

Policy for voluntary freezing/blocking the online access of the trading account

Dear Client,

This is with reference to SEBI Circular no. SEBI/HO/MIRSD/POD-1/P/CIR/2024/4 dated January 12, 2024 and Exchange Circular no. NSE/INSP/60277 dated January 16, 2024 on the subject “Ease of Doing Investments by Investors - Facility of voluntary freezing/ blocking of Trading Accounts by Clients”.

1. Two modes of the following communications through which the client may request for voluntary freezing/ blocking the online access of trading account if any suspicious activity is observed in the trading account: -
 - a. Email from registered e-mail ID to **stoptrade@prlstock.com**
 - b. Trading Member’s App
2. Validated request received from the client will be freeze/block the online access of the client's trading account and simultaneously cancel all the pending orders of the said client.
3. Post freezing/blocking the client’s trading account, communication will be sent 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.
4. The process of re-enablement for getting the online access to the trading account will be done through KYC team.
5. 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.

For any further support, please reach KYC and RMS to teams for timely service for the above service.