



FACILITY FOR VOLUNTARY FREEZING/ BLOCKING THE ONLINE ACCESS OF THE TRADING ACCOUNT

(Not applicable to clients who do not have online trading access with **Gogia Capital Services Ltd**)

Introduction

In order to eliminate the risk of suspicious activities in clients trading accounts and to enhance ease of doing business & ease of investment. We do hereby inform and notify you that we have made a policy for voluntary freezing/blocking the online access of the trading accounts through which Client may request to freeze/block the online access of his/her trading account on account of suspicious activities, in compliance of SEBI Circular No. **SEBI/HO/MIRSD/POD-1/P/CIR/2024/4** dated **12-Jan-2024** & NSE Circular No. **24/2024** dated 08-Apr-2024. The policy for the facility of voluntary freezing/blocking of trading accounts by clients is a significant measure implemented to enhance the security and integrity of the trading environment. This policy allows clients to proactively safeguard their trading account against unauthorized access or potential fraudulent activities. Under this framework, clients have the autonomy to request the freezing or blocking of their online trading account access. This can be particularly useful in scenarios where they suspect suspicious activities or as a precautionary step when they will not be trading for an extended period.

Mode of communication

The process for initiating a freeze/block online access of the trading accounts is typically straight forward and client-centric. Clients may request either through the following options to freeze/block their trading account:

Option A: Clients can send an email to stoptrade@gogiacap.com from their registered email ID. Upon receipt of the email, we will call the client on their registered mobile number to confirm the request. The client must accept the call and complete the necessary confirmation steps.

Option B: Clients can call on the number **011-49418851** to initiating a freeze/block online access of the trading accounts.

Issuance of acknowledgment

- i. An acknowledgement of the freezing/blocking request will be sent to the client's registered email address.
- ii. Details of any open positions will be provided.

Simultaneous cancellation of all the pending orders of the said client

- i. All pending orders of the client in all segments shall stand cancelled.
- ii. No fresh orders shall be allowed to be placed through online access.

Processing of Requests:

Scenario 1 (During Trading Hours*): Requests received during trading hours or up to 15 minutes before the start of trading will be processed within 15 minutes.

Scenario 2 (After Trading Hours*): Requests received after trading hours or within 15 minutes before the start of the next trading session will be processed before the start of the next trading session.

*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.

Risk Management

It is clarified that:

- 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 of Gogia Capital Services Ltd.
- ii. The request for freezing/ blocking does not constitute request for marking client Unique Client Code (UCC) as inactive in the Exchange records.

Process for re-enablement

We shall re-enable online trading in the client's account after carrying out necessary due diligence including verifying the client using Two Factor Authentication and validating the client request and unfreezing the online trading access of the client account. For unfreezing of the online access of trading account, the client will have to get in touch on the dedicated phone number **(011-49418851)** and submit a request via their registered email address to stoptrade@gogiacap.com