

Facility of voluntary freezing/blocking of Trading Accounts by Clients.

1. All clients who are using internet based trading/ mobile trading/ other online access for trading have the

following modes of communications through which the client may request for voluntary freezing/ blocking the

online access of their trading account if any suspicious activity is observed in the trading account : -

a. Email from clients registered e-mail ID- By Sending email to NCJ email id stoptrade@ncj.co.in

mentioning client code and name.

b. IVR/tele calling – By calling and informing on 022-22722666 (after verification of the caller) giving specific client code and name.

c. NCJ Trading App by two factor authentication.

2. NCJ shall take the following actions on the receipt of request through any modes of communications as

provided above for freezing/blocking of the online access of the trading account from the client:

a. Validate that the request is received from the client as per below point no. 4 and issue the acknowledgement as well as freeze/block the online access of the client's trading account and simultaneously cancel all the pending orders of the said client. The timelines for freezing/ blocking of the

online access of the clients' trading account is as under: -

Scenario Timelines for issuing acknowledgement as well as

freezing / blocking of the online access of the trading

account.

Request received during the trading hours and within

15 minutes before the start of trading.

Within 15 minutes

Request received after the trading hours and 15

minutes before the start of trading.

Before the start of next trading session

1. Trading hours in the above table 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.

2. 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.

b. Post freezing/blocking the client's trading account, NCJ shall send a communication 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 and all the pending orders in the client's trading account, if any, have been cancelled along with

the process of re-enablement for getting the online access to the trading account.

c. Details of open positions (if any) shall be communicated to the client along with contract expiry information

within one hour from the freezing/blocking of the trading account. This will eliminate the risk of unwanted

delivery settlement. This time limit shall be contracted after a review in the next six months after the date of its

applicability to enhance protection of investors from suspicious activities.

4. NCJ shall follow the below mechanism to validate that the request for freezing/blocking of the online access

of the trading account is received from the respective client only.

a) verifying whether request is received from the registered e-mail Id of the client; or where request is received from other than registered e-mail Id of the client, NCJ has a client authentication procedure (2 Factor Authentication) in place.

or

b) Following any other process as may be prescribed by the Exchange(s) uniformly in consultation with SEBI, from time to time.

5. NCJ shall maintain the appropriate records/logs including, but not limited to, request received to freeze/block the online access of trading account, confirmation given for freezing/blocking of the online access

of the trading account and cancellation of pending orders, if any, sent to the clients.

6. For Re-enabling the client for online access of the trading account: - NCJ shall re-enable the online access of

trading account after carrying out necessary due diligence including validating the client request and unfreezing

/ unblocking the online access of the trading account. The following ways of communication may be used to reenable the online access of the trading account.

A. IVR/tele calling – By calling and informing on 022-22722666 (after verification of the caller).

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7. It is clarified that:

a. 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 NCJ.

b. The request for freezing/ blocking does not constitute request for marking client Unique Client Code (UCC) as

inactive in the Exchange records.