



VOLUNTARY FREEZING-UNFREEZING OF THE ONLINE TRADING ACCOUNT POLICY

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1. INTRODUCTION

This policy outlines the procedures for voluntary freezing of trading accounts for clients of **Mehta Equities Limited** (hereinafter referred to as MEL) in accordance with SEBI's circular. SEBI/HO/MIRSD/MIRSDPoD-1/P/CIR/2023/24 dated February 6, 2023 and NSE circular NSE/INSP/61529 dated April 08, 2024, BSE Circular No. 20240408-12 dated April 08, 2024, MSEI Circular No. 15168 dated April 09, 2024, MCX Circular No. 218 dated April 09, 2024 and NCDEX Circular No. NCDEX/COMPLIANCE-025/2024 dated April 09, 2024

2. PURPOSE

This policy aims to guide MEL clients on the process, modes, timelines, and other details for facilitating the voluntary freezing of their trading accounts upon noticing any suspicious activity.

3. SCOPE AND APPLICABILITY

This policy is applicable to all MEL clients who wish to voluntarily freeze their trading accounts.

4. PROCEDURE TO FREEZE ONLINE TRADING ACCOUNT

Email from registered e-mail id:

- A dedicated email ID **stoptrade@mehtagroup.in** has been created where client can send their request for freezing/ blocking from their email ID registered with us.
- Clients are requested to send their freezing/ blocking request without any ambiguity along with UCC.

SMS from registered mobile number:

- A dedicated mobile number **+91 8591407595** has been assigned where client can send their request for freezing/ blocking from their mobile number registered with us. Clients are requested to send their freezing/ blocking request in the following manner:
- For freezing/ blocking type: "BLOCK" FOLLOWED BY UCC WITHOUT SPACE
Example: if your UCC is D56180 then message will be "BLOCKD56180" and send it to **+91 8591407595**.

MEL will not address request sent for such freezing/ blocking if it is not sent from client's registered email ID/Mobile No. or sent to any other email ID/Mobile No of MEL.

5. PROCEDURE TO UNFREEZE ONLINE TRADING ACCOUNT

Email from registered e-mail id:

- A dedicated email ID **stoptrade@mehtagroup.in** has been created where client can send their request for un-freezing/ un-blocking from their email ID registered with us.
- Clients are requested to send their un-freezing/un-blocking request without any ambiguity along with UCC.

SMS from registered mobile number:

- A dedicated mobile number **+91 8591407595** (KYC Dept) has been assigned where client can send their request for un-freezing/ un-blocking from their mobile number registered with us. Clients are requested to send their un-freezing/ un-blocking request in the following manner:
- For un-freezing/ un-blocking type: “UNBLOCK” FOLLOWED BY UCC WITHOUT SPACE Example: if your UCC is D56180 then message will be “UNBLOCKD56180” and send it to **+91 8591407595**

MEL will not address request sent for such un-freezing/ un-blocking if it is not sent from client’s registered email ID/Mobile No. or sent to any other email ID/Mobile No of MEL.

6. TIMELINES

Once the request is received by MEL, the KYC Department will verify the client’s identity and may request additional information and once verified, the official will freeze the account.

Scenerio	Timelines for issuing acknowledgment as well as freezing/ blocking of the online access of the Trading account.
Request received during the trading hours and within 15 mins before start of trading.	Within 15 Mins
Request received after the trading hours and 15 min before the start of trading.	Before the start of next trading session

Note: Trading hours shall be as follows: Capital Market Segment: 9.15 am to 3.30 pm, Equity Derivatives Segment: 9.15 am to 3.30 pm, Currency Derivatives Segment: 09.00 am to 05.00 pm, Commodity Derivatives Segment: 09.00 am to 11:30 pm.

7. IMPORTANT POINTS TO NOTE:

- Confirmation of the freeze of the account will be sent via email and SMS, including process to unfreeze the account
- All pending orders & existing outstanding position whether placed online or offline by the client, will be cancelled/ squared off by the system and trading access will be blocked.
- New SIPs will not be executed while the account is frozen.
- Fund addition and withdrawal will be allowed, but profile modifications will not be permitted
- Clients should verify before making the request that all the open positions are squared off and in case if the RMS team squares off the open positions upon the Client request, the Client shall be responsible for fulfilling any margin shortfalls and bearing any resulting losses. Clients with open positions can call RMS team at 022-61507135 to close them.
- If the client’s account shows a negative balance, their investments will be liquidated to settle the outstanding amount. If there are no investments or securities available, MEL will not freeze the account until the debit balance is cleared.
- Re-enabling the client for online access of the trading account:

We shall re- enable the online access of the trading account after carrying out necessary due diligence including validating the client details and the RE-KYC Process and unfreeze/unblocking the online access of the trading account.

8. CLARIFICATIONS:

- It is clarified that the 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 MEL. Clients will be liable to adhere to the existing risk policy already in place.
- The request for freezing/ blocking does not constitute request for marking client Unique Client Code (UCC) as inactive in the Exchange records.
- Client will be able to access the account in frozen state, although trading or profile modification options will be blocked
- Freeze Request once submitted cannot be cancelled. Although the client can email/SMS us at the designated email ID and Mobile No. and place a request for unfreeze.

9. REVIEW

This policy shall be reviewed annually by the Board of Directors or earlier if necessary to ensure compliance with regulatory changes.
