

## **POLICY ON VOLUNTARY FREEZING/BLOCKING THE ONLINE ACCESS OF THE TRADING ACCOUNT**

### **Introduction**

SEBI vide its circular SEBI/HO/MIRSD/POD-1/P/CIR/2024/4 dated January 12, 2024 mandated Stock Brokers to provide the facility of voluntary freezing/blocking the online access of the trading account to their clients on account of suspicious activities. This policy outlines the procedures for voluntary freezing of trading accounts for clients of M/s. Rajchandra Capital Services Private Limited in accordance with SEBI & Exchange Circulars.

### **Scope of Policy**

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.

### **Procedure to Freeze Online Trading Account**

Client may request for voluntary freezing / blocking the online access to their trading account through any one of the following modes that shall be made –

Mobile Applications : 9819377951

Email to dedicated Email ID : [stoptrade@rajchandra.com](mailto:stoptrade@rajchandra.com)

On receipt of such a 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.

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. The communication shall also provide the details of all pending orders (whether placed online or offline by the client) in the client's trading account, that have been cancelled along with the process of re-enablement for getting the online access to the trading account.

Details of open positions (if any) shall also be communicated to the client along with contract expiry information within an hour of freezing the account.

Once the online access of the trading account is frozen then such clients may place orders through alternate channels such as call and trade.

Upon freezing, the client will be logged out of the app but can log in to access the account in frozen state, although trading or profile modification options will be blocked. It is recommended to change the login PIN immediately after freezing the account.

### **Process for request for Un-freezing**

To unfreeze the account, clients can send us an Email at [unfreeze@rajchandra.com](mailto:unfreeze@rajchandra.com)

Client will be provided a link to request for unfreeze of the trading account (since the online access of the client is frozen / blocked)

The client then needs to authenticate himself by entering the required details asked by the system. An OTP shall be triggered to the registered email id and mobile number of the client. On successful OTP authentication, the online access shall be unfrozen immediately. An email acknowledgement shall also be sent to the client informing him / her of the unfreeze request and the date by which online access shall be activated.

On successful reactivation, the client shall be able to place the orders.

### **Review of policy**

This policy will be reviewed as and when required or on an annual basis.