



ACCOUNT CLOSURE PROCESS

Online Closure Portal - Step-by-Step User Guide

Portal URL	closure.meon.co.in/cloud_closure/closure/wealthfirst
Account Type	Individual demat / trading accounts only
Authentication	SMS OTP (Step 1) + Aadhaar eSign via Protean (Step 2)
Required Documents	Wet/Ink signature scan + Client Master Report (CMR) of target account
Approx. Time	5 - 10 minutes

Before You Begin

- Client ID (8-digit demat / trading code).
- Active mobile number and email registered with Wealth First (for SMS OTP).
- Scanned image of wet/ink signature - PNG, JPG, JPEG or PDF, max 5 MB.
- Client Master Report (CMR) of the target demat account (PDF only) - required if holdings exist.
- Aadhaar number or VID, plus mobile/email linked to Aadhaar (for Protean eSign OTP).

1 Open the Closure Portal

- Open the Wealth First closure URL in any browser:
 - https://closure.meon.co.in/cloud_closure/closure/wealthfirst
- The page will display the Wealth First Portfolio Managers logo and a 'Closure' form.

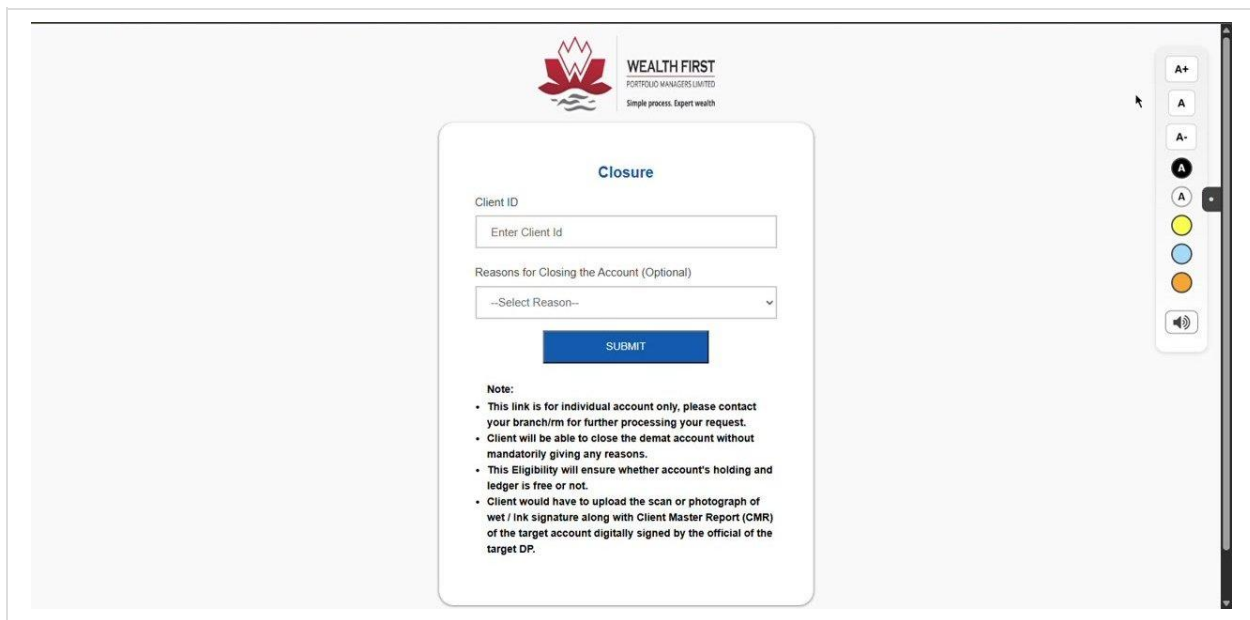


Figure 1 — MEON Closure Portal landing page



2 Enter Client ID and Reason

- In the 'Client ID' field, enter your 8-digit Wealth First Client Code.
- From 'Reasons for Closing the Account (Optional)' dropdown, select a reason (e.g. 'Not interested in trading').
- Click the SUBMIT button.

⚠ Note: The reason is optional. Client can close the account without mandatorily giving a reason.

The screenshot shows a web interface for account closure. At the top, there is the Wealth First logo and tagline. The main heading is 'Closure'. Below it, there is a 'Client ID' input field with a masked value. Underneath is a dropdown menu for 'Reasons for Closing the Account (Optional)' with 'Not interested in trading' selected. A blue 'SUBMIT' button is at the bottom of the form. On the right side, there is a vertical toolbar with accessibility icons like A+, A, A-, and a speaker icon.

Figure 2 — Client ID and reason entry (Client ID masked)

3 Verify SMS OTP

- On Submit, the system sends an OTP to the registered mobile number and email ID.
- Enter the 6-digit OTP in the 'Enter SMS OTP' field.
- If OTP is not received within 120 seconds, click 'Resend' (link auto-enables after countdown).
- Click CLIENT LOGIN to proceed.

This screenshot shows the next step in the account closure process. The 'Client ID' and 'Reasons for Closing the Account' fields are still visible. A new 'Enter SMS OTP' field has appeared, with a note that the OTP is sent to the mobile number and email ID. Below this field, there is a 'Resend in 103s...' link. A blue 'CLIENT LOGIN' button is positioned at the bottom of the form. The right-side toolbar remains the same.

Figure 3 — SMS OTP entry screen (Client ID and OTP masked)

4 Review Account Information

- The system displays the client information panel:
 - Name (Sole/First Holder)
 - Client Code



- DP ID
- PAN Number
- Verify all details. If any field is incorrect, do NOT proceed — contact your branch/RM.

5 Select Account Type to Close

- Under 'Please select which account to close', tick ONE option:
 - Trading account — closes trading account only.
 - Demat account — closes demat account only.
 - Both Trading & Demat Accounts — closes both.
- Click 'Proceed to close Account'.

⚠ Note: If holdings exist in the demat account, you must provide a CMR copy in the next step so balances can be transferred.

Figure 4 — Account information panel and account-type selection (personal details masked)

6 Upload Signature

- On the 'Upload Documents' page, click 'Browse...' under the Signature section.
- Select your scanned wet/ink signature file (PNG / JPG / JPEG / PDF — max 5 MB).
- The file name will appear next to the Browse button once uploaded.



Figure 5 — Signature upload section (existing signature preview masked)

7 Enable Securities Transfer (if holdings exist)

- Tick the checkbox: 'Transfer security balances to own account or another account as per details given below'.
- A new section 'Select Depository for Transfer' will appear below.
- Fill in the target depository details where the shares are to be moved:
 - Depository — select CDSL or NSDL from the dropdown.
 - Enter DP ID — 16 digits for CDSL, 8 digits + Client ID for NSDL (as per the label shown).
 - Depository Participant Name — the name of the target DP (e.g. broker name).

⚠ Note: Skip this section only if the account has zero holdings. If holdings exist and this is skipped, the request will fail verification.

Figure 6 — Depository transfer details (DP ID and DP Name masked)



8 Upload Client Master Report (CMR)

- Scroll to the 'CMR (Client Master Report) Upload' section.
- Click 'Choose file' and select the CMR PDF of the target demat account.
- The CMR must be digitally signed by the official of the target DP.
- If the PDF is password-protected, enter the password in the 'CMR Document Password (if protected)' field.
- Once all fields are filled, click 'Submit Signature' at the bottom right.

Transfer security balances to own account or another account as per details given below:

Select Depository for Transfer
Please mention the DP ID where you want to transfer your shares.

Depository
CDSL

Enter CDSL DP ID (16 digits):
[Masked]

Depository Participant Name:
[Masked]

CMR (Client Master Report) Upload:
Upload CMR Document (PDF only):
Choose file

CMR Document Password (if protected):
Enter Password

*If there are holdings in your account, provide CMR copy for account transfer
**Your request for closure of Demat and/or Trading Account are subject to verifications.
The request for account closure includes target Demat account details where the client intends to transfer the securities balance.

Submit Signature

Figure 7 — CMR document upload (DP details and file name masked)

9 Review the Generated Document

- The system generates a 2-page closure document and opens it in the eSign preview window:
 - Page 1 — Annexure Q (Application for Closing an Account) — pre-filled with your details.
 - Page 2 — Client Master copy of the target demat (the CMR you uploaded).
- Scroll through both pages and verify all entries are correct.
- If anything is wrong, click 'Cancel' and restart from Step 2.
- If correct, click the blue 'Proceed to eSign' button at the bottom right.



Figure 8 — Annexure Q form preview (Date, Name, Client ID, ClientCode and target DP IDs masked)

10 Aadhaar eSign on Protean

- You will be redirected to the Protean (NSDL e-Gov) eSign portal.
- Read the authorization statement. Tick the consent checkbox: 'I hereby authorize Protean eGov Technologies Limited to...'.
• In the 'VID/Aadhaar' field, enter your 12-digit Aadhaar number OR 16-digit Virtual ID (VID).
- Click SEND OTP.

Figure 9a — Protean eSign authorization and Aadhaar/VID entry (URL, transaction ID and Aadhaar field masked)

- An OTP will be sent to the mobile number and email ID registered with UIDAI (linked to Aadhaar).
- Enter the OTP in the 'ENTER OTP' field and click 'Verify OTP'.

⚠ Note: If your Aadhaar mobile is no longer active, generate a Virtual ID (VID) from the UIDAI website first — use the 'Click Here to generate Virtual ID' link on the Protean page.

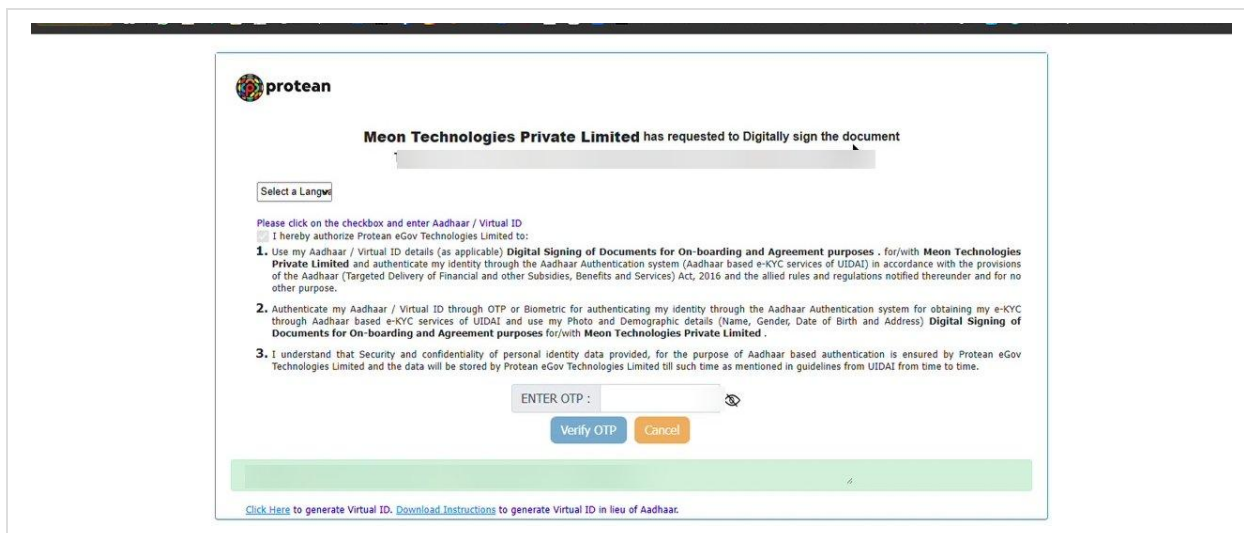


Figure 9b — Aadhaar OTP entry (OTP field and partial mobile/email masked)

11 Submission Confirmation

- On successful eSign, you will be redirected back to the Wealth First closure portal.
- The screen will display: 'Your closure request is under review.'
- This confirms the request has been submitted to Wealth First for processing.
- A confirmation copy of the signed Annexure Q will also be available with the back office team.



Figure 10 — Final confirmation page (URL with session ID masked)

After Submission — What Happens Next

- Wealth First back office verifies the request against holdings, ledger, and CMR details.
- If verifications pass, the demat closure is processed with CDSL and the trading account closure is processed at the exchange level.
- If holdings exist, securities are transferred to the target DP as per the CMR provided.
- Final closure confirmation is communicated to the client via email/SMS.



Common Issues & Resolution

Issue	Action
SMS OTP not received	Wait 120 sec, click Resend. If still not received, check spam folder for email OTP. Confirm registered mobile/email with branch.
'Enter Valid Virtual ID or AADHAAR' error	Verify the number is exactly 12 digits (Aadhaar) or 16 digits (VID), no spaces.
Aadhaar OTP not received	Mobile linked to Aadhaar may be inactive. Generate VID at uidai.gov.in and use VID instead.
CMR file rejected	CMR must be a PDF (not image). Re-download from target DP. If password-protected, enter password in the field.
Signature upload failed	Check file format (PNG/JPG/JPEG/PDF) and size (max 5 MB). Compress image if larger.
'Request is under review' but no update	Contact Wealth First back office / RM with Client Code for status.

Important Compliance Notes

- This online link works for individual accounts only. For non-individual accounts (HUF, corporate, NRI, partnership), contact the branch/RM.
- Eligibility check during Submit ensures the account has no pending trades, no debit ledger balance, and holdings (if any) have a valid CMR for transfer.
- CMR uploaded must be signed by an official of the target DP — unsigned CMRs will be rejected.
- Closure is irreversible once processed. Re-opening requires fresh KYC and account opening.

Wealth First Team

Wealth First Portfolio Managers Ltd.