

Policy for voluntary freezing of client's online access

1. Background:

SEBI vide its circular SEBI/HO/MIRSD/POD-1/P/CIR/2024/4 dated January 12, 2024, and Exchanges vide their circulars dated April 08, 2024, required trading members to provide the facility of voluntary freezing / blocking the online access through web and mobile of the trading account to their clients based on their requests.

The said circular also requires the trading members to construct a policy in line with the framework specified by the Exchanges, which shall be the part of the trading member's Risk Management Policy. The trading members shall disclose the said policy on their website.

2. Scope:

This policy shall be applicable as and when client places the request to freeze / block online access through web and mobile to their trading account and subsequently desires to unfreeze the same.

3. Framework for voluntary freezing of online access through web and mobile of client's trading account –

a. Request for freezing

i. Client may request for voluntary freezing / blocking the online access through web and mobile to their trading account through any one of the following modes

- By calling Call & Trade No 1800-202-8444 from their registered mobile no. or through authentication.
- By emailing on official ID "stoptrade@mstock.com" (request must be received from client's registered email ID only).

ii. On receipt of such request, all online access (Web and Mobile) of the client's trading account shall be frozen / blocked and simultaneously all the pending orders shall be cancelled.

iii. Post freezing/blocking the client's trading account, a communication shall be sent on the client's registered email ID, stating that the online access through web and mobile to the trading account has been frozen / blocked. The communication will also provide the process to unfreeze clients trading account.

iv. Details of open positions (if any) shall also be communicated to the client along with contract expiry information within such time as prescribed by regulators. This will eliminate the risk of unwanted delivery settlement.

v. Once the online access of the trading account is frozen/blocked such client can place new orders or taken action on open positions except MTF (eMargin) (if any) through call and trade facility.

b. Request for Un-freezing

i. Client may request for unfreezing / unblocking their trading account through any one of the following modes:

- By calling Call & Trade No 1800-202-8444 from their registered mobile no. or through authentication.
- By emailing on official ID "stoptrade@mstock.com" (request must be received from client's registered email ID only).

ii. Once the unfreeze request is received, access to trading account will be restored within the stipulated time period by the regulators from time to time.

iii. An email acknowledgement shall also be sent to the client informing him / her of the successful processing of the 'unfreeze request'

iv. On successful reactivation, client will be redirected to the login page and recommended to reset the password for security reasons.

c. Important points

i. All logs of freeze and unfreeze request and communications sent shall be maintained for audit trail.

ii. Freezing / blocking is only for the online access through web and mobile to the client's trading account, and there shall be no restrictions on the Risk Management activities of MACM.

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