

FACILITY TO CLIENTS FOR REQUESTING THE FREEZING/ BLOCKING THE ONLINE ACCESS OF THEIR BROKING ACCOUNT WITH NUVAMA WEALTH AND INVESTMENT LIMITED

A. Introduction

1. SEBI Circular No. SEBI/HO/MIRSD/POD-1/P/CIR/2024/4 dated January 12, 2024, prescribes a framework for Brokers to provide the facility of voluntary freezing/blocking the online access of the trading account to their clients.
2. In line with the same, a facility has been made available by Nuvama to all its registered clients who have access to Web & mobile trading/TX3 Application to place a request with Nuvama to freeze/block the online access of their trading account in case of any suspicious activities in their account.
3. This policy prescribes the Process and mode(s) through which the client can place the request to freeze/block & unfreeze / unblock the trading account along with the timelines within which the request will be processed.

B. Applicability

4. Only clients having access to Web & mobile trading/TX3 Application can put request in case of any suspicious activities in their account.
5. This facility is not applicable to clients who do not have online trading access.

Freezing/Blocking of Trading Account

C. Mode of placing freezing/blocking request

6. In case any suspicious activity is observed in their trading account, Clients can submit their request for freezing/blocking their account in the following manner:
 - i. **Through Nuvama Website-** Placing a request through “**www.nuvamawealth.com**”. Log into your account using your credentials and proceed to the profile section to submit the request by selecting ‘*Online Trading Status*’ toggle switch.
 - ii. **Tele-calling:** - The clients need to contact the call centre at 1800-102-3335 or their relationship manager to place the request. The request will be processed after necessary validations including OTP validation.
7. Nuvama will verify/validate that the request for freezing/blocking the online access of the trading account is received from the respective client only.
8. Upon successful validation, the client’s trading account shall be frozen/blocked.

D. Timeline for freezing/blocking the account

9. Upon receipt of request, Nuvama shall initiate the freezing/blocking their account within the following timelines:

Scenario	Timelines for processing the request
Request received during the trading hours ¹ and within 15 minutes before the start of trading	Within 15 minutes
Request received after the trading hours ¹ and 15 minutes before the start of trading.	Before the start of next trading session

10. Upon receipt of the request as well as upon freezing /blocking of the trading account access, client will receive respective acknowledgements on their registered Email ID and mobile number.
11. Besides freezing/blocking of the trading account access, all the pending orders in the client's trading account, if any, shall also be cancelled.
12. Details of open positions (if any) shall also be communicated to the client along with contract expiry information within one hour from the freezing/blocking of the trading account.
13. Based on the request, only facility to place an order or undertake any transaction through the trading application will be restricted. Clients will have "view only" access to their trading accounts. Clients can, however, use the "Call & trade" facility to place any orders or can place their orders through branches or their Authorized Persons.
14. No orders should be placed by the client once the request for freezing/blocking is submitted to Nuvama. Nuvama will not be liable for any such orders which are placed after the submission of the freezing/blocking request and before the actual freezing/blocking of the trading account.

Un-freezing/Un-blocking of Trading Account

E. Mode of placing un-freezing/un-blocking request

15. Clients, who had previously submitted the freezing/blocking request, can submit their request for un-freezing/un-blocking their account in the following manner:
- Through Nuvama Website-** Placing a request through "**www.nuvamawealth.com**". Log into your account using your credentials and proceed to the profile section to submit the request by selecting '*Online Trading Status*' toggle switch.
 - Tele-calling:** - The clients need to contact the call centre at 1800-102-3335 or their relationship manager to place the request. The request will be processed after OTP validation

¹. 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.

16. The un-freezing/un-blocking request shall be processed by Nuvama, and the online trading facility shall be restored after completion of necessary checks and other due diligence formalities, within 1 working day.

F. Risk Management

17. It is, herewith, clarified that:

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

G. Maintenance of records

18. Nuvama shall maintain the appropriate records/logs including, but not limited to, request received from the client to freeze/block the online access of trading account, confirmation given for freezing/blocking of the online access of the trading account and cancellation of pending orders, if any, sent to the clients.
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