

Policy on Voluntary Freezing/ Blocking of Online Access of Trading Accounts By Clients

- The framework for enabling investors to providing the facility of voluntary freezing/ blocking of online access of the Trading account to the investors due to detected suspicious activities has been introduced.
- In case if clients detect any suspicious activities in their trading account, they can opt to voluntarily freeze or block online access to their account using any of the following methods:
 - _ Via Choice FinX app: Click Support > Contact Us > "**Block Online Access**"
 - _ Through our website: www.choiceindia.com: Login to your account > Click Support > Contact Us > "**Block Online Access**"
 - _ By sending an email to stoptrade@choiceindia.com from their registered email ID, clearly stating the trading account number (Unique Client Code).
- Upon receipt, all requests will undergo validation. The timeline for freezing or blocking online access to clients' trading accounts will be as follows

Scenario	Timelines for issuing acknowledgment as well as freezing/ blocking of the online access of the Trading account.
Request received during the trading hours ¹ 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

(Trading hours shall be as follows: Capital Market Segment: 9.15 a.m. to 3.30 p.m., Equity Derivatives Segment: 9.15 a.m. to 3.30 p.m., Currency Derivatives Segment: 09.00 a.m. to 05.00 p.m., Commodity Derivatives Segment: 09.00 a.m. to 11:30 p.m.)

- Post freezing/blocking the Trading account, a communication will be sent on the client's registered mobile number and registered email ID, stating the online access to the Trading account has been frozen/blocked and all the pending orders (if any) have been cancelled.
- Further details of open positions (if any) should also be communicated to the client along with contract expiry information within one hour from the freezing/blocking of the Online Access of trading account.
- Further, if the client wants to re-enable the online access of the trading account, the same can be made by sending an email to stoptrade@choiceindia.com from the registered email ID mentioning the trading account number (Unique Client Code).