

# Policy for voluntary freezing/ blocking of online access of the Trading account



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*As per requirements of SEBI circular ref. SEBI/HO/MIRSD/POD-1/P/CIR/2024/4 dated 12-Jan-2024 regarding Framework for Trading Members to provide the facility of voluntary freezing/ blocking the online access of the trading account to their clients on account of suspicious activities*

<b>Document Control</b>				
Document Name	Policy for voluntary freezing /blocking of online access of the Trading Account			
Abstract	This document describes the policy for voluntary freezing/blocking of online access of the Trading account at Vertex Securities Limited			
Security Classification	Internal			
<b>Authorization</b>				
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Compliance Team	Compliance Officer	Executive Director	01 July 2024	1.0
<b>Amendment Log</b>				
Version	Review Date	Reviewed by	Approved By	Approved Date

**Policy for voluntary freezing/ blocking of online access of the Trading account registered with Vertex Securities Limited**

**1. Introduction:**

SEBI has introduced the framework for Trading Members for providing the facility of voluntary freezing/ blocking the online access of the trading account to their clients on account of suspicious activities (*per requirements of SEBI circular ref. SEBI/HO/MIRSD/POD-1/P/CIR/2024/4 dated 12-Jan-2024*) which shall be the part of the trading member's Risk Management Policy.

**2. Scope:**

This Policy is applicable to Broking business of Vertex Securities Limited. All employees who are directly or indirectly dealing with clients need to understand and follow the policy to avoid unwanted suspicious activities in client's trading account.

**3. Framework for Voluntary freezing/blocking of Trading Account:**

Following are the options from which clients can apply for the voluntary freezing/blocking of their trading account if any suspicious activity is observed in their trading account

- a) Sending an Email at [stoptrade@vertexbroking.com](mailto:stoptrade@vertexbroking.com) through the registered Email id of client with Vertex
- b) IVR/tele calling to **0484-6734855** from registered mobile number of the client with Vertex
- c) The request received by Vertex will be validated. The timeline for freezing/ blocking of the online access of the clients' Trading account will be as under:

<b>Scenario</b>	<b>Timelines for issuing acknowledgment as well as freezing/ blocking of the online access of the Trading account.</b>
Request received during the trading hours <sup>1</sup> and within 15 mins before start of trading.	Within 15 Mins
Request received after the trading hours and 15 min before the start of trading.	Before the start of next trading session

<sup>1</sup>Trading hours shall be as follows:

Capital Market Segment: 9.15 am to 3.30 pm, Equity Derivatives Segment: 9.15 am to 3.30 pm, Currency Derivatives Segment: 09.00 am to 05.00 pm, Commodity Derivatives Segment: 09.00 am to 11:30 pm.

- d) Post freezing/blocking the Trading account, a communication will be sent on the registered mobile number and registered email ID of the client, stating the online access to the Trading account has been frozen/blocked and all the pending orders including live Stock SIP in the Trading account, if any, have been cancelled along with the process of re-enablement for getting the online access to the trading account.
- e) Details of open positions (if any) should also be communicated to client along with contract expiry information within one hour from freezing/blocking of the trading account. This will eliminate risk of unwanted delivery settlement.

#### **4. Re-enabling the client for online access of the trading account: -**

The request to re-enable the online access of the trading account can be made by sending an email to [starttrade@vertexbroking.com](mailto:starttrade@vertexbroking.com) stating your Trading account details (i.e UCC, PAN and Name) from your registered email ID and the same will be processed promptly and within a reasonable time.

**5. Further 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 Vertex Securities Limited.
- b. The request for freezing/ blocking does not constitute request for marking client Unique Client Code (UCC) as inactive in the exchange records.

**6. Review of Policy:**

The said policy shall be internally reviewed in case of statutory/regulatory amendments from time to time and updated to comply with the SEBI/Exchange guidelines.

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