

## Steps for activating inoperative accounts

### Inoperative/ Dormant Accounts

A savings/current account shall be classified as inoperative in case there is no customer induced transaction for a period of over two years (24 months).

Steps for activating inoperative / dormant accounts:

Currently, Customers need to visit DCB Bank Branch and submit:

- Request for activation of inoperative/dormant account signed by customer/s with details like- Account Number, Account Name, Address, Mobile No./Email ID etc.
- Copy of Officially Valid Document (OVD) to be submitted (Original Document to be produced for verification purpose).
- In case of Non-Individual Accounts / Current Accounts, valid documents of entity should be submitted, in addition to request for activation of inoperative / dormant account and Officially Valid Documents with Passport size photograph of Authorised Signatory/s (if changed).
- Customer will be communicated about the activation of inoperative account through SMS / e-mails.

Form to reactivate the account can be accessed in the following link:

<https://www.dcbbank.com/api/dcb/assets/2024-09/Customer-Request-Form.pdf>