

## POLICY FOR VOLUNTARY FREEZING/BLOCKING OF ONLINE TRADING AT CLIENT'S REQUEST

### PURPOSE: -

The procedures outlined herein are as per regulatory requirements phrased by competent authorities from time to time. All clients are requested to note that these guidelines have been issued to facilitate the freezing/blocking access of online trading accounts upon explicit requests raised at client's end if in case they notice any suspicious activity in their trading account(s).

A few instances of suspicious activities may include:

- Fresh position(s) made without client's knowledge or action.
- Holding(s)/position(s) being squared off without client's knowledge or action.
- A client is unable to access their online account.
- A client notices change in their linked bank account/email/contact details without placing any request for such change(s).
- A share transfer via **gift/easiest** is initiated without client's knowledge or action.

### Procedure to Freeze/Block the Online Trading Account: -

#### **1. Timelines:**

In line with regulatory requirements upon the explicit request from a client to **block/freeze** the online access to their trading account through any of the modes mentioned beneath, all efforts will be made by Team Rajgul to fulfill it within below mentioned timelines:

- For requests received during trading hours, all efforts shall be made to **block/freeze** the said account within 15 minutes.
- For requests received after trading hours or up until 15 minutes prior to market opening time, all efforts shall be made for **blocking/freezing** the said account before start of next trading session.

#### **2. Mediums:**

Clients can report suspicious activities in their trading accounts using below mediums:

- Send an email at the dedicated email ID: [stoptrade@rajgul.com](mailto:stoptrade@rajgul.com)
- Call us on the dedicated number: **+91-11-47666331 / +91-11-47666321/ +91-93113-34418**  
**(between 8:30 am till 5:00 pm)**



**Verification (Mandatory):**

**Requests raised on calls:**

Clients shall call at mentioned dedicated number from their registered phone numbers only. (Number registered with Rajgul Securities Pvt. Ltd.)

Please note that stringent identity verification shall be conducted prior to considering client's block/freeze requests. Hence, clients are requested to keep all basic Personal Identification Information (**PII**) handy to facilitate the smooth and fast processing of their request. Random questions shall be asked by Rajgul officials for multi factor authentication.

**Requests raised on the dedicated email:**

Clients are required to mail from their registered email address (email ID registered with Rajgul Securities Pvt. Ltd.) only.

Clients are required to provide relevant and detailed information regarding the suspicious activity noticed in their trading accounts.

Clients who raise **block/freeze** request by email shall promptly receive a call back from Rajgul Official. Hence, they are advised to answer the call without fail.

**Procedure to Unfreeze/Unblock the Online Trading Account: -**

Clients can **unfreeze/unblock** their online trading accounts by raising a request through any modes prescribed above.

Please note that the client must mandatorily complete **Re-KYC** procedure successfully to have their trading account **unblocked/unfrozen**.

Following the successful completion of the **Re-KYC** procedure and after carrying out any other necessary due diligence, the client shall be intimated via mail regarding the status of their request.