

# **Policy and Procedure for Voluntary Freezing/Blocking online Trading facility**

**(Ver.: 01|062024)**

## **Applicable Circulars:**

[SEBI/HO/MIRSD/POD-1/P/CIR/2024/4](#) dated January 12, 2024

[NSE/INSP/61529](#) dated April 08, 2024

[BSE notice 20240408-12](#) dated 08 Apr 2024

[MCX/INSP/218/2024](#) dated April 09, 2024

[NCDEX/COMPLIANCE-025/2024](#) dated April 09, 2024

### **1) Purpose**

This policy outlines the policy and procedures for voluntary freezing of trading accounts for clients in accordance with SEBI & Exchange Circulars.

### **2) Background**

SEBI has come out with a circular no.: SEBI/HO/MIRSD/POD-1/P/CIR/2024/4 dated January 12, 2024 with an intent to safeguard investors from suspicious activity in trading accounts having internet base trading (IBT) facility. This circular provides facility to investors to voluntarily freeze/block Internet Trading (IBT) facilities in Trading Accounts.

### **3) Scope**

By using this facility, the customer can freeze/block internet-based trading (IBT) facility in the trading account. This policy is part of the Risk Management Policy.

### **4) Review**

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

### **5) Procedure for Freezing/Blocking**

Client can put request for freeze/block the internet-based trading (IBT) facility in trading account by any of the three modes:

- Website
- Trading Application
- Telegram Channel

**5.1) Website:**

Client should visit our website visit: <https://boffice.marwadionline.com/MobileBackOffice/Web/KillSwitch> and follow the instructions on the screen to freeze/block the internet-based trading (IBT) facility in trading account.

**5.2) Trading Application:**

In trading application, we have provided “Block/Unblock online Trading” option under Backoffice Manu. Follow the instructions in the application screen to freeze/block the internet-based trading (IBT) facility in the trading account.

**5.3) Telegram Channel:**

In our telegram channel “MarwadiOMO” we have provided an option at “Block Online Trading” option under main menu. Follow the instruction in channel to freeze/block the internet-based trading (IBT) facility in the trading account.

**Important Note:**

- 1) We will accept requests to freeze/block online access/internet base trading (IBT) facility in the trading account from any of the above Three modes only. No phone calls or physical visit at branch will accept request for blocking the IBT trading account.

- 2) On receipt of the request, after verification of information, customer's trading account will be frozen/blocked for internet-based trading (IBT) facility in the trading account **within 15 minutes**. The Customer will receive communication through SMS on the registered mobile number and by email on the registered email id. In the email, customer will be provided i) process for unfreezing/unblocking IBT facility, ii) Details of open positions..
- 3) It is advisable to close all your open positions, if possible, before making request for freezing/blocking IBT facility.
- 4) All open orders, whether online or offline and AMO orders will be automatically cancelled.
- 5) Customer can place fresh orders by visiting or making a call at our dealing office where the code is mapped.
- 6) Fund transfers and withdrawals will be allowed.
- 7) Any request for modification of any of the KYC details will be entertained in physical mode only.
- 8) Once a freezing/blocking request is received, it cannot be cancelled for any reason. Customer will have to request for unfreezing/unblocking as per instructions given below.

**6) Procedure to unfreeze/unblock IBT facility:**

The customer can use any of the two options:

- Website
- Telegram Channel

**6.1) Website:**

Please visit: <https://boffice.marwadionline.com/MobileBackOffice/Web/KillSwitch> and follow the instructions on the screen to unfreeze/unblock the internet-based trading (IBT) facility in the trading account.

**6.2) Telegram:**

In our telegram channel “MarwadiOMO” we have provided an option at “Block Online Trading” option under main menu. Follow the instruction in channel to unfreeze/unblock the internet-based trading (IBT) facility in the trading account.

**Important Note:**

- 1) We will accept requests to unfreeze/unblock internet-based trading (IBT) facility in the trading account from any of the above TWO modes only. No phone calls or physical visit at branch will accept request for unblocking your IBT trading account.
- 2) On receipt of the request, after due diligence and verification of information, customer’s trading account will be un-freeze/unblocked for internet-based trading (IBT) facility within **2 working days**.
- 3) After unfreezing/unblocking IBT facility, customer will receive SMS and email confirmation from our side and can resume IBT in the trading account.
- 4) It is advisable to change IBT password and mobile trading PIN after resuming the IBT facility.
- 5) Though IBT facility is frozen/blocked in the customer’s trading account, the trading account will be subject to RMS policy.

**7) Risk Management**

- 7.1) 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 MSFL. Clients will be liable to adhere to the existing risk policy already in place.
- 7.2) The request for freezing/ blocking does not constitute request for marking client Unique Client Code (UCC) as inactive in the Exchange records.
- 7.3) Client will be able to access the account in frozen state, although trading or profile modification options will be blocked.