

# Process Of 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 become Inoperative, debit transaction will not be allowed without submission of fresh KYC documents.

## Process of activation of accounts:

Customer having Inoperative Account requires to raise service request.

- Open the Jiffy Mobile Banking app and log in.
- Tap the 3-line menu in the top-left corner.
- Select Service Request then select Account activation & then select dormant.
- Select Service Request then select Video KYC then select Book a Slot by providing your preferred date & time
- You will receive call from our customer service executive to complete Video KYC for activation of Dormant Account.
- You need to initiate one Non-Financial transaction in any ATM and note the date and time. At the time of Video KYC, provide the date and time of successful Non-Financial transaction performed in any ATM. The date of transaction should be less than 7 days from the date of Video KYC.
- Post completion of Video KYC for activation of account will be processed within three working days from the receipt of the complete application along with details of Non-Financial Transaction performed.

## Customer Induced transactions:

The transactions in account which are in the nature of:

- A financial transaction initiated by or done at the behest of the account holder by the bank/ third party such as cash withdrawals / Deposits, RTGS, NEFT, NACH, Dividend etc.
- 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.
- KYC updation done in face-to-face physical mode or through digital channels such as internet banking or mobile banking application of the bank.

To know more:

