

Online Demat Account Closure (With Holding) Process Flow:

Closure Page:

- The client must pick the reason for closing the Demat account and enter the UCC code/DP reference number on the Closure page.
- When the customer clicks the "**Check Eligibility**" button, Istaa will send a four-digit OTP to the registered mobile number and email address to verify the information they supplied.
- If in the case OTP is not received after 60 second, client can click on "**Resend OTP**" to send the OTP again.
- If the OTP entered by the client is invalid, system throws message saying that the "**OTP is invalid**". Client can re-enter the OTP or else can wait for 60 seconds and click on "**Resend OTP**".
- After inputting the OTP, Client needs to click on "**Client Login**" button.

Personal Information:

- Next processes after mobile and email verification is "**Personal Information**" where the client can view the personal information i.e., Name, UCC Code, BO ID, PAN Number.
- Furthermore, the client can select whether to close their Demat account, their Trading account, or both.
- Accordingly, Client needs to select which account they need wants to close. And clicking on "**Proceed to close Account**" client can proceed to **eSign**.

Documents Upload:

- Next processes after Personal Information is "**Documents Upload**" where the client has to upload his/her signature along with counter Demat account CML copy as well. And clicking on "**Proceed to submit signature**" client can proceed to **eSign**.

eSign Process:

- On Clicking "**ESIGN**" a pre-filled account closure form will open in front of client.
- Client can reassess the Account Closure Form and then proceed to e-Sign.
- On Clicking "**Proceed to eSign**" a panel will open in front of client. The panel which is opened is inter mediatory panel of the eSign vendor i.e **Digio, Leegality, True Copy** and then redirected to **NSDL** site.
- In case of **NSDL eSign** it will redirected directly to **NSDL site**.
- On **NSDL** site client has to enter 12 Digit Aadhaar or VID i.e Virtual ID and click on Send **OTP**.
- **OTP** will be sent on mobile registered with **UIDAI site**.
- After 60 second client gets option of "**Resend OTP**".
- In Case of invalid OTP 3 attempts are given and after 3 failed attempt they need to send new request again and follow the same process.

eSign Complete:



Your E-Sign process is completed.

Online Demat Account Closure (Without Holding) Process Flow:

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eSign Complete:



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Offline Demat Account Closure (With Holding) Process Flow

1. To close a Demat account offline, clients must present a completed Account Closure Form (ACF), self-attested KYC and Client Master Copy of the same holder in another DP.
2. Before executing Demat Account Closure, client must clear the debit balances if any.
3. The DP (maker) will enter the Transfer cum Closure/ Transmission cum Closure information into the back office system. The checker will then verify and process the account closure.
4. Upon successful closure of a Demat Account, DP will provide the CML Closure via courier.

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