

## **Process for activation of Inoperative Accounts**

### **Inoperative Accounts:**

A Savings/ Current account shall be treated as inoperative, if there are no 'customer induced transactions' in the account for a period of over two years.

### **Impact on account on becoming Inoperative:**

When an account becomes Inoperative, debit transactions will not be allowed without submission of fresh KYC documents.

### **Process of activation of Accounts:**

- Customer having Inoperative Account requires to visit any KBS Bank branch with latest KYC documents.
- A request should be given to the branch for activation of account.
- All requests received by the branches for activation of account will be processed within two working days from the receipt of the complete application.
- Branch will activate the account based on the KYC documents submitted by the customer.

### **Customer Induced transactions:**

- (i)
  - a) ATM/ Cash withdrawal/deposit
  - b) RTGS / NEFT/ IMPS /UPI/ AePS/ ABPS Transactions
  - c) Internet Banking Transactions
  - d) Debit Card Transactions
  - e) Transfer of funds from / to the linked CBDC(e-Rupee) account
  - f) Cheque Clearing
  - g) Remittance of funds by way of demand drafts
  - h) Cash withdrawal by third party through cheque
  - i) Standing Instructions issued by the customer
  - j) NACH Debit / Credits
  - k) Term Deposit Interest / proceeds
  - l) Dividend on shares/Interest on Debentures or any other investment proceeds
  - m) Direct Benefit Transfer (DBT) credits
  - n) Refunds like refunds related to e-commerce payments, Income Tax Returns, etc.
  - o) National Electronic Toll Collection (NETC) debits

- (ii) 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 etc.
- (iii) KYC updation done in face-to-face physical mode or through digital channels such as internet banking or mobile banking application of the bank.

**Bank Induced Transactions**

- a) All types of charges levied by banks including taxes deducted
- b) Periodical interest credited to Savings Bank account