Policy for Voluntary Freezing/Blocking of Trading Accounts

1. **Introduction**

   This policy outlines the framework and procedures for clients to voluntarily freeze/block and unfreeze/unblock their online trading accounts due to suspicious activities. This policy is part of the Risk Management Policy of Greshma Shares & Stocks Ltd and is in accordance with SEBI Circular No. SEBI/HO/MIRSD/POD-1/P/CIR/2024/4 dated January 12, 2024, and NSE Circular No. NSE/INSP/61529 dated April 08, 2024, BSE Notice No: 20240408-12 dated 08/04/2024.

2. **Modes of Request**

   Clients may request to freeze/block their trading accounts using the following communication methods is if any suspicious activity is observed.
   • Email from registered e-mail ID on stoptrade@greshma.com
   • Tele calling on 022 40656440

3. **Request Handling Procedure**

   Upon receiving a request to freeze/block an account:
   • We shall validate the request from the registered contact details.
   • We shall issue an acknowledgement and freeze/block the account upon successful validation

   We shall simultaneously cancel all pending orders of the client.

4. **Post Freezing Actions**

   After freezing/blocking the account:

   • We shall notify the client via registered mobile number and e-mail ID that their account access has been frozen/blocked and all pending orders have been cancelled.
   • We shall communicate details of open positions and contract expiry information within one hour to avoid unwanted delivery settlement.

5. **Record Maintenance**

   We shall maintain logs of requests received, confirmations issued for freezing/blocking, and communications sent to clients.

6. **Re-enabling Account Access**

   To unfreeze/unblock the account, we shall:
   • Conduct necessary due diligence i.e Request received from client itself, via appropriate channel i.e Through Registered Email or Mobile or Written duly signed by client, etc.
   • Validate the client's request.
   • Unfreeze/unblock the account access after verification.

7. Clarifications

• Freezing/blocking only restricts online access to the client's trading account; it does not impact the Risk Management activities.
• The request for freezing/blocking does not mark the client's Unique Client Code (UCC) as inactive in Exchange records.

8. Policy Disclosure

• Disclosed on our website along with the process and timelines for account freezing/blocking and unfreezing/unblocking.
• Included in the account opening kit for new clients from July 01, 2024.
• Communicated to existing clients by July 01, 2024, via email or other suitable mechanisms that can be preserved. In cases of bounced/undelivered communication, alternate channels such as physical delivery, SMS, or electronic instant messaging services will be used.