



## **Frequently Asked Questions - Inoperative Accounts**

### **What is an Inoperative Account ?**

As per RBI regulations, 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. In order to reduce the potential for fraud, banks convert accounts that have been idle for long (a period over two years) into Inoperative accounts in the interest of the customer. An Inoperative account customer cannot make payments, transfer money, make withdrawals once it has been declared Inoperative.

### **What happens if your savings bank account becomes Inoperative ?**

If your savings account becomes Inoperative, then, some of the below services transactions will not be permitted in your account.

- Transactions at a bank branch
- Change of residence address or address for communication
- Reissuance / Renewal of an ATM debit card.
- Addition or removal of a joint account holder
- Change of signature

### **How can I Reactivate my Inoperative account ?**

Bank has the facility of updation of KYC for activation of inoperative accounts at home branches. The same can be done by visiting the branch in person.

To reactivate an Inoperative account, all the account holders, including mandate holder must submit a completed application form to the home bank branch detailing the reasons for the account's inactivity. The account holders, including mandate holder must be physically present at the bank home branch, with original KYC documents (Proof of Identity and Proof of address) as stated in the account opening form. The Bank will not levy any additional fees/charges while reactivating an Inoperative bank account as per RBI norms.

Once the above process is completed and upon the authorised bank official's confirmation, the customer is requested to make at least one of the any customer induced transaction in the account.

### **How to prevent my account from becoming Inoperative ?**

Regular transactions are essential to keep the account active. One can also prevent the account from becoming inoperative by taking several actions such as executing a transaction or withdrawing / depositing cash.