



Policy for Inactive Accounts
Citibank N.A
Exchange Traded Currency Derivatives

Following is the Policy of Inactive Accounts for Citibank N.A for exchange traded currency derivatives:

- 1) The dormancy period for all customer accounts will stand at 730 days.
- 2) The Bank will undertake an annual review of all accounts where no activity has occurred for a period of more than one year, including accounts already classified as "Dormant". The review of the same will be carried out by Internal Control Unit.
- 3) The list of such accounts will be circulated to the relationship groups, for follow-up with the customers.
- 4) A letter will be sent to all such customers to ascertain reasons for non operation, and requesting them to close the account if it is no longer required.
- 5) Accounts in respect of which the letters are returned undelivered, will be additionally classified as "Whereabouts Unknown" (WAU), with the consequent steps being thereafter followed by the Bank for WAU accounts.
- 6) Any Transaction / Maintenance with regard to a Dormant account will be approved by a Senior Operation Officer and Relationship Manager, and will be removed from the dormant classification, provided that the transaction is customer initiated.
- 7) Accounts which have been inactive for 2 years, have zero margins, and are NOT placed on WAU, will be closed post the annual review. For such cases 2 letters will be sent to the customer, asking them to revert if they wish the account to remain open. If no response is received, the account will be closed and an intimation letter sent to the customer.
- 8) All other accounts will retained as Dormant and kept open till customer instructions are received for closure.