



**Policy on Voluntary Freezing/Blocking of the
Trading Account by Clients**

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Version History

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Distribution

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As per the SEBI circular no. **SEBI/HO/MIRSD/POD-1/P/CIR/2024/4** dated 12-Jan-2024 and **BSE notice No.20240710-2 dated 10.07.2024**, it has been decided that the 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. Accordingly, the following policy is being implemented in TRDEZ Investment Private Limited (TIPL) for their clients.

Clients will have the following option to block its trading account.

1. Client can block directly through the Trading App.
2. Client can send email to stoptrade@trdez.com requesting to block his/her account.
3. Client can call on Toll free number 1800 2682 899 and verify the details and request to block his account.
4. Client can send written request letter to customer service desk requesting to block the account.

On receipt of the request from client, the customer support team confirms the information to client account is blocked on immediate basis for further trades. A communication is sent to client registered email id informing on the status of account getting blocked. If the client is having any open positions the then details of open positions are also send to client withing 45 Minutes of request received.

Client status is updated in records as blocked with reason code as **"Blocked as per client request"**.

For the open positions will be expired on end of the contract. Any debits or outstanding for the client will be treated as per the RMS policy.

Responsibility Matrix

Team	Process	TAT
Customer Relation	Collating client request received via email/Call/Physical Letter	R Day
RMS	Blocking of the trading code for further transaction on immediate basis	.15 Min
RMS	Confirmation of open positions of the client to be sent to CR for communicating to client.	45 Min
Customer Relation	Communicating the days request to KYC team	R Day
KYC Team	Blocking the request in client account in back-office and Front office	R Day

Activation/Unblock of client: Clients can request to unfreeze or unblock their account send email to unfreeze@trdez.com or send written request letter to customer service desk. We will re-enable access after conducting due diligence and verifying the client's identity.






