**CLOSURE OF ACCOUNTS WITH LIEN AND CHEQUEBOOKS**

**Exercise** **1 (a): Collection of Account Closure Charges (if closing account which require charges collection)**

1. Select the menu “**CACCS” Collect Account Closure Charges**
2. Enter the Account **A/c ID** to be closed
3. Click on **GO**
4. Confirm the original closure charge
5. Click on **SUBMIT**.

**Exercise 1(b): Verification of Account Closure Charges Collection**

1. Select the menu “**VACCC” Verify Account Closure Charges Collection**
2. Enter the account number to be verified or click on the searcher to locate the account.
3. Confirm the details captured by the maker
4. Click on **SUBMIT.**

**Exercise 2 (a): Closure of Account -account with cheque leaves unused.**

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. For accounts with cheque books, select the remaining cheque leaves to be cancelled under unused cheque option
11. Click on **SUMBIT to send the account closure for verification.**

**Exercise 2 (a): Closure of Account -account with marked lien.**

1. For account with lien-use menu MLA- to modify LIEN, enter account ID and click on GO.
2. Click on the Modification icon and modify the Lien amount to zero, submit for approval.
3. Verify Lien modification through menu VLA
4. Select the menu – “**CAT**” **Close Account**
5. Enter the **A/c ID** to be closed
6. Click on **GO**
7. Enter the **Closure Remarks**
8. Select the appropriate **Reason Code Description** from the searcher
9. Click on **Upload Document** to upload supporting document if any.
10. Click on **Continue**
11. Submit the account for verification.

**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 close the account.