

BALAJI EQUITIES LIMITED



Voluntary Freezing of **The Online Trading account policy**

Ver. 1.0

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1. Introduction

This policy outlines the procedures for voluntary freezing of trading accounts for clients of Balaji Equities Limited (hereinafter referred to as BEL) in accordance with SEBI's circular. SEBI/HO/MIRSD/MIRSD-PoD-1/P/CIR/2023/24 dated February 6, 2023 and NSE circular NSE/INSP/61529 dated April 08, 2024 .

2. Purpose

This policy aims to guide BEL clients on the process, modes, timelines, and other details for facilitating the voluntary freezing of their trading accounts upon noticing any suspicious activity.

3. Scope and Applicability

This policy is applicable to all BEL clients who wish to voluntarily freeze their online trading accounts.

4. Review

This policy is part of BEL's Risk Management Policy and shall be reviewed annually by the Board of Directors or earlier if necessary to ensure compliance with regulatory changes.

5. Procedure to Freeze Online Trading Account

Using Online web:

- Log in to the <https://ekyc.balajiequities.com>, Go to the Modification, and click on the Voluntary Freeze module to modify.
- Select the "Voluntary Freeze" option.
- Follow the on-screen instructions.
- Enter the OTP received via SMS and email for verification.
- Upon completion of the flow, the account will be frozen.

Calling a Dedicated Support Line:

- ✓ Call BEL at the dedicated number 9959920255 / 8125382228 (between 8:30 am – 5 :30 pm excluding Sundays and public holidays).
- ✓ The customer support agent will verify the client's identity and may request additional information.
- ✓ Once verified, the agent will freeze the account.

6. Procedure to Unfreeze Online Trading Account

Clients can call dedicated support line at 8125382228 and follow the agent's instructions. After necessary due diligence, the account will be unfrozen within approximately 30 minutes.

- After the account has been unfrozen, the client can resume trading.
- Clients will be allowed to trade through both online and offline modes, i.e. call and trade or through AP terminal.

7. Important Points to Note:

- It is advised that the client close all his open positions before freezing the account.
- Client's account will be blocked, and an acknowledgement will be shared within 15 minutes of receiving the freeze request.
- Confirmation of the freeze will be sent via email and SMS, including instructions to unfreeze the account.
- All pending orders, whether placed online or offline by the client, will be cancelled by the system and trading access will be blocked.
- Clients will receive details of any open positions within an hour of freezing the account.
- Upon freezing, the client will be logged out of the app but can log in for exploratory purposes without the ability to place trades.
- New SIPs will not be executed while the account is frozen.
- Fund addition and withdrawal will be allowed, but profile modifications will not be permitted.
- It is recommended to change the login PIN immediately after freezing the account. This can be done by navigating to Accounts → Settings → Change PIN.
- Clients with open positions can call 8125382228 to close them.
- To unfreeze the account, clients can call the support line at 8125382228.
- In case client MTM is 80% or above, all the open positions will be auto squared off as per risk management policy.
- In case of margin shortage, client position will be auto squared off to the extent of margin shortage.
- If client's account has a negative balance, their investments will be sold to cover the amount owed.
- Any open position under Intraday product will be auto squared off by the system as per the Intraday product policy.

8. Clarifications:

It is clarified that-

- a. 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 Balaji Equities Limited. Clients will be liable to adhere to the existing risk policy already in place.
- b. The request for freezing/ blocking does not constitute request for marking client Unique Client Code (UCC) as inactive in the Exchange records.
- c. Client will be able to access the account in frozen state, although trading or profile modification options will be blocked
- d. Freeze Request once submitted cannot be cancelled. Although the client can call us at 8125382228 and place a request for unfreeze.

9. Circular References:

NSE/INSP/61529 dated April 08, 2024

SEBI/HO/MIRSD/POD-1/P/CIR/2024/4 dated January 12, 2024

MCX/INSP/218/2024 dated April 09, 2024

NCDEX/COMPLIANCE-025/2024 dated April 09, 2024