Process of activation of inoperative/Dormant accounts:

What is an Inoperative/Dormant Accounts: -

A savings or current account is considered as inoperative, if there are no "customer-induced transactions" (financial or non-financial) in the account for a period of over two years.

What are the implications when an account becomes Inoperative: -

Once an account becomes inoperative, any debit transactions are restricted in the account unless fresh KYC documents are submitted and at least one customer induced transaction is mandatorily otherwise account will remain in Inoperative status.

What is the process to reactivate Inoperative Account: -

- Visit branch with updated KYC documents of all account holders.
- Submit Inoperative activation form for account activation duly filled and signed by all account holders.
- The branch will verify the KYC documents.
- Make at least one credit transaction for activation of account.
- Customers will receive an SMS/email notification upon account activation.

How long does it take to reactivate the account : -

The account activation request received by branch will be processed on the same day from receipt of the complete application.

How to Keep Account Active: -

To prevent the Saving account/ Current account from becoming inoperative, there should be at least one financial or non –financial transaction in the account: -

- **Financial Transaction**: - A monetary transaction in the savings / current account of the customer with the bank either by way of a credit or debit transaction.

- **Non-financial Transaction**: - A non-financial transaction such as an enquiry or request for any product/ service initiated by the account holder through any ATM or internet banking or mobile banking application of the bank or through Third Party Application Providers, which requires two-factor authentication (2FA) and leaves a trail for audit purposes or successful log-in to the internet banking/ mobile banking application. Illustratively, this includes transactions such as change in transaction limit, request for issue of cheque book/ credit card/ debit card, nomination facility, balance enquiry, etc