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).

Online Account Closure Application

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.

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

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

Online Account Closure Application

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

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.