



## **VOLUNTARY BLOCKING / FREEZING OF ACCOUNT POLICY**

### **Reference:**

- SEBI Circular No. SEBI/HO/MIRSD/POD-1/P/CIR/2024/4 dated January 12, 2024
- BSE Notice No. 20240408-12 dated April 08, 2024
- NSE Circular No. NSE/INSP/60277 dated January 16, 2024

Jamnadas Morarjee Securities Ltd (JMSL), a trading member not providing any internet-based or mobile-based trading access to clients, follows a fully offline "Call and Trade" model.

Despite the absence of online access, clients may voluntarily request a freeze/block on trading activities on their account due to security concerns, suspicious activity, or any personal reason.

### **PROCESS FOR CLIENT-INITIATED FREEZE/BLOCK:**

Clients may place a request by writing to **\*\*jm@jmsl.in\*\*** from their \*registered email ID\*. The subject line of the email should read: **\*\*\*"Voluntary Blocking/Freezing of Account Request"\*\*\***.

### **The email should include:**

1. Client's full name
2. Client code or account number
3. Reason for freeze/block (optional)
4. Duration, if temporary
5. Statement confirming the request is voluntary

### **TIMELINES:**

- If the request is received during market hours (9:00 AM to 3:30 PM), the block will be actioned within 15 minutes of validation.
- If received outside market hours, it will be processed before the start of the next trading session.

### **CONFIRMATION AND FOLLOW-UP:**

- JMSL will send an acknowledgment and confirmation to the client's registered email ID and mobile number.
- If applicable, open positions will be communicated along with contract expiry and risk notes.

### **UNFREEZING:**

- Clients must email **\*\*jm@jmsl.in\*\*** again from their registered email ID requesting reactivation. This will be subject to due diligence and verification.

### **COMMUNICATION:**

- This policy will form part of the welcome/account opening kit from July 01, 2024.
- For existing clients, this policy will be sent via email or physical delivery by July 01, 2024.

### **NOTE:**

This blocking is voluntary and does not mark the client's Unique Client Code (UCC) as inactive at the exchange.

