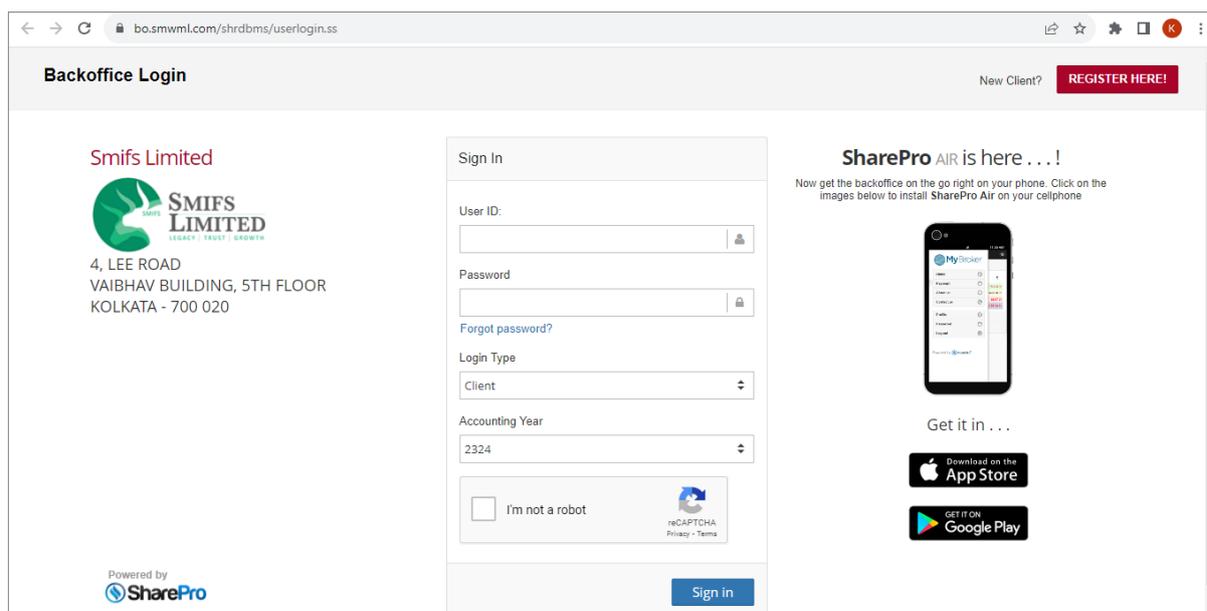


## Online Closure Process

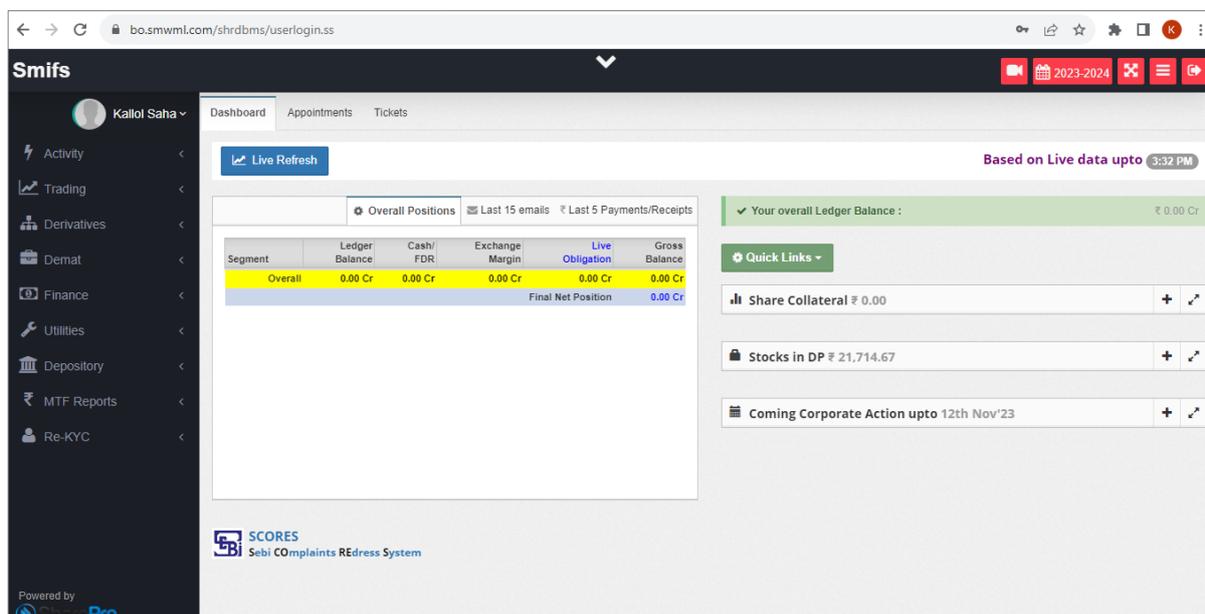
1. In order to access On-Line Closure module, the Client has to first open web site of SMIFS Limited using the URL: [www.smifs.com](http://www.smifs.com)
2. After opening the URL, on the home page of the website, Client has to click on the back office login tab at the right side of the screen. Screenshot is given below:



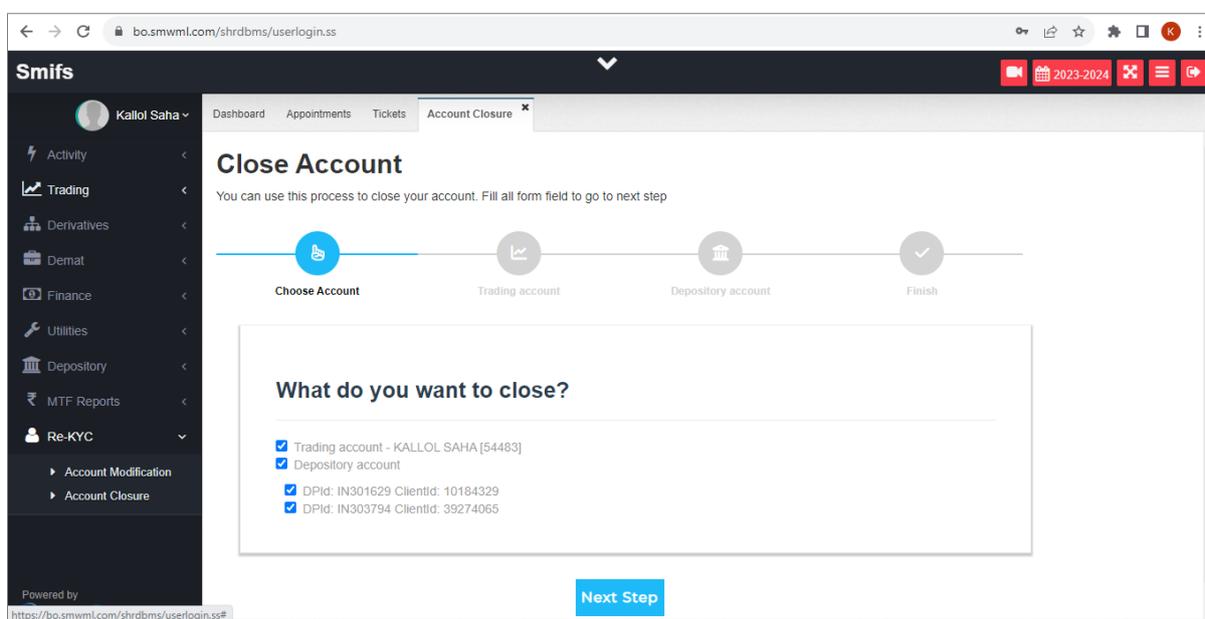
3. Once the back office login button is clicked, the following login screen appears:



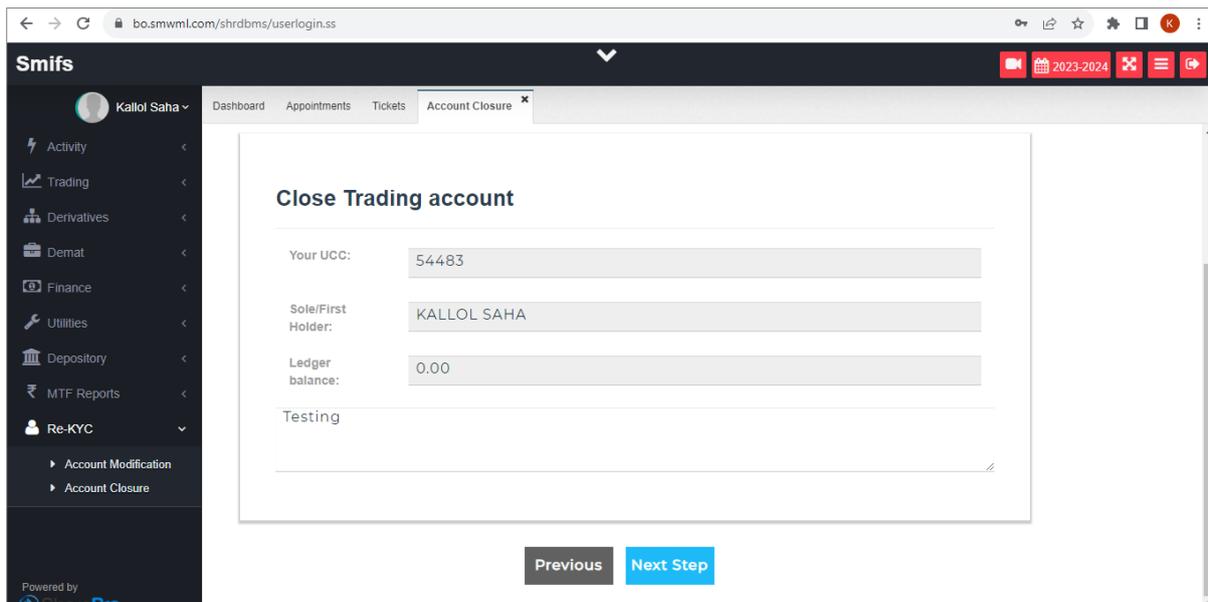
- Client has to log in by giving his/her back office login username and password. If login is successful, the following screen appears:



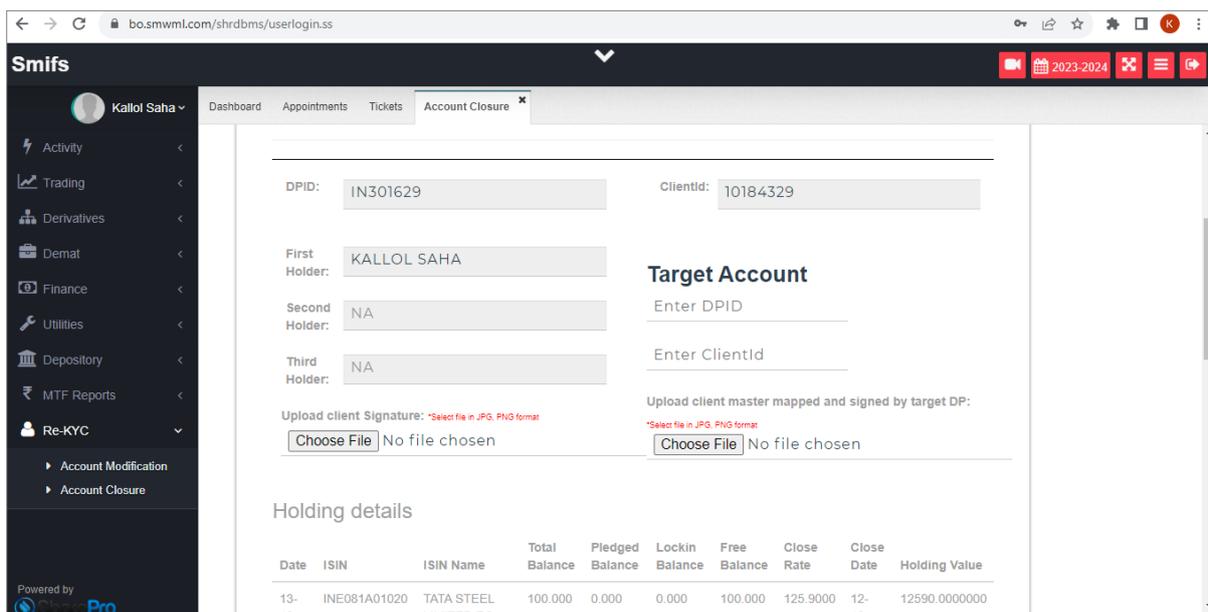
- In order to close the account, Client has to click on “Re-KYC” menu at left bottom side and then click on “Account Closure” sub menu.
- Then the Client will land up on the online Closure page (screenshot given below) from where he/she can close either or both of Trading and DP accounts.



- The Closure screen of Trading account is given above. After filling up the details, the “Next Step” button is to be clicked.

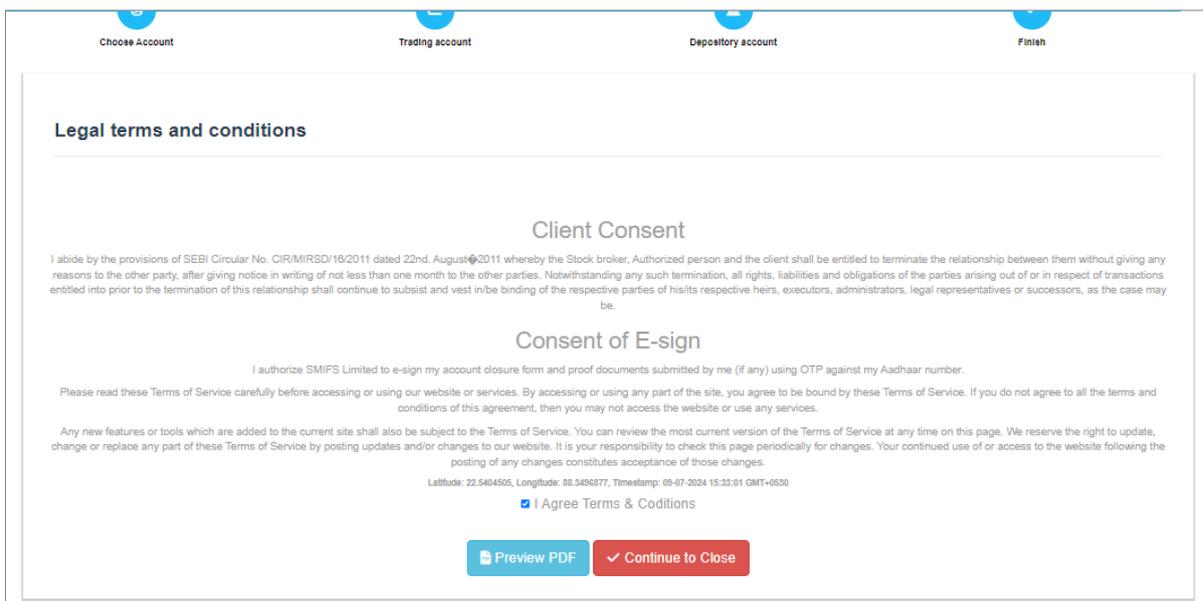


8. Then the Client lands up to the screen of Closing Demat Account. The screenshot is given below:



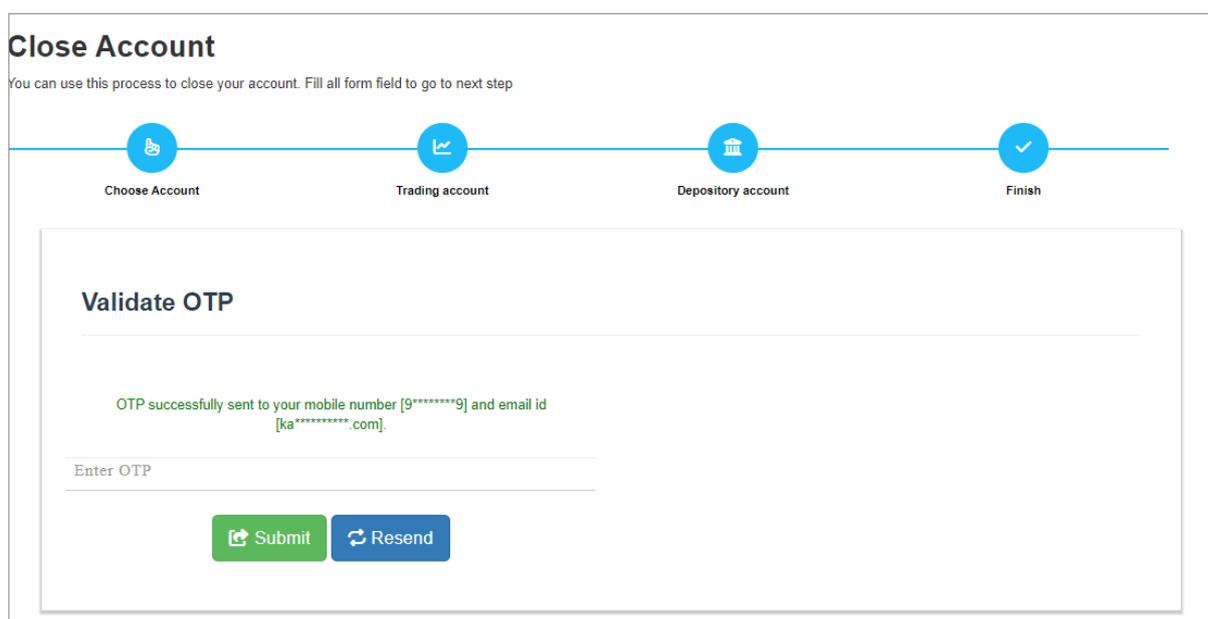
In the above screen, the holding of the Demat accounts are shown. If The Client has holding value, then the stamped and signed copy of the Client Master of the target DP has to be mandatorily uploaded. Also the Client has to upload his/her signature using the Signature upload button.

9. In the next page, Client has to agree on the Terms and Conditions by clicking on the checkbox at the bottom side of the page and click on “Continue to Close” button. Before clicking Continue Button, Client can download the unsigned PDF by clicking on “Preview PDF” and verify all the information and documents entered by him/her are correct or not.



10. Once Client is satisfied with the information he/she has put in, “Continue to Close” button is to be clicked, Client reached the “Validate OTP” page. One OTP goes to the Client’s registered Mobile no. and Email ID for confirmation of the Closure.

11. Client has to put the received OTP in the below page:



12. IF the OTP is validated successfully, Client will proceed to the e-sign page of Protean eGov Technologies.

13. Then, Client has to click the check box to authorise Protean eGov Technologies for e-signing the Request form using Aadhaar no and type his/her Aadhaar no. in the proper place on the screen.

14. The Client will receive an OTP on the Mobile linked to the Aadhaar No. entered.

15. Client has to put the received OTP on the screen for OTP validation.

16. If OTP validation is successful, then the Closure request form is e-signed and submitted to SMIFS Limited.

17. An email goes to the Client confirming the successful submission of the Closure request.
18. The request form moves to the Admin module of the application where the Admin person verifies the request and after all necessary checks and actions, the request is accepted or rejected in the Re-KYC admin module by the Admin user
19. An email immediately goes to the Client informing the acceptance or rejection of the request with cause for rejection of the request, in case of rejection.