



POLICY FOR VOLUNTARY  
FREEZING OF ONLINE ACCESS OF  
CLIENT'S TRADING ACCOUNT

Contents

Sr.No.	Particular	PageNo.
1	Introduction	3
2	Applicability	3
3	Procedures for Voluntary Blocking of Online Access to Client's Trading Account	3
4	Policy Review	4

## **Policy for voluntary freezing of client's online access**

### **1. Introduction**

In accordance with SEBI circular SEBI/HO/MIRSD/POD-1/P/CIR/2024/4 dated January 12, 2024, and subsequent circulars from Exchanges dated April 08, 2024, trading members are required to offer clients the ability to voluntarily block online access to their trading accounts in response to suspicious activities. This policy adheres to the framework specified by the Exchanges and is incorporated into the trading member's Risk Management Policy. It will be available on the company's website and included in the account opening kit for all new clients from July 01, 2024.

### **2. Applicability**

This policy applies whenever a client wishes to block online access to their trading account and later wants to unblock it.

### **3. Procedures for Voluntary Blocking of Online Access to Client's Trading Account**

#### **A. Request for Blocking**

- I. **Methods of Request:** Clients can request the voluntary blocking of online access to their trading accounts through any of the following channels:
  - Mobile Applications
  - Web Trading Platform (WTP)
- II. **Client Verification:** Clients must log in to the mobile application or WTP using two-factor authentication (password and OTP) to validate their identity.
- III. **Submitting the Block Request:**
  - Clients submit the block request.
  - Upon receipt, the online access to the client's trading account will be blocked, and all pending orders, including 'Good till date' and Equity SIP orders, will be canceled.
  - A notification will be sent to the registered mobile number and email ID, confirming the block and detailing the canceled orders and reactivation process.
  - Open positions (if any) and contract expiry information will be communicated to the client within the regulatory prescribed time to mitigate the risk of unwanted delivery settlement.
  - Post-blocking, clients may place orders through alternative channels such as call and trade.

#### **b. Request for Unblocking**

I. **Methods of Request:** Clients can request the unblocking of online access to their trading accounts through:

- Mobile Applications
- Web Trading Platform (WTP)

II. **Authentication:**

- Upon attempting to log in, clients will be provided a link to request unblocking.
- Clients must authenticate themselves by entering:

- ◇ Demat account details
- ◇ Trading ID/Login ID
- ◇ PAN
- ◇ Date of Birth

- An OTP will be sent to the registered email ID and mobile number.
- Upon successful OTP authentication, online access will be immediately unblocked.

III. **Acknowledgement:**

- An email will be sent to the client confirming the unblock request and the activation date of online access.
- Once reactivated, clients can log in using traditional login methods, MPIN, fingerprint, or Face ID.

C. **Important Points**

- All logs of block and unblock requests and communications will be maintained for audit purposes.
- Blocking pertains solely to online access, with no restrictions on IEIL Risk Management activities.
- Blocking requests do not constitute marking the client's Unique Client Code (UCC) as inactive in Exchange records.
- This policy will be communicated to all clients and included in the account opening kit for accounts opened from July 01, 2024.
- Blocking, unblocking, and communication issuance will adhere to SEBI/Exchange-specified timelines.

#### **4. Policy Review**

This policy is part of IEIL Risk Management Policy and will be reviewed semi-annually along with the overall Risk Management Policy.