



Activation process of Inoperative / Dormant account

Inoperative/Dormant accounts are those accounts where there is no customer induced transaction (Financial or Non-financial) for over a period of two years.

If the account becomes Inoperative / Dormant, all the operating transactions in that account remains restricted until the account holder submits the required documents to activate the account.

Customers are requested to transact their accounts on regular intervals to avoid the accounts being classified as Inoperative / Dormant.

Steps to activate your Inoperative / Dormant account.

1. A written application stating the reason for non-operation of account (which is mandatory) along with self-attested copies of KYC documents to be submitted by the customer while requesting reactivation of account.
2. KYC documents in originals to be carried to the branch for verification.
3. Post receiving the request letter, SR Form and KYC documents, the Bank Branch staff will verify the documents in all aspects, to ascertain its validity & check whether they are as per extant KYC guidelines.
4. Customer will receive an intimation to that effect by way of an SMS while in process and after reactivation of account.
- 5. No charges will be levied to the customer for the revival of a dormant account.**

List of KYC documents:

Individual account:

1. Address Proof or ID Proof - Voter ID/Driving Licence/Valid Passport/Aadhaar number/National Rural Employment Guarantee Act (NREGA) Job Card/National Population Register (NPR) Smart Card.
2. PAN Card/Form 60

Entity KYC documents for Non-individual account:

1. PAN and address proof of the entity.
2. PAN, photograph and KYC documents of the Authorised Signatory/Beneficial Owners.
3. Partnership Deed /Limited Liability Partnership (LLP) Deed/Memorandum of Association (MOA)/Article of Association (AOC), Registration Certificate (RC)/Trust Deed etc.
4. Foreign Account Tax Compliance Act (FATCA).
5. Board/LLP resolution / Partnership Letter
6. Request letter for activation of Inoperative / Dormant account