

Policy on Facility of Voluntary Freezing of Trading Accounts by Clients

This policy outlines the procedures for voluntary freezing of trading accounts for clients of Alice Blue Financial Services Private Limited. It is in accordance with SEBI circular ref. no. SEBI/HO/MIRSD/POD1/P/CIR/2024/4 dated January 12, 2024, which mandates that stock exchanges provide a framework for Trading Members to facilitate voluntary freezing/blocking of online access to their trading accounts for their clients.

1. Framework for Voluntary Freezing of Online Access to Client's Trading Account

Clients can voluntarily freeze their trading accounts using the following methods:

- **Mobile Applications** □ **Web Trading Platform (WTP)**
- **Customer Service Desk:** Call our customer service desk.

Mobile Login

1. Click on the option available in the profile section (client code).
2. Select "Account Status."
3. Mention remarks – Freeze account.

Web Login

1. Click on the option available in the profile settings.
2. Select "Security."
3. Select "Block." 4. Update OTP.
5. Submit.

Once the request is submitted in Mobile and Web Applications, your account will be immediately blocked. The blocked status and details will be sent to you via email.

Call Requests

- **During market hours:** Your account will be frozen within 15 minutes of receipt of the block instruction.
- **Post-market hours and 15 minutes prior to the start of the next trading session:** Your account will be frozen before the start of the next trading session.

2. Handling Open Positions and Pending Orders

Upon receipt of a block request from your logins or call request, all pending orders will be cancelled within 15 minutes. For open positions, you have the following options:



- You can cancel/ square off your open positions through the app/web login before submitting the freeze request from Web or Mobile Applications.
- Before initiating the freeze request, instruct the customer service desk representative to square off your open positions using the call and trade service.

MIS/BO/CO Products Positions

Clients should ensure the following before initiating the freeze request:

- RMS may square off MIS/CO/BO positions or not. Clients should verify this before making the request.
- Clients should clearly communicate to the customer service desk about their position square off.

Note: Although the account will be blocked, any open positions will still be subject to RMS actions. You are responsible for fulfilling any margin shortfalls and bearing any resulting losses. Losses incurred while squaring off the open positions by calling the customer service desk representative will also be your responsibility.

3. Unfreeze/Unblocking Your Trading Account

You can unfreeze your account at any time using the Mobile application and Web Trading Applications. Clients can unfreeze their accounts anytime using the Mobile or Web Trading Applications. Alternatively, to unblock an account, clients can contact our customer service desk, and the account will be reactivated within two working day.

Once your account is blocked or unblocked, an intimation will be sent within an hour to your registered email ID and mobile number.

Note: Investors may initiate a freeze/unfreeze request only once in a day.

4. Record Management

The company shall maintain a verifiable record of all such requests received for freezing/blocking of online access to trading accounts from clients as per the record management guidelines prescribed by the exchanges/regulator.