

Framework for Trading Members to provide the facility of voluntary freezing/blocking the online access of the trading account to their clients

Ref: NSE Circular- NSE/INSP/61529, dated April 08, 2024

As per above circular, members to provide the facility of voluntary freezing/blocking the online access of the trading account to their clients on account of suspicious activities as finalized in accordance with Point no. 4 of the SEBI Circular no. SEBI/HO/MIRSD/POD-1/P/CIR/2024/4 dated January 12, 2024.

- There are 2 modes available for the client for sending communication for freezing/unfreezing the trading account.
 - a) Email from registered e-mail ID
 - b) Any other legally verifiable mechanism (Customer Care Tele Calling Desk)
- The email has been created (stoptrade@incredcapital.com) and login/access is available with Risk Team, if communication received from registered email id of the client then the entire process would be taken care by Risk Team covering all the points mentioned in the circular.
- If the communication is received other than registered email id, in that case risk team will forward the email to Customer Care Team for client 2 factor authentication.
- Post confirmation received from Customer Care Team, Risk Team will do the needful.
- Customer Care Team would be allotted the designated number which would be circulated to clients for giving the request for freeze/unfreeze their trading account.
- We have a mechanism to identify the client, if client is calling from his/her registered mobile number, in case if client is calling from other than registered mobile number, the Customer Care Team will do the 2 factor authentication.
- Customer Care Team will send the email to Risk Team for freezing/unfreezing for calls received on Customer Care Number.

Process Note:-

Scenario	Timelines for issuing acknowledgement as well as freezing / blocking of the online access of the trading account.
Request received during the trading hours ¹ and within 15 minutes before the start of trading.	Within 15 minutes ²
Request received after the trading hours and 15 minutes before the start of trading.	Before the start of next trading session

1. Post freezing/blocking the client's trading account and online access, we will send a communication on the registered mobile number and registered e-mail ID of the client, stating that the online access to the trading account has been frozen/blocked and all the pending orders in the client's trading account, if any, have been cancelled along with the process of re-enablement for getting the online access to the trading account.
2. Details of open positions (if any) will be communicated to the client along with contract expiry information within one hour from the freezing/blocking of the trading account. This will eliminate the risk of unwanted delivery settlement.
3. Audit trail / records / Log maintenance for freeze / block online access of trading account, confirmation given for freezing / blocking of online access of trading account, cancellation of pending orders, will be maintained by RISK Team.
4. Freezing / blocking will be done for online access only.
5. Client can execute trade through dealer mode.
6. Client will not be made inactive in exchange records / stock broker records.

Unfreeze and Unblocking

1. We will re-enable the online access of trading accounts after carrying out necessary due diligence including validating the client request and unfreezing / unblocking the online access of the trading account.