

SAMYAG

Broking Pvt. Ltd. CIN: U74992MH1998PTC117706

Regd Off: C-9, Satyam Shopping Centre, M G Road, Ghatkopar- E Mumbai 400 077 TEL:40971500

Policy on Facility of Voluntary Freezing of Trading Accounts by Clients

As per SEBI Circular no. SEBI/HO/MIRSD/POD-1/P/CIR/2024/4 dated January 12, 2024 and Exchange Circular no. NSE/INSP/61529 dated April 8, 2024 and BSE Notice No: 20240408-12 dated April 8, 2024 on the subject "Ease of Doing Investments by Investors – Facility of voluntary Freezing/ Blocking of Trading Accounts by Clients".

In accordance with the Regulatory Guidelines, we would like to highlight the procedure for freezing/blocking access to your Trading Account and the process to re-enable it.

1 Process for Freezing/Blocking Access to Trading Account:

Choose any one mode of communication from the options given below:

1. Send an email to **stoptrade@samyagbroking.com** using your registered email ID with the subject line "Freezing of My Trading Account – your PAN number."

OR

2. You can call us at **022 40971500** from your registered mobile number.

OR

3. You can SMS us at **9820240025** from your registered mobile number.

We kindly request you to provide the following details while sending us an email or calling or sms us:

UCC/Client ID, Client Name, PAN, Registered Email ID, Registered Mobile Number

Please note that upon receiving your request through either channel,

- **During market hours:** Your account will be frozen within 15 minutes of receipt of the block instruction.
- **Post-market hours and 15 minutes prior to the start of the next trading session:** Your account will be frozen before the start of the next trading session.

Confirmation for the same will be sent to your registered email address.

2 Handling Open Positions and Pending Orders

Upon receipt of a block request from your logins or call request, all pending orders will be cancelled within 15 minutes. For open positions, you have the following options:

- You can cancel/ square off your open positions through the app/web login before submitting the freeze request from Web or Mobile Applications.
- Before initiating the freeze request, instruct the customer service desk representative to square off your open positions using the call and trade service.

3 Process for Unfreezing/Unblocking of Trading Account

Choose any one mode of communication as given below:

- 1: Send an email to **stoptrade@samyagbroking.com** using your registered email ID with the subject line "Unfreezing of My Trading Account – your PAN number."

OR

- 2: You can call us at **022 -40971500** from your registered mobile number.

OR

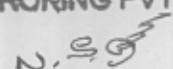
- 3 You can SMS us at **9820240025** from your registered mobile number.

Note: Investors may initiate a freeze/unfreeze request only once in a day.

4 Record Management

The company shall maintain a verifiable record of all such requests received for freezing/blocking of online access to trading accounts from clients as per the record management guidelines prescribed by the exchanges/regulator.

For **SAMYAG BROKING PVT. LTD.**


Auth. Sign. / Director

