

## Policy for Voluntary Freeze and Unfreeze of the online access of Trading Account

- a) In lines with the provisions of the SEBI Circular SEBI/HO/MIRSD/POD-1/P/CIR/2024/4 dated January 12, 2024 and Exchange Circular no. MCX/INSP/036/2024 dated January 19, 2024 on the subject "Ease of Doing Investments by Investors - Facility of voluntary freezing / blocking of Trading Accounts by Clients and as per MCX Circular Ref. No. MCX/INSP/218/2024 dated April 09' 2024 on Framework for Trading Members to provide the facility of voluntary freezing / blocking the online access of the trading account to their clients, the Company has made and implemented this Policy which shall forms part of Risk Management Policy (RMS Policy) of the Company with effect from July 01, 2024.
- b) The clients of the Company may opt for the facility of voluntary freezing / blocking and unfreezing their online access of the trading account by following the procedure mentioned in this Policy.
- c) The Freezing / blocking and Unfreezing will be subject to successful verification from the Company whether such request is received from the client's registered mobile number / email id as the case may be. Further, where such request is received from other than registered mobile number / email id of the client; the requester's identity will be verified by the Company based on 2 Factor Authentication (2FA) i.e. PIN / Password and by verifying OTP sent on registered email id and mobile number of client.
- d) On successful verification of freezing/blocking request received from client, the online access to trading account would be freezed within timelines so that the client would not be able to trade / access his trading account through any digital means (mobile application and website i.e. web portal) and all open un- executed orders / pending orders in the respective client's account would be cancelled by the margin section.
- e) No account modifications will be allowed till the account is unfreezed as per the procedure mentioned hereunder.
- f) Unfreezing / Re-enabling the client for online access of the trading account: The online access of trading account will be Re-enabled within 3 working days from the date of receipt of the request along with complete set of documents and shall be subject to necessary verification and due diligence including but not limited to validating the client's unfreezing request and after unfreezing / unblocking the online access of the trading account.
- g) Clients need to note 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 the Company.
- h) Clients need to note that, the request for freezing/ blocking does not constitute request for marking client's Unique Client Code (UCC) as inactive in the Exchange records.
- i) In case the client wishes to place any order / execute any trade when the online access to the trading account is frozen, the client will have to place orders only mobile trading app or through Authorised Person post proper authentication/verification as required as per the applicable internal policy and procedures of the company.
- j) Following procedure needs to be followed by client for voluntary freezing / unfreezing of online access to client's trading account



### Modes of Communication / placing the request for Freezing/Unfreezing

To freeze your account, you can either send an email to our dedicated email id [stoptrade@LudhianaCommodities.Com](mailto:stoptrade@LudhianaCommodities.Com) or call at 9872607678. Upon receiving your request, your account will be frozen as per below scenario.

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

The representative will verify the client identification by seeking certain information to ensure the request is received from registered client only.

### Process of unfreezing

You can call at 9872607678 to unfreeze your account. It will take up to 1 hour to process the request.

### Client Do's and Don'ts

#### **Dos:**

- 1. Close Open Positions:** Ensure all open positions are closed before requesting to freeze the account.
- 2. Notify Freeze Request:** Contact customer service to freeze the account; it will be blocked within 15 minutes.
- 3. Handle Pending Orders:** Client to ensure all pending orders shall be cancelled before requesting for freezing
- 4. Position Details:** Please take care of your open positions and contract expiry.
- 5. Close Open Positions:** Call 9872607678 if you have open/pending positions to close or cancel respectively.

#### **Don'ts:**

- 1. Modify Profile:** Please avoid attempting to modify your profile settings during the frozen status.
- 2. Funds:** Don't add and withdraw funds during frozen status.

This Policy for Voluntary Freeze and Unfreeze of the online access of Trading Account shall subject to change and modification, if needed, considering the dynamics of operations, business plans and strategy of management and in line with rules and regulations of SEBI/MCX from time to time.

