

## Facility of Voluntary Freezing/Blocking of Trading Accounts by Clients

We, India Advantage Securities Private Limited, the Trading Member do hereby inform and notify the Clients that we have made a policy for voluntary freezing/blocking the online access of the trading accounts, through which Client may request to freeze/block the online access of his/her trading account on account of suspicious activities, in compliance of SEBI Circular No. SEBI/HO/MIRSD/POD-1/P/CIR/2024/4 dated 12-Jan-2024, NSE Circular No. NSE/INSP/61529 / 08-Apr-2024 and BSE Notice no. 20240408-12/ 08-Apr-2024.

In compliance to this requirement, we have made available to the Clients two modes of the communications, through which Client may request for voluntary freezing/blocking the online access of trading account on account of suspicious activities and details thereof are given as follows:

Dedicated email id: [stoptrade@indiaadvantage.co.in](mailto:stoptrade@indiaadvantage.co.in)

Telephone No: 022 – 6616 8851

The Client may send his/her request for voluntary freezing/blocking the online access of trading account at email id [stoptrade@indiaadvantage.co.in](mailto:stoptrade@indiaadvantage.co.in) from his/her registered email id, and/or may submit his/her request as stated supra, by calling on telephone no. 022 – 6616 8851 from his/her registered mobile number registered us.

1. We shall take the following actions on the receipt of request through above mentioned modes of communications, for freezing/blocking of the online access of the trading account from the Client:

a. We shall validate that the request is received from the Client, and issue the acknowledgement as well as freeze/block the online access of the Client's trading account and simultaneously cancel all the pending orders of the said Client. The timelines for freezing/ blocking of the online access of the Clients' trading account is as under: -

Scenario	Timelines for issuing acknowledgement as well as freezing / blocking of the online access of the trading account.
Request received during the trading hours <sup>1</sup> 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

b. Post freezing/blocking the Client's trading account, we shall send a communication 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 and all the pending orders in the Client's trading account, if any, have been cancelled along with the process of re-enablement for getting the online access to the trading account.

c. Details of open positions (if any) will also be communicated to the Client along with contract expiry information within one hour from the freezing/blocking of the trading account.

2. We shall have a mechanism in place to validate that the request for freezing/blocking of the online access of the trading account is received from the respective Client only. This will be done by:

a) verifying whether request is received from the registered phone number/e-mail Id of the Client; or where request is received from other than registered phone number/e-mail Id of the Client, we shall have a Client authentication procedure (2 Factor Authentication) in place. For this, the Client will be asked various questions, or

b) Following any other process as may be prescribed by the Exchange(s) uniformly in consultation with SEBI, from time to time.

3. We shall maintain the appropriate records/logs including, but not limited to, request received to freeze/block the online access of trading account, confirmation given for freezing/blocking of the online access of the trading account and cancellation of pending orders, if any, sent to the Clients.

4. Re-enabling the Client for online access of the trading account: - We shall re-enable the online access of trading account after carrying out necessary due diligence including validating the Client request and unfreezing / unblocking the online access of the trading account.

5. It is clarified that:

a. Freezing/blocking is only for the online access to the Client's trading account, and there shall be no restrictions on the Risk Management activities of the Trading Member.

b. The request for freezing/ blocking does not constitute request for marking Client Unique Client Code (UCC) as inactive in the Exchange records.

The Clients may refer to the Circular below for further details- [NSE Circular No. NSE/INSP/61529](#) and [BSE Notice no. 20240408-12](#) dated 08-Apr-2024.