

# **FACILITY OF VOLUNTARY FREEZING/BLOCKING OF TRADING ACCOUNTS**

## **Introduction**

SEBI vide its circular SEBI/HO/MIRSD/POD-1/P/CIR/2024/4 dated January 12, 2024 mandated Stock Brokers to provide the facility of voluntary freezing/blocking the online access of the trading account to their clients on account of suspicious activities. This policy outlines the procedures for voluntary freezing of trading accounts for clients of Globalworth Securities Ltd. in accordance with SEBI & Exchange Circulars.

## **Scope of Policy**

This policy shall be applicable as and when clients require to freeze / block online access to their trading account and subsequently desire to unfreeze the same.

## **Procedure to Freeze Online Trading Account**

Client may request for voluntary freezing / blocking the online access to their trading account through any one of the following modes that shall be made –

Email to dedicated email id: stoptrade@globalworth.in

SMS to dedicated mobile number: 7977686096

Mobile Applications: once the feature is developed & incorporated

Web Trading Platform (WTP): once the feature is developed & incorporated

On receipt of such request, the online access of the client's trading account shall be frozen/blocked and simultaneously all the pending orders including 'Good till date' and Equity SIP orders shall be cancelled.

Post freezing/blocking the client's trading account, a communication shall be sent 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. The communication shall also provide the details of all pending orders (whether placed online or offline by the client) in the client's trading account, that have been cancelled along with the process of re-enablement for getting the online access to the trading account.

Details of open positions (if any) shall also be communicated to the client along with contract expiry information within an hour of freezing the account.

Once the online access of the trading account is frozen then such client may place orders through alternate channels such as call and trade.

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Upon freezing, the client will be logged out of the app but can log in to access the account in frozen state, although trading or profile modification options will be blocked. It is recommended to change the login PIN immediately after freezing the account.

### **Process for request for Un-freezing**

To unfreeze the account, clients can send us an email at rms@globalworth.in followed by a phone call informing about the same from their registered email id & mobile numbers only.

On successful reactivation client shall be able to place the orders

### **Review of policy**

This policy will be reviewed as and when required or on an annual basis.

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SIGNATURE OF THE APPLICANT