

## **VOLUNTARY FREEZING / BLOCKING OF ONLINE TRADING ACCESS FOR CLIENTS**

### **Annexure to Risk Management Policy**

#### **Introduction**

In an effort to enhance the ease of business operations and investment activities for investors, and to safeguard investors from suspicious activities, SEBI, through its circular ref. no. SEBI/HO/MIRSD/POD-1/P/CIR/2024/4 dated January 12, 2024, has mandated a framework for stock exchanges. This framework requires Trading Members to provide clients with the facility to voluntarily freeze/block online access to their trading accounts. Consequently, stock exchanges have issued circulars detailing this framework. In line with these directives, the following policy has been formulated for the voluntary freezing/blocking of trading accounts.

The said circular also requires the trading members to frame a policy in line with the framework specified by the Exchanges, which shall be the part of the trading member's Risk Management Policy. The trading members shall disclose the said policy on their website. The said policy shall also form a part of the account opening kit for all new clients on boarded with effect from July 01, 2024.

#### **Scope**

This policy shall be applicable as and when clients require to freeze / block online access to their trading account and subsequently desires to unfreeze the same.

#### **1. Mode of Request for Freezing/Blocking the Trading Account**

Clients can choose from the following options to freeze/block their trading account:

**Option A:** Clients can send an email to stoptrade@eisec.com from their registered email ID. Upon receipt of the email, our team will call the client to confirm the request. The client must accept the call and complete the necessary confirmation steps.

**Option B:** Clients can call on 9062056487. Upon verification of trading ID and registered mobile number freezing request will be accepted else client will be asked to call from his registered mobile number.

Note: Any of the above options can be used to freeze/block the trading account. Once the account is frozen/blocked, all online access will be unavailable.

## 2. Procedure to Unfreeze/Unblock the Account

Clients wishing to unfreeze/unblock their account must send an email to stoptrade@eisec.com from their registered email ID. Upon receipt of the email, our team will contact the client to confirm the request. The account will be unfrozen only after the client confirms the request over the call.

### Timelines for Freezing/Blocking the Online Access:

<b>Scenario</b>	<b>Timelines for issuing acknowledgement as well as freezing / blocking of the online access of the trading account.</b>
Request received during the trading hours and within 15 minutes before the start of trading.	Within 15 minutes
Request received after the trading hours and 15 minutes before the start of trading.	Before the start of next trading session

Trading hours shall be as follows:

Capital Market Segment: 9.15 a.m. to 3.30 p.m., Equity Derivatives Segment: 9.15 a.m. to 3.30 p.m., Currency Derivatives Segment: 09.00 a.m. to 05.00 p.m., Commodity Derivatives Segment: 09.00 a.m. to 11:30 p.m.

To begin with, the time limit of 15 minutes is being specified for the purpose of issuing acknowledgement as well as freezing/blocking of the online access of the trading account. This time limit shall be contracted after a review in next six months after the date of its applicability to enhance protection of investors from suspicious activities.

### Clarifications

1. Freezing/blocking only restricts online access to the client's trading account. There will be no restrictions on the risk management activities of East India Securities Ltd.
2. The request for freezing/blocking does not equate to marking the client's Unique Client Code (UCC) as inactive in the Exchange records.

This policy shall be effective from July 01, 2024.