

## **Policy for voluntary freezing or blocking a client's Online Trading Account**

### **A PREAMBLE**

1. Policy is prepared by Kunvarji Finstock Pvt. Ltd on 20.06.2024 and the same is applicable from 01.07.2024.
2. The objective of the policy is to provide facility to a client who has enabled his/her/its trading account for online trading either through internet or mobile for voluntarily blocking or freezing his/her/its trading account.
3. The Policy covers the instructions for the Online Clients for blocking/unblocking such client's online trading account.

### **B. KEY ASPECTS OF THE FACILITY**

1. The client is accessing his/her/its trading account for order execution through internet or mobile trading app provided by Kunvarji, hereinafter referred to as "Online Client". It is not available to those clients who are placing their orders by email/WhatsApp or phone call with either the dealers of Kunvarji or the dealers of APs affiliated with Kunvarji, hereinafter referred to as "Offline Client".
2. Such freezing will result in barring login to client's internet based or mobile app based access to trading account at Kunvarji.
3. Any open positions arising out of already executed orders or pending limits shall be responsibility of the client. If the client wishes to square off such open positions, the client will have to place order with Kunvarji Dealing Team in off-line mode and acceptance of such orders shall be subject to pre-trade order validation.
4. This facility does not mean and include freezing or blocking demat account of the client with Kunvarji DP. For blocking or freezing demat account, there is separate process prescribed by CDSL which requires client to provide freezing form in hard copy duly completed and signed together with self-certified copy of client's PAN Card.

### **C PROCESS TO BE FOLLOWED BY CLIENTS**

1. The Online Client desirous of blocking/freezing his/her/its trading account shall have to follow any of the following two process

- a. Sending an email to [stoptrade@kunvarji.com](mailto:stoptrade@kunvarji.com) through his/her/its email ID registered with Kunvarji with his/her/its client code containing following text.

*“M/s Kunvarji Finstock Pvt. Ltd,*

*Ahmedabad.*

*My Client Code is \_\_\_\_\_. Kindly freeze/block my trading account”*

- b. The client may click on the following link provided on our website [www.kunvarjiwealth.com](http://www.kunvarjiwealth.com) Stop/Freeze Online Trading Account or access the link below [https://kunvarjiwealth.com/ voluntary freezing or blocking a client's Online Trading Account](https://kunvarjiwealth.com/voluntary_freezing_or_blocking_a_client's_Online_Trading_Account) . Upon clicking the link, the client will be asked to provide his/her/its client code and PAN Number. Upon putting these details and clicking on submit button provided below, the client will receive an OTP in email and by SMS. On inputting the OTP on the portal in the place provided, the screen will appear with following text.

I want to freeze/ block my trading account with Kunvarji Finstock Pvt Ltd.  
Kindly block my trading account.



SUBMIT

The client will have to click SUBMIT if he/she/it wants to block his/her/its trading account.

2. The client will receive confirmation email and SMS from Kunvarji confirming that his/her/its trading account is blocked. Such message will be received as per timeline given below.

If the client has setup freeze/block request through email or by accessing link provided above during trading	Within 15 minutes of the setting up/sending request
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hours or up to 15 minutes before the time for commencement of trading	
If the client has setup freeze/block request through email or by accessing link provided above after end of trading hours but earlier than 15 minutes before commencement of trading	Before start of the next trading session.

3. The Client will also receive an email within one hour of receipt of confirmation email as per (2) above, an email from Kunvarji containing details of his/her/it's open positions. If such open positions consist of any derivative contracts, the information of open position will contain details like expiry date etc. of the derivative contract. It must be noted that freezing/blocking trading account will not result in squaring up open positions and unless squared up by client, such open positions will get settled on expiry either through delivery or cash settlement as per respective contract specifications. It is reiterated that, the client may square up the open positions by placing order with Kunvarji Dealing Team in off-line mode and acceptance of such orders shall be subject to pre-trade order validation. Under no circumstances, Kunvarji shall be liable to close or square up client's open position except as per its Risk Management Policy.

**D Process for unblocking/unfreezing or re-enabling online trading account by client.**

1. A client who has earlier frozen or blocked his/her/its online trading account may unfreeze/unblock or re-enable his/her/its trading account by following the process stated below.
  - a. The client will have to send an email to [customercare@kunvarji.com](mailto:customercare@kunvarji.com) stating his/her/its client code with request to re-enable his/her/its online trading account.
  - b. Upon verification of client's KYC status, status of income updation (whether done in last 12 months or not) and last trade date, customer care team will decide whether
    - i. The client is eligible for re-enablement without any further updation required

- ii. Or, whether client needs to update its latest financial details as last such updation was done at least 12 months before.
    - iii. Or, if there has elapsed a period of two years from the last trade executed by the client or not. In such case, the client will have to complete REKYC process either through online facility provided by Kunvarji or through off-line mode by submitting documents and RE-KYC form.
  - c. Depending on the client's account status, customer care team will guide the client accordingly.
- 2. Date of Implementation and Intimation to existing and new clients
  - a. This policy shall be implemented from 01.07.2024 in accordance with provisions of NSE Circular No. NSE/INSP/61529 dated 08.04.2024 read together with SEBI Circular No. SEBI/HO/MIRSD/POD-1/P/CIR/2024/4 dated 12.01.2024.
  - b. Kunvarji shall include this Policy as part of Mandatory Documents in its KYC Form.
  - c. Kunvarji shall communicate this policy to all clients existing on 01.07.2024 by email.