



**POLICY FOR VOLUNTARY  
FREEZING OF ONLINE  
ACCESS  
OF CLIENT'S TRADING  
ACCOUNT**

# Annexure to Risk Management Policy

## Introduction

In an effort to enhance the ease of business operations and investment activities for investors, and to safeguard investors from suspicious activities, SEBI, through its circular ref. No. SEBI/HO/MIRSD/POD-1/P/CIR/2024/4 dated January 12, 2024, has mandated a framework for stock exchanges. This framework requires Trading Members to provide clients with the facility to voluntarily freeze/block online access to their trading accounts. Consequently, stock exchanges have issued circulars detailing this framework. In line with these directives, the following policy has been formulated for the voluntary freezing/blocking of trading accounts.

### ➤ Mode of Request for Freezing/Blocking the Trading Account

Clients can choose from the following step to freeze/block their trading account

**Point 1:** Clients can send an email to [stoptrade@proficientgroup.in](mailto:stoptrade@proficientgroup.in) from their registered email ID. Upon receipt of the email, the Proficient team will call the client to confirm the request. The client must accept the call and complete the necessary confirmation steps.

**Point 2:** Clients can call on **9330611442** from their registered Mobile Number to freeze/block Account.

**Note:** Any of the above options can be used to freeze/block the trading account. Once the account is frozen/blocked, all online access will be unavailable

### **Timelines for Freezing/Blocking the Online Access:**

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

**Note:** The applicable timeframe shall be as per prevailing guidelines from the authorities' updated from time to time.

➤ **Procedure to Unfreeze/Unblock the Account**

Clients wishing to unfreeze/unblock their account must send an email to [stoptrade@proficientgroup.in](mailto:stoptrade@proficientgroup.in) or message on **9330611442** from their registered Email ID/Mobile No. Upon receipt of the email/ Message the **Proficient** team will contact the client to confirm the identity of client and genuineness of request, reset the login access credentials to the system default and communicate it to clients through its registered email Id / Mobile Number and unfreeze the trading account.

**Clarifications**

1. Freezing/blocking only restricts online access to the client's trading account. There will be no restrictions on the riskmanagement activities of **Proficient**.
2. The request for freezing/blocking does not equate to marking the client's Unique Client Code (UCC) as inactive in theExchange records.

**The policy has been updated in the month of October-2024**

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