

Policy for voluntary blocking/freezing of online access of client's trading account

---

**GOPALJI BROKING PRIVATE LIMITED**  
**POLICY FOR VOLUNTARY BLOCKING/FREEZING OF**  
**ONLINE ACCESS OF CLIENT'S TRADING ACCOUNT**

---

**1. Background:**

SEBI vide circular SEBI/HO/MIRSD/POD-1/P/CIR/2024/4 dated January 12, 2024 and Exchanges vide their circulars dated April 08, 2024 mandated 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.

The said circular also requires the trading members to frame a policy in line with the framework specified by the Exchanges, which shall be the part of the trading member's Risk Management Policy. The trading members shall disclose the said policy on their website. The said policy shall also form apart of the account opening kit for all new clients on boarded with effect from July 01, 2024.

**2. Scope:**

This policy shall be applicable as and when clients require to freeze / block online access to their trading account and subsequently desires to unfreeze the same.

**3. Framework for voluntary freezing of online access of client's trading account –**

**a. Request for freezing**

- I. Client may request for voluntary freezing / blocking the online access to their trading account through any one of the following modes –
  - Email - [investors@gopaljibroking.com](mailto:investors@gopaljibroking.com)
  - Mobile Number: **+91-9897636847**
- II. The client shall submit request for freeze.
  - Timelines for Freezing/Blocking the Online Access:

Scenario	Timelines for Issuing Acknowledgement and Freezing/Blocking
Request received during trading hours <sup>1</sup> and within 15 minutes before the start of trading	Within 15 minutes <sup>2</sup>
Request received after trading hours and 15 minutes before the start of the next trading session	Before the start of the next trading session

## Policy for voluntary blocking/freezing of online access of client's trading account

<sup>1</sup> Trading hours shall be as follows: Capital Market Segment: 9.15 a.m. to 3.30 p.m., Equity Derivatives Segment: 9.15 a.m. to 3.30 p.m., Currency Derivatives Segment: 09.00 a.m. to 05.00 p.m., Commodity Derivatives Segment: 09.00 a.m. to 11:30 p.m.

<sup>2</sup> To begin with, the time limit of 15 minutes is being specified for the purpose of issuing acknowledgement as well as freezing/blocking of the online access of the trading account. This time limit shall be contracted after a review in next six months after the date of its applicability to enhance protection of investors from suspicious activities

- III. On receipt of such request, the online access of the client's trading account shall be frozen /blocked and simultaneously all the pending orders including 'Good till date' and Equity SIP orders shall be cancelled.
- IV. Post freezing/blocking the client's trading account, a communication shall 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. The communication shall also provide the details of all pending orders in the client's trading account, that have been cancelled along with the process of re-enablement for getting the online access to the trading account
- V. Details of open positions (if any) shall also be communicated to the client along with contract expiry information within such time as prescribed by regulators. This will eliminate the risk of unwanted delivery settlement.
- VI. Once the online access of the trading account is frozen / blocked such client may place orders through alternate channels such as call and trade.

### **b. Request for Un-freezing/unblocking**

- I. Client may request for unfreezing / unblocking the online access to their trading account through the any of the following mode –
  - Email - [investors@gopaljibroking.com](mailto:investors@gopaljibroking.com)
  - Mobile Number- [+91-9897636847](tel:+91-9897636847)
- II. An email acknowledgement shall also be sent to the client informing him / her of the unfreeze request and the date by which online access shall be activated.

### **c. Important points**

- I. All logs of freeze and unfreeze request and communications sent shall be maintained for audit trail.
- II. This policy shall be informed to all clients and shall also be a part of the account opening kit for all accounts opened with effect from July 01, 2024.
- III. The freeze, unfreeze, issue of communication shall be within the timelines specified by SEBI / Exchanges in this regard.

**d. Clarification**

- I. 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.
- II. The request for freezing/ blocking does not constitute request for marking client Unique Client Code (UCC) as inactive in the Exchange records

**4. Policy Review:**

The said policy shall be a part of Risk Management Policy and shall be reviewed along with the said policy on a half yearly basis.

For GOPALJI BROKING PVT. LTD.  
*Sundeep Kumar*  
Director/Auth. Signatory