2024, 02:57 PM

In case you change your mind,
or need more help




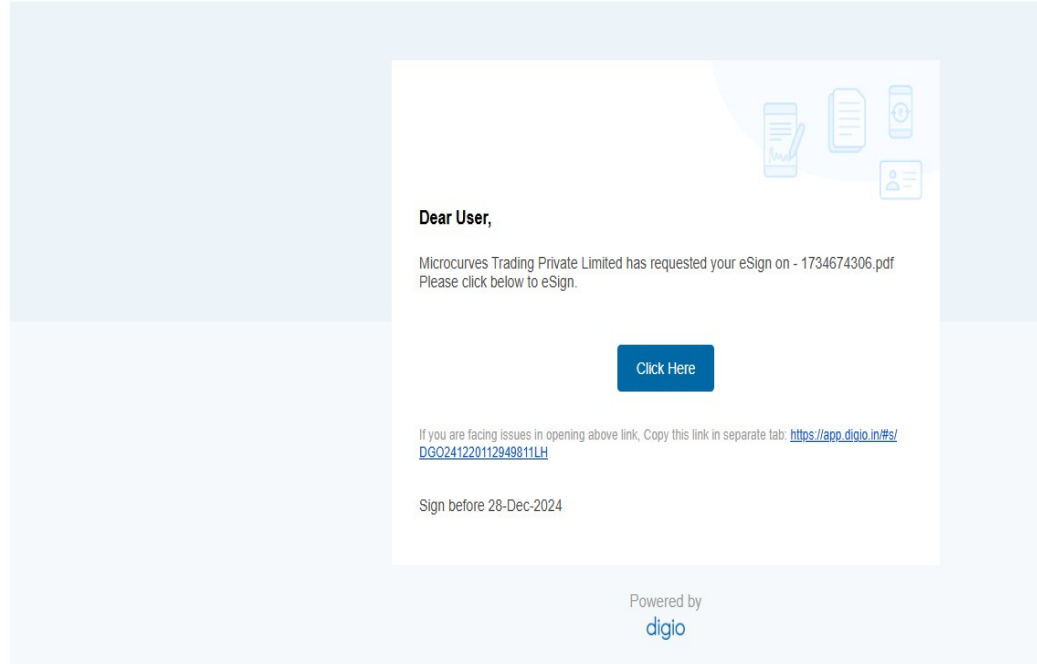
Email us

accountclosure@emint.co.in

Click on the document link to execute closure form digitally

Please eSign : 1734674306.pdf with Microcurves Trading Private Limited External Inbox x

 **Digio** <noreply@digio.in>
to me ▾



The email content is displayed within a light blue rectangular frame. At the top right of this frame, there are four light blue icons: a document with a checkmark, a document with a plus sign, a smartphone, and a person icon. The main text is centered and reads: 'Dear User, Microcurves Trading Private Limited has requested your eSign on - 1734674306.pdf Please click below to eSign.' Below this text is a blue button with the text 'Click Here'. Further down, there is a line of text: 'If you are facing issues in opening above link, Copy this link in separate tab: <https://app.digio.in/#/DGO241220112949811LH>'. At the bottom of the text area, it says 'Sign before 28-Dec-2024'. At the very bottom of the frame, it says 'Powered by digio' with the digio logo.

Dear User,

Microcurves Trading Private Limited has requested your eSign on - 1734674306.pdf
Please click below to eSign.

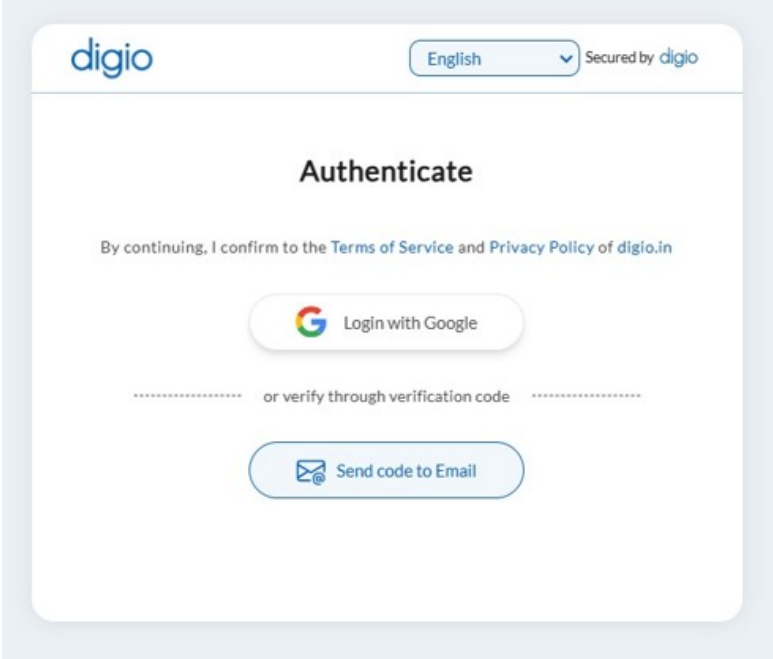
[Click Here](#)

If you are facing issues in opening above link, Copy this link in separate tab: <https://app.digio.in/#/DGO241220112949811LH>

Sign before 28-Dec-2024

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digio

Log-in to the Digio portal



Digitally Sign the closure form

City	State	PIN
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Details of remaining security balances in the account (if any)

Reasons for closing the account

Balance remaining in the account (if any) to be: partly rematerialised and partly transferred
 rematerialised
 transferred to another account (account number given below)
 not applicable

DP ID	Client ID
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Balance present in account for: Ear-marked Pledged
 Pending for rematerialisation Frozen
 Pending for dematerialisation Lock-in

Declaration: In case of account closure due to shifting of account

I/We declare and confirm that all the transactions in my/our demat account are true/authentic.

 Avinash Shah Name	 Second Holder Name	 Third Holder Name
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If DP or CDSL initiates account closure, signature(s) of account holder(s) not required.

For office use only - Please tear here

Acknowledgment

We hereby acknowledge the receipt of your instruction for closing the following account subject to verification on

DP ID	Client ID	Application no.
First/sole holder	Second holder	Third holder

1734674306.pdf By continuing, I agree to do eKyc using Aadhaar to eSign with one of ESPs (NSDL e-Gov or CDSL). Digio is registered as ASP.

Document Information

1734674306.pdf

Requested: 20 Dec 2024 Sign on or before: 27 Dec 2024

Signers

Avinash Shah Requested

Sign Requested By

Microcurves Trading Private Limited (tech@emint.co.in)

Sign Now

Enter your Aadhar Number



Digitech Solutions Private Limited has requested to Digitally sign the document
Transaction ID: **ESIGN:241221195015740CZ89D6SAG1UMHTU5UY4SY4NNCDHFQ** dated 2024-12-21T19:50:15

Select Langu ▼ Play audio Stop audio

Please click on the checkbox and enter Aadhaar/Virtual ID

I hereby authorize Protean eGov Technologies Limited (formerly NSDL e-Governance Infrastructure Limited) to -

1. Use my Aadhaar / Virtual ID details (as applicable) **eSign of documents requested using Digio - a Digital Transaction Management platform** for/with **Digitech Solutions Private Limited** and authenticate my identity through the Aadhaar Authentication system (Aadhaar based e-KYC services of UIDAI) in accordance with the provisions of the Aadhaar (Targeted Delivery of Financial and other Subsidies, Benefits and Services) Act, 2016 and the allied rules and regulations notified thereunder and for no other purpose.
2. Authenticate my Aadhaar / Virtual ID through OTP or Biometric for authenticating my identity through the Aadhaar Authentication system for obtaining my e-KYC through Aadhaar based e-KYC services of UIDAI and use my Photo and Demographic details (Name, Gender, Date of Birth and Address) **eSign of documents requested using Digio - a Digital Transaction Management platform** for/with **Digitech Solutions Private Limited** .
3. I understand that Security and confidentiality of personal identity data provided, for the purpose of Aadhaar based authentication is ensured by Protean eGov Technologies Limited and the data will be stored by Protean eGov Technologies Limited till such time as mentioned in guidelines from UIDAI from time to time.

VID/Aadhaar:

SEND OTP CANCEL



[Click Here](#) to generate Virtual ID. [Download Instructions](#) to generate Virtual ID in lieu of Aadhaar.

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Please do not press "Submit" button once again or the "Refresh" or "Back" buttons.

Enter OTP



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2. Authenticate my Aadhaar / Virtual ID through OTP or Biometric for authenticating my identity through the Aadhaar Authentication system for obtaining my e-KYC through Aadhaar based e-KYC services of UIDAI and use my Photo and Demographic details (Name, Gender, Date of Birth and Address) **eSign of documents requested using Digo - a Digital Transaction Management platform** for/with **Digitech Solutions Private Limited** .
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ENTER OTP : |

Verify OTP Cancel



Success! otp sent on registered mobile/email id.

[Click Here](#) to generate Virtual ID. [Download Instructions](#) to generate Virtual ID in lieu of Aadhaar.

Please do not press "Submit" button once again or the "Refresh" or "Back" buttons.

Closure Form has been signed now. Upload Client Master incase of transfer of holding and/or click on Submit



Document Signed Successfully!
You may close the window.

Please upload Client Master Copy (if applicable):

No file chosen