



Inactive Clients Policy

Definition:

An Inactive client is defined to be one who has not traded with the company for a period exceeding six months.

In case the said client wants to trade further (proposing to trade further), the following need to be ensured:-

1. An SMS regarding the same to be forwarded to the client stating that he has resumed trading after a certain (need to be specified) period on his designated mobile no. which is registered in the records of ASHIKA.
2. Concerned Dealers are required to check the identity of the person before taking down orders.
3. The said client before placing orders has to confirm their KYC requirements as provided earlier and in case the KYC requirement stands changed meanwhile, he will be required to first comply with the latest one.

Important Details:

Customer service Toll-free number: 1800-212-2525

Board line Number: 033-40102500

Email address: customercare@ashikagroup.com,

Website address: www.ashikagroup.com