**DEC 16- ACCOUNT CLOSURE WITHOUT SHOW STOPPERS**

**Exercise 1 (a): Account closure**

1. Select the menu – “**CAT**” **Close Account**
2. Enter the **A/c ID** to be closed
3. Click on **GO**
4. If the account is funded, Select **Yes** to Transfer Balance, select **Transfer** for Transaction Type then enter the **Transfer Account ID** where the funds will be transferred to.
5. If the account has zero balance, under Transfer Balance Select **No**
6. Enter the **Closure Remarks**
7. Select the appropriate **Reason Code Description** from the searcher
8. Click on **Upload Document** to upload supporting document if any.
9. Click on **Continue**
10. Click on **SUMBIT**

**Exercise 2 (b): Cancellation of Account Closure**

1. Select the menu “**CAC**” **Cancel Account Closure**
2. Enter the **A/c ID** of the account for closure cancellation
3. Click on **GO**
4. Click on **CONTINUE**
5. Click on **SUBMIT**

**Exercise 2 (c): Verification of Account Closure**

1. Select the menu “**VAC**” **Verify Account Closure**
2. Enter the **A/c ID** to be verified for closure or click on the searcher to locate it.
3. Click on **GO**
4. Confirm the details captured by the maker
5. Click **Continue**
6. Confirm the other details captured by the maker
7. Click **Submit** to successfully verify account closure