Account Freezing and Unfreezing Policy

Introduction

In accordance with SEBI circular SEBI/HO/MIRSD/POD-1/P/CIR/2024/4 dated January 12, 2024, V Mathran & co private limited provides clients with the option to voluntarily freeze/block their online access to trading accounts due to suspicious activities. This policy outlines the procedures for clients to freeze and subsequently unfreeze their trading accounts.

Scope of Policy

This policy applies to clients of V Mathran & co private limited who wish to freeze or unfreeze their trading accounts for any reason.

Procedure to Freeze Online Trading Account

Clients may request to freeze/block online access to their trading account through any of the following modes:

SMS to mobile number: 90880-88451

EMAIL To Dedicated Email id: - stoptrade@vmathran.com

Upon receiving such a request, the following actions will be taken:

- Online access to the client's trading account will be frozen/blocked.
- All pending orders, including 'Good till date' and Equity SIP orders, will be cancelled.
- A confirmation communication will be sent to the client's registered mobile number and email address, stating that the online access has been frozen/blocked. This communication will include details of cancelled pending orders and instructions for re-enabling online access.
- Details of open positions (if any) and contract expiry information will be communicated within one hour of freezing the account.
- Clients will still be able to place orders through alternate channels such as call and trade after freezing, but online trading and profile modification options will be disabled.
- Clients are advised to change their login PIN immediately after freezing the account for security reasons.

Process for Request for Un-freezing

To unfreeze the account, clients should follow these steps*:*

1. Send an email to unfreeze in mail Id - stoptrade@vmathran.com
2. Authenticate themselves by entering required details as prompted by the system.
3. An OTP (One Time Password) will be sent to the registered email id and mobile number*.*
4. Upon successful OTP authentication, the online access to the trading account will be unfrozen immediately*.*
5. An email acknowledgment will be sent to the client confirming the unfreeze request and the activation date for online access.
6. An email acknowledgment will be sent to the client confirming the unfreeze request and the activation date for online access.
7. Upon successful reactivation, clients will regain full access to place orders through the online platform.

Review of Policy

This policy will be reviewed periodically or as required, and at least annually, to ensure it remains compliant with regulatory requirements and meets the needs of our clients.

By order of the Board of Directors

V Mathran & Co Private Limited