

## Online Account Closure Application

This document will provide step by step guidance to the client of intermediaries for making online account closure application.

Applicants need to click on the online account closure link provided on DP's website. After accessing DP's website applicants need to follow below mentioned steps to complete the closure application.

- 1 Enter your DP Id, Client Id, applicant name and valid email Id & mobile number. Enter the OTPs received on mobile & email id and click on validate OTP.

- 2 Applicants need to enter his address details and select the account closing reason from the drop-down list. If the reason is something different than what is available in the dropdown list, then applicant can select 'user defined text' option. After that the text field will get enabled where he can enter the reason.

Here, applicant will get the application reference number which starts from D000... which he can use to resume his application if he is not able to complete it in first attempt.

Applicants need to select the balance option from the dropdown list. After that, upload the signature and CMR (whichever is applicable).

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- 3 Applicant need to tick on the confirmation box and the terms & conditions box. By selecting the mobile or email option, applicant give consent to the e-sign service provider to provide the e-signed closure application form on email. Tick terms & conditions box and click on submit.

The screenshot shows a web form for account closure. At the top, there is a header with 'Company Logo 36'. Below the header, there are three buttons: 'UPLOAD SIGN SAMPLE FILE- SIG...RE\_SPECIMEN.JPG', 'UPLOAD SIGN', and 'VIEW SIGN'. The main content area contains a list of terms and conditions, a checkbox for 'I confirm that there is no pledge, freeze and pending demat cases in my account.', a dropdown menu for 'I would like to eSign the Document via Digio eSign provider by using identification as' (set to 'Mobile'), and a checkbox for 'I agree to the Terms and Conditions'. A 'SUBMIT' button is located at the bottom left. The footer contains '© 2022 - Powered By' and a logo.

- 4 Applicants need to enter the security code received on mobile/email id and click on submit.

The screenshot shows a security code verification screen. At the top, there is a 'digio' logo and 'Secured by digio'. The main content area contains the text 'Security code sent to +91-77-XXXXXX'. Below this, there is a 'Security Code' input field containing '728727'. There are links for 'Didn't receive code? Resend in 00:11' and 'Security code is valid for 10 minutes only'. A 'Submit' button is located at the bottom.

- 5 Here applicant can preview the application and click on sign now to proceed for e-signing.

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The screenshot shows a web form titled 'Account Closure Request Form - Account 101'. It includes fields for Application #, Date, and Close Initiated by. Below this, there is a section for 'Account Holder's Details' with fields for Dp Id, Name of the First / Sole Holder, Name of the Second Holder, Name of the Third Holder, and Address for. A 'Sign Now' button is highlighted with a red box, and a 'Cancel' button is also visible.

- 6 Here user must give his consent for the e-signing the document and enter his 12-digit Aadhaar number.

The screenshot shows a consent form from Protean eGov Technologies Limited. It states: 'Digitech Solutions Private Limited has requested to Digitally sign the document'. The transaction ID is ESIGN:230628104448494TCJ574VYLPFBX5VH11X88ET308Q5A dated 2023-06-28T10:44:48. The form includes a checkbox for consent and a list of terms and conditions. Below the terms, there is a field for 'VID/Aadhaar:' and buttons for 'SEND OTP' and 'CANCEL'.

- 7 After entering a 12-digit Aadhaar number, applicant will receive an OTP on mobile number which is linked with Aadhaar. After entering the OTP, click on verify OTP. After clicking on 'verify OTP' user will receive an email containing closure form in the pdf format. applicant can download the same.

The screenshot shows an OTP verification form from Protean eGov Technologies Limited. It states: 'Digitech Solutions Private Limited has requested to Digitally sign the document'. The transaction ID is ESIGN:230628104448494TCJ574VYLPFBX5VH11X88ET308Q5A dated 2023-06-28T10:44:48. The form includes a checkbox for consent and a list of terms and conditions. Below the terms, there is a field for 'ENTER OTP:' and buttons for 'Verify OTP' and 'Cancel'. A green success message at the bottom states: 'Success! otp sent on registered mobile/email id.'