ASHIKA STOCK BROKING LIMITED

Policy on voluntary freezing/blocking of the Online Trading Account (Version – 0.2)

The given policy has been formulated by Ashika Stock Broking Limited (ASBL) for voluntary freezing of trading accounts of its IBT Client - (Internet Based Trading) in accordance with SEBI & Exchange Circulars. The given policy aims to guide Ashika IBT clients on the process, modes, timelines, and other details for facilitating the voluntary freezing of their trading accounts upon noticing any suspicious activity. The given policy would be reviewed on half yearly basis or upon issuance of revised circulars from the Exchanges and Regulator.

The following procedure would be followed by ASBL to Freeze Online Trading Account upon specific request from the respective client.

1. Usage of Email

   The clients can issue email at stoptrade@ashikagroup.com. Such emails could be issued anytime during the working hours. Requisite action for freezing the trading account will be done only upon receipt of email from the designated email id registered with ASBL.

2. Calling on a Dedicated Support Line:

   The client can call on **033-40102590/033-40102525** during the working hours to place a request for freezing their internet based trading accounts. The calls to be received from the designated registered no. of the respective client. To ensure proper authentication, the representative will verify the client's identity and may be requested for additional information. Once verified, ASBL will freeze the internet trading account of the client.

Acknowledgement will be issued upon receipt of the above request. Simultaneously, the trading account will be frozen and all the pending orders will be cancelled for the said client. The timelines for freezing/ blocking of the online access of the clients' trading account is as under:

a. Within 15 minutes upon receipt of request during the trading hours and within 15 minutes before the start of trading.
b. Before the start of the next trading session upon receipt of request received after the trading hours and 15 minutes before the start of trading.

Post freezing/blocking of the clients trading account ASBL shall send a communication on the registered email id of the client. Details of open positions (if any) will be communicated to the client along with contract expiry information within one hour through separate email.

Ashika Stock Broking Limited shall re-enable the online access of trading account only upon receipt of email request from the client. Such request has to be placed at stoptrade@ashikagroup.com along with the reason for reactivation of the same. ASBL shall accede to unfreezing requests after carrying out necessary due diligence at their end. In case of any adverse observation, the decision of ASBL shall be final and binding taken in the interest of the respective client.

Last Amended – 16th July 2024