

Policy on Facility of voluntary freezing/ blocking of Trading Accounts by Clients

SEBI and Exchanges has mandated trading members providing online trading facility to adopt a framework for voluntary freezing/blocking the online access of the clients trading account and include the same part of their risk management policy. The detailed policy is as follows:

1. Client may request for voluntary freezing / blocking the online access to their trading account through any of the following modes:
 - a. Email from registered e-mail ID
 - b. SMS from registered mobile number
 - c. Trading Member's App / website
 - d. Chatbot
 - e. IVR/tele calling
 - f. Any other legally verifiable mechanism
2. The client shall submit request for freeze by logging into their mobile or Internet based application validating their identity.
3. On receipt of such request, the online access of the client's trading account shall be frozen/blocked and simultaneously all the pending orders including 'Good till date' and Equity SIP orders shall be cancelled.
4. The timelines for freezing/ blocking of the online access of the clients' trading account is as under:

Request received Time	Timelines for freezing / blocking
Trading hours and within 15 minutes before the start of trading.	Within 15 minutes
After the trading hours and 15 minutes before the start of trading.	Before the start of next trading session

5. Post freezing/blocking the client's trading account, a communication shall be sent on the registered mobile number and registered e-mail ID of the client, stating that the online access to the trading account has been frozen/blocked.

6. The communication shall inter-alia provide the following details to the clients:
 - a. Pending orders in the client's trading account that have been cancelled
 - b. Process of re-enablement of online access
 - c. Details of open positions along with contract expiry information within one hour from the freezing/blocking of the trading account.
7. Once the online access of the trading account is freezed / blocked such client may place orders through alternate channels such as call and trade.
8. Re-enabling the online access of trading account shall be carried out after necessary due diligence including validating the client request and unfreezing / unblocking the online access of the trading account.
9. The policy shall be displayed on the website and shall forma a part of the account opening kit for all new clients.
10. The Framework specified by the SEBI and the exchange shall be an integral part of the risk management policy.