

CENTRUM BROKING LIMITED

Policy on Facility of voluntary freezing of Trading Accounts by Clients

Version: 1

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Preamble:

This policy outlines the procedures for voluntary freezing of trading accounts for clients of Centrum Broking Limited (hereinafter referred to as CBL) in accordance with SEBI & Exchange Circulars.

Background:

This policy aims to guide CBL clients on the process, modes, timelines, and other details for facilitating the voluntary freezing of their trading accounts upon noticing any suspicious activity.

Process of freezing

To freeze your account, you can either send an email to our dedicated email id stoptrade@centrum.co.in or call our toll free number 1800 123 313 131. Upon receiving your request, your account will be frozen as per below scenario.

Scenario	Timelines for issuing acknowledgement as well as freezing / blocking of the online access of the trading account.
Request received during the trading hours	Within 15 minutes
Request received after the trading hours and 15 minutes before the start of trading.	Before the start of next trading Session

The representative will verify the client identification by seeking certain information to ensure the request is received from registered client only.

Process of unfreezing

You can call on our dedicated toll free number at 1800 123 313 131 to unfreeze your account. It will take up to 1 hour to process the request.

Client Do's and Don'ts**Dos:**

- 1. Close Open Positions:** Ensure all open positions are closed before requesting to freeze the account.
- 2. Notify Freeze Request:** Contact customer service to freeze the account; it will be blocked within 15 minutes.
- 3. Handle Pending Orders:** Client to ensure all pending orders shall be cancelled before requesting for freezing
- 4. Position Details:** Please take care of your open positions and contract expiry.
- 5. Close Open Positions:** Call 1800 123 313 131 if you have open/pending positions to close or cancel respectively.

Don'ts:

1. **New SIPs:** Please ensure not to execute any fresh order or fresh SIP while the account is in frozen status.
2. **Modify Profile:** Please avoid attempting to modify your profile settings during the frozen status.
3. **Funds:** Don't add and withdraw funds during frozen status.

Disclaimer: Above policy is subject to change from time to time having regard to change in circumstances and shall be reviewed periodically in accordance with regulatory guidelines and management perception. There shall be no restriction on the risk management activities and client shall be adhere to the existing risk policy.

Circular references:

SEBI/HO/MIRSD/POD-1/P/CIR/2024/4 dated January 12, 2024

NSE/INSP/61529 dated April 08, 2024

BSE notice 20240408-12 dated 08 Apr 2024