

Policy for Voluntary Freezing/Blocking of Online Access to Trading Accounts Due to Suspicious Activities

(Ref: SEBI Circular No. SEBI/HO/MIRSD/POD-1/P/CIR/2024/4 Dated January 12, 2024)

In reference to the SEBI circular mentioned above, and subsequent circulars issued by NSE, BSE, we have formulated this policy for voluntary freezing/blocking of online access to trading accounts by clients on account of suspicious activities.

- **Methods Available for Clients to Freeze/Block Online Access:**

Trading App: The Voluntary Freezing feature is now available in the Profile section on the ProStocks Web, Mobile App, and Desktop trading platforms.

Email: Clients can send an email from their registered email ID to a dedicated email ID: support@prostocks.com to initiate the freezing/blocking of their trading account.

- **Important Points about Freezing Trading Accounts:**

Cancellation of Open Orders:

No new orders can be placed in your trading account during the freeze.

Managing Open Positions:

Ensure to manage your open positions before freezing your trading account.

After freezing, you will not be able to square off positions using the Mobile, Web, or Desktop applications.

To square off open positions, you must contact our Call and Trade support. If there is a margin shortfall or the orders are intra-day, open positions will be squared off according to our RMS policy, with applicable charges.

- **Procedure to Unfreeze/Unblock the Online Trading Account**

- Clients should call the dedicated number, +91 022-62434303, from their registered phone numbers (number registered with ProStocks) to unfreeze/unblock their online trading accounts or send email to support@prostocks.com

- Please note that the client must mandatorily complete the Re-KYC procedure successfully to have their trading account unfrozen/unblocked.

- Following the successful completion of the Re-KYC procedure and after carrying out any other necessary due diligence, the client shall be intimated via call / email regarding the status of their request.

- It may take up to 24 hours to process the unfreeze request on working day.

Please Note:

ProStocks will not be responsible for any losses due to the voluntary freezing of your trading account. It is the account holder's responsibility to manage open positions before freezing the account.