

Mandot Securities Pvt Ltd.

**Voluntary Freezing of the Online
Trading Account Policy**

1. Introduction

This policy outlines the procedures for voluntary freezing of trading accounts for clients of Mandot Securities Private Limited (hereinafter referred to as MANDOT) in accordance with SEBI's circular. SEBI/HO/MIRSD/MIRSD- PoD-1/P/CIR/2023/24 dated February 6, 2023 and NSE circular NSE/INSP/61529 dated April 08, 2024 .

2. Purpose

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

3. Scope and Applicability

This policy is applicable to all MANDOT clients who wish to voluntarily freeze their online trading accounts.

4. Review

This policy is part of MANDOT's Risk Management Policy and shall be reviewed annually by the Board of Directors or earlier if necessary to ensure compliance with regulatory changes.

5. Procedure to Freeze Online Trading Account

E-Mail on designated Email ID

- The Client may send his/her request for voluntary freezing/blocking the online access of trading account at email id: - **stoptrade@mandotsecurities.com** from his/her registered email id
- Once verified, the agent will freeze the account.

Calling a Designated Support Line:

- Call MANDOT at the designated number **0731-6620080** (between 8:30 am – 5:30 pm excluding Sundays and public holidays), from his/her registered Mobile No.
- The customer support agent will verify the client's identity and may request additional information.
- Once verified, the agent will freeze the account.

6. Procedure to Unfreeze Online Trading Account

Clients can call designated support line at **0731-6620080** and follow the agent's instructions. After necessary due diligence, the account will be unfrozen.

- After the account has been unfrozen, the client can resume trading.
- Clients will be allowed to trade through both online and offline modes, i.e. call and trade.

7. Important Points to Note:

- It is advised that the client close all his open positions before freezing the account.
- Client's account will be blocked, and an acknowledgement will be shared within 15 minutes of receiving the freeze request.
- Confirmation of the freeze will be sent via email and over call, including instructions to unfreeze the account.
- All pending orders, whether placed online or offline by the client, will be cancelled by the system and trading access will be blocked.
- Clients will receive details of any open positions within an hour of freezing the account.
- Upon freezing, the client will be logged out of the app but can log in for exploratory purposes without the ability to place trades.
- Clients with open positions can call **0731-6620080** to close them.
- To unfreeze the account, clients can call the support line at **0731-6620080**.
- all the open positions will be auto squared off as per risk management policy.
- In case of margin shortage, client position will be auto squared off to the extent of margin shortage.
- If client's account has a negative balance, their investments will be sold to cover the amount owed.

8. Clarifications :

It is clarified that-

- a. Freezing/blocking is only for the online access to the client's trading account, and there shall be no restrictions on the Risk Management activities of MANDOT. Clients will be liable to adhere to the existing risk policy already in place.
- b. The request for freezing/ blocking does not constitute request for marking client Unique Client Code (UCC) as inactive in the Exchange records.
- c. Freeze Request once submitted cannot be cancelled. Although the client can call us and place a request for unfreeze.