



**Facility for voluntary freezing/ blocking the online access of the trading account**

(Not applicable to clients who do not have online trading access)

In line with SEBI circular SEBI/HO/MIRSD/POD-1/P/CIR/2024/4 dated January 12, 2024 & the Exchanges regulation for trading members to provide the facility of voluntary freezing/blocking the online access of the trading account to their clients on account of suspicious activities, we are hereby framing a policy for the same

This policy is only for clients who do online trading through the EXCHANGE PROVIDED software called BOW. Apart from this we at NAYAN M VALA SECURITIES PVT LTD don't have any other online trading software

This policy framework contains

- 1. The Process and mode(s) through which the client can place the request to freeze/block & unfreeze / unblock the trading account the timelines of which is 15 minutes that will be followed by the Trading Member for the same**
- 2. Out of the total mode of communication mentioned in the SEBI circular we have zeroed in the following two as we are a small firm with very limited activities on the online side**
  - a. Via Tele calling on the number 022-69435511
  - b. Via Email on [stoptrade@nayanmvala.com](mailto:stoptrade@nayanmvala.com)

**3. Process to be followed:-**

**Validation:-**

- a. We shall verify that the request for freezing/blocking the online access of the trading account, (Whether it is received from the respective client only by calling the respective client -if an email is received)
- b. Where the request is received from other than registered phone number of the client, client will be required to complete the authentication procedure by giving his Date of Birth or Mother's Name or any other detail which he has provided in his account opening form
- c. NMVSPL may also follow any other process as may be prescribed by the Exchange(s) uniformly in consultation with SEBI, from time to time.

**4. Freezing/blocking the online access of the client's trading account:-**

- a. Upon successful validation, the client's trading account shall be frozen/blocked from the online access.
- b. The client will continue to have offline access to the trading account i.e. the client will be able to place orders through the Authorized Person / dealer / call and trade and carry out any other offline activities such as raise request for statements, carry out client master modifications through physical requests etc.



**Mumbai Office :**

403-404, Cosmos Court, Above Woman Hari Pethe Jewellers,  
S. V. Road, Vile Parle (West), Mumbai - 400 056, INDIA.  
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Website: [www.nayanmvala.com](http://www.nayanmvala.com) | E-mail: [contact@nayanmvala.com](mailto:contact@nayanmvala.com)  
CIN : U67120MH2005PTC152929

**Member :**

Central Depository Services (India) Limited  
National Stock Exchange of India Limited  
Bombay Stock Exchange Limited  
**Branches : Kolkata**



**5. Scenario and timelines:-**

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

\* Trading hours shall be as follows: Capital Market Segment: 9.15 a.m. to 3.30 p.m., Equity Derivatives Segment: 9.15 a.m. to 3.30 p.m., Currency Derivatives Segment: 09.00 a.m. to 05.00 p.m., Commodity Derivatives Segment: 09.00 a.m. to 11:30 p.m

**Post freezing/blocking the client’s trading account:-**

NMVSP shall send a communication on the registered mobile number and registered e-mail ID of the client, stating that the online access to the trading account has been frozen/locked and all the pending orders in the client’s trading account, if any, have been cancelled along with the process of re-enablement for getting the online access to the trading account.

Details of open positions (if any) would also be communicated to the client along with contract expiry information within one hour from the freezing/blocking of the trading account. This will eliminate the risk of unwanted delivery settlement. This time limit may be contracted after Exchange’s review and would stand effective as modified from time to time.

**Risk Management:-**

It is clarified that:

- 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 NMVSP.
- The request for freezing/ blocking does not constitute request for marking client Unique Client Code (UCC) as inactive in the Exchange records.

**Procedure to Unfreeze/Unblock the Account**

Clients wishing to unfreeze/unblock their account must send an email to [stoptrade@nayanmvala.com](mailto:stoptrade@nayanmvala.com) or Tele calling on 022-69435511 from their registered email ID/ Mobile No. Upon receipt of the email/ Tele calling the NMVSP team will contact the client to confirm the identity of client and genuineness of request, reset the login access credentials to the system default and communicate it to clients through its registered email Id / Mobile Number and unfreeze the trading account.

The Compliance Officer is authorized to provide any suitable advice/clarification/exception on the said policy.

**This policy shall be effective from July 01, 2024.**

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