

How to Close Your Account

Clients can request closure of their trading without providing any reason by sending an email from their registered email ID to:

contact-us@goldenpi.com

Note: Requests received through SMS, WhatsApp, or other messaging platforms will not be accepted.

Important Points to Note

- Your account can be closed only if there are no open positions, pending obligations, or arbitration matters at the time of request.
- Once your closure request is received, we will:
 - Send an acknowledgement to your registered email ID and/or mobile number.
 - Disable further trading activity on the account.
- If your request cannot be processed (e.g., due to pending balance or open positions), you will receive a written response specifying the reason and the next necessary steps.
- Once your account is successfully closed, your client status will be updated, and confirmation will be sent to you.