

Policy for Voluntary Freezing/Blocking of Online Access to Trading Accounts Due to Suspicious Activities

(Ref: SEBI Circular No. SEBI/HO/MIRSD/POD-1/P/CIR/2024/4 Dated January 12, 2024)

In reference to the SEBI circular mentioned above, and subsequent circulars issued by NSE, BSE, and MCX, we have formulated this policy for voluntary freezing/blocking of online access to trading accounts by clients on account of suspicious activities.

Applicability:

This policy applies to clients enabled for Internet/Mobile Trading and Online Access through the FLATTRADE Application.

Methods Available for Clients to Freeze/Block Online Access:

1. Trading App: Clients can use the FLATTRADE Trading application available on Desktop, Web, and Mobile platforms. Using their user ID and password, clients can request freezing/blocking of their online trading account.

2. Email: Clients can send an email from their registered email ID to a dedicated email ID: stoptrade@flattrade.in to initiate the freezing/blocking of their trading account.

Process for Freezing/Blocking of Trading Account:

1. Using the Trading Application:

- o Clients will be shown all open positions and pending orders.
- o Clients must cancel all pending orders before proceeding with freezing/blocking their trading account.

2. Email Request:

- o FLATTRADE will validate the client's email request from the registered email ID.

After successful validation,

1. The team will contact the client to confirm the request and proceed with canceling all pending orders before freezing/blocking the trading account.
2. In case client is not reachable, FLATTRADE will cancel all pending orders based on the request and freeze/block the trading account

3. Responsibility of Open Positions:

- o FLATTRADE will not close out any open positions in the client's trading account.
- o It is the client's responsibility to close all open positions before freezing/blocking the trading account.

4. Communication:

- o Upon freezing/blocking the account, FLATTRADE will send an SMS/Email communication to the client's registered email ID, confirming the cancellation of all pending orders and detailing any open positions as stipulated by SEBI / Exchanges.

5. Reactivation:

- o If a client wishes to reactivate their trading account, they must send an email to stoptrade@flattrade.in from their registered email ID.
- o Upon verification, the account will be reactivated, and an email confirmation will be sent to the client's registered email ID.

This policy ensures that clients can voluntarily freeze or block their trading accounts to protect against suspicious activities while maintaining clear communication and validation procedures.