

Facility for Voluntary Freezing/blocking the Online Access of the Trading Account Policy

(Not applicable to clients who do not have online trading access)

Introduction

SEBI vide its circular SEBI/HO/MIRSD/POD-1/P/CIR/2024/4 dated January 12, 2024 informed the Industry Standards Forum (ISF), under the aegis of stock exchanges, in consultation with SEBI, to frame the necessary guidelines. Pursuant to the same, the Exchanges have issued circulars detailing the framework for trading members to provide the facility of voluntary freezing/blocking the online access of the trading account to their clients on account of suspicious activities.

Exchanges through these circulars have further informed that the trading members shall frame a policy in line with the above mentioned framework, which shall be the part of the trading member's Risk Management Policy.

This policy framework also contains the Process and mode(s) through which the client can place the request to freeze/block & unfreeze / unblock the trading account along with the timelines that will be followed by the Trading Member for the same.

Framework of the voluntary freezing/blocking facility/Standard Operating Procedure (SOP):-

a. Mode of communication

The client shall request Reliablennivesh Securities Private Limited for voluntary freezing/blocking the online access of the trading account if any suspicious activity is observed in the trading account vide the below-mentioned modes:

- a. Via IVR/Tele calling on the number 011-43658670 between 9:00 AM to 6:00 PM, the client should select Technical support option to connect with our executive. After 6:00 PM, the client should call the dedicated number of call & trade at 011-43658670.
- b. By mailing on the dedicated email id : stoptrade@reliablennivesh.in

b. The process to be followed:- Verification (Mandatory)

Requests raised on calls

- Via IVR/Tele calling on the number 011-43658670 between 9:00 AM to 6:00 PM, the client should select Technical support option to connect with our executive. After 6:00 PM, the client should call the dedicated number of call & trade at 011-43658670
- Please note that stringent identity verification will be conducted before considering any client's block requests. Hence, all clients are requested to keep all basic Personal Identification Information (PII) handy to facilitate the smooth and fast processing of requests.

Requests raised via dedicated Email

- Clients are required to mail from their registered email address (email ID registered with us).
- Clients are requested to give relevant and detailed information regarding the suspicious activity they have noticed on their trading accounts

Basic Checks & Initial Steps (Mandatory)

Our personnel would ask a series of questions (basic checks) to understand the gravity of any request received. These queries would relate to the existing positions in the client's account, inadvertent sharing of login credentials, OTPs, orders, devices used for trading, etc.

Clients are requested to kindly cooperate with our personnel and furnish all the information required, as this is essential for assessing the situation of the trading accounts.

Our authorized personnel shall communicate to the client the details of the client's existing open positions. Subsequently, the personnel will solicit input from the client regarding their preferred course of action for these positions. Upon the client's directive and subject to successful authentication of the client, we will proceed to close the client's open positions and cancel all open orders. In such instances, applicable call and trade charges will be imposed.

Clients are requested to make an informed decision based on these suggestions and communicate their decisions clearly and unequivocally so that our personnel can proceed with the blocking/freezing of their trading accounts.

Upon successful validation, the client's trading account shall be frozen/blocked from the online access.

All pending orders of the client in all segments shall stand cancelled.

No fresh orders shall be allowed to be placed through online access.

Clients would receive all further updates on their requests via mail.

Timelines

In line with regulatory requirements, upon the explicit request from a client to block the online access to their trading account through any of the modes mentioned in the forthcoming sections, all efforts will be taken by our Personnel to fulfill the request as per the below timelines:

- For requests received within trading hours, all efforts shall be taken to block the account within 15 minutes.
- For requests received after trading hours up until 15 minutes before the market opening time, all efforts will be taken to block the account before the start of the next trading session.

Important Points to Note:

- It is advised that the client closes all his open positions before giving the request for freezing the account.
- Confirmation of the freeze of the account will be sent via email including process to unfreeze the account.
- All pending orders, whether placed online or offline by the client will be cancelled by the system and trading access will be blocked.
- Clients will receive details of any open positions along with contract expiry information within an hour of freezing the account. This will eliminate the risk of unwanted delivery settlement.

Voluntary Freezing/blocking Account Policy - Reliabenivesh

- Clients with open positions can call the dedicated number of call & trade at 011-43658670 to close them
- To unfreeze the account client should call via IVR/Telecalling on the number 011-43658670 between 9:00 AM to 6:00 PM, the client should select Technical support option to connect with our executive.
- In case the client MTM is 80% or above, all the open positions will be auto-squared off as per the risk management policy of Reliabenivesh Securities Private Limited.
- In case of margin shortage, client position will be auto-squared off to the extent of margin shortage.
- If the client's account has a negative balance, their investments will be sold to cover the amount owed.

Risk Management:-

It is clarified that:

- Freezing/blocking is only for online access to the client's trading account, and there shall be no restrictions on the Risk Management activities of Reliabenivesh Securities Private Limited.
- The request for freezing/ blocking does not constitute a request for marking the client's Unique Client Code (UCC) as inactive in the Exchange records.

Process for re-enablement:-

Reliabenivesh Securities Private Limited shall re-enable trading in the client's account after carrying out necessary due diligence after validating the client request and unfreezing the account.

To unfreeze the account client should call via IVR/Telecalling on the number 011-43658670 between 9:00 AM to 6:00 PM, the client should select Technical support option to connect with our executive.

Once such a request has been received and authenticated, the account will be unfrozen within 1 working day.

Maintenance of records/logs:-

Reliabenivesh Securities Private Limited shall maintain the appropriate records/logs including, but not limited to, request received to freeze/block the online access of the 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.