

Churiwala Securities Pvt.Ltd.

Registered Office: 304/305, Commerce House, N.M Road, Fort, Mumbai-01.

Policy and Process towards facility for voluntary freezing/ blocking of online access of the Trading account registered with Churiwala Securities Pvt Limited

This is with reference to SEBI vide circular no. SEBI/HO/MIRSD/POD-1/P/CIR/2024/4 dated January 12, 2024 regarding Framework for Trading Members to provide the facility of voluntary freezing/blocking of online access of the trading account to their clients.

Churiwala Securities Pvt Ltd (CSPL) has introduced the facility of voluntary freezing/ blocking the online access of the Trading account to the investors on account of suspicious activities found by them through sending email.

In case of any suspicious activities found by the investor in their Trading account, the clients can do the following process:

1. Email from the registered Email ID

- The client should send an email at stoptrade@c-sec.com from their registered email ID.
- The Email body should clearly contain the Client Code, Name and reason for freezing/blocking the trading account.

SMS from the registered Mobile Number The client should send an SMS to +91 9833989807 from their registered mobile number.

The SMS should clearly contain the Client Code, Name and reason for freezing/blocking the trading account.

Once the request is received by CSPL, the client basic information will be validated and the timeline for freezing / blocking of the online access of the client's Trading account will be as under: -

Scenario	Timelines for issuing acknowledgment as well as freezing/ blocking of the online access of the Trading account.
Request received during the trading hours and within 15 mins before the start of trading	Within 15 Mins
Request received after the trading hours and 15 mins before the start of trading.	Before the start of next trading session

Kindly note that the 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.,

Post freezing/blocking of the Trading account, a communication will be sent on the registered email 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.

Also details of open positions (if any) will be communicated to the client along with contract expiry information within one hour from the freezing/blocking of the trading account. This time limit will be contracted after a review in the next six months after the date of its applicability to enhance the protection of investors from suspicious activities.

Further, the request to re-enable the online access of the trading account can be made after carrying out necessary due diligence including validating the client request and then unfreezing / unblocking the online access of the trading account will be processed.

**BSE Clearing No.209, CDSL DP No. 12500, Stock Broking SEBI registration No.INF010984130,
DP SEBI Registration No.IN-DP-CDSL24-99**