

VOLUNTARY FREEZING OF THE ONLINE TRADING ACCOUNT POLICY

1. INTRODUCTION

This policy outlines the procedures for voluntary freezing of trading accounts for clients of **M/s M/s. ARJ Securities Pvt. Ltd.** (hereinafter referred to as ARJ) in accordance with SEBI's circular. SEBI/HO/MIRSD/MIRSDPoD-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 ARJ 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 ARJ clients who wish to voluntarily freeze their online trading accounts.

4. PROCEDURE TO FREEZE ONLINE TRADING ACCOUNT

Email from registered e-mail id:

- A dedicated email ID info@arjsecurities.com has been opened where client can send their request for freezing/ blocking from their email ID registered with us.
- Clients are requested to send their freezing/ blocking request without any ambiguity along with UCC.

SMS from registered mobile number:

- A dedicated mobile number [info@arjsecurities.com](tel:info@arjsecurities.com) has been assigned where client can send their request for freezing/ blocking from their mobile number registered with us. Clients are requested to send their freezing/ blocking request in the following manner:
- For freezing/ blocking type: "BLOCK" FOLLOWED BY UCC WITH ONE SPACE
Example: if your UCC is 9999 then message will be "BLOCK 9999" and send it to info@arjsecurities.com.
- Request sent for such freezing/ blocking may not be addressed by ARJ if it is not sent from client's registered email ID/Mobile No. or sent to any other email ID/Mobile No of ARJ.
- The customer support agent will verify the client's identity and may request additional information and once verified, the agent will freeze the account.

5. PROCEDURE TO UNFREEZE ONLINE TRADING ACCOUNT

Email from registered e-mail id:

- A dedicated email ID info@arjsecurities.com has been opened where client can send their request for un-freezing/ un-blocking from their email ID registered with us.
- Clients are requested to send their un-freezing/un-blocking request without any ambiguity along with UCC.

SMS from registered mobile number:

- A dedicated mobile number +91 98191 55566 has been assigned where client can send their request for un-freezing/ un-blocking from their mobile number registered with us. Clients are requested to send their un-freezing/ un-blocking request in the following manner:
- For un-freezing/ un-blocking type: “UNBLOCK” FOLLOWED BY UCC WITH ONE SPACE Example: if your UCC is 9999 then message will be “UNBLOCK 9999” and send it to +91 98191 55566.

Request sent for such un-freezing/ un-blocking may not be addressed by ARJ if it is not sent from client's registered email ID/Mobile No. or sent to any other email ID/Mobile No of ARJ.

The customer support agent will verify the client's identity and may request additional information and once verified, the agent will un-freeze the account.

6. CLARIFICATIONS:

- It is clarified that the 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 ARJ. Clients will be liable to adhere to the existing risk policy already in place.
- The request for freezing/ blocking does not constitute request for marking client Unique Client Code (UCC) as inactive in the Exchange records.
- Client will be able to access the account in frozen state, although trading or profile modification options will be blocked
- Freeze Request once submitted cannot be cancelled. Although the client can email/SMS us at the designated email ID and Mobile No. and place a request for unfreeze.

7. REVIEW

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

---XXX---