



D. R. Share & Stock Brokers Pvt. Ltd.

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POLICY: FACILITY OF VOLUNTARY FREEZING/BLOCKING OF TRADING ACCOUNTS BY CLIENTS

Introduction: This policy outlines the procedures and guidelines for clients to voluntarily freeze or block their trading accounts in the event of suspected compromise or suspicious activity. This facility is in accordance with Exchange Circular NSE/INSP/61529 and 20240408-12 (BSE), effective from July 1, 2024.

PROCEDURE FOR FREEZING YOUR ACCOUNT: Clients can voluntarily freeze their trading accounts by:

1. **EMAIL:** Sending a request from their registered email ID to stoptrade@drbrokers.in
2. **PHONE CALL:** Calling from their registered phone number to **0171-2642936**
3. **SMS:** Sending an SMS from their registered mobile number to **7082302608**.

Upon receiving a request through any of the aforementioned channels, confirmation will be sought from the client to voluntarily freeze their trading account.

IMMEDIATE ACTIONS POST FREEZING REQUEST: Once the request is received and confirmed:

1. All pending orders will be cancelled immediately.
2. Open positions will NOT be squared off.
3. The client will be logged out of all active sessions.

Clients will be notified via SMS and email once the account is frozen. Details of any open positions will be communicated via email.

RE-ENABLING TRADING ACCESS: Trading access can be re-enabled after 24 hours of the voluntary freeze by:

1. **PHONE CALL:** Calling from their registered phone number to **0171-2642936**
2. **EMAIL:** Sending an email from their registered email ID to stoptrade@drbrokers.in
3. **SMS:** Sending an SMS from their registered mobile number to **7082302608**.

Instructions will be provided to unblock the trading account, and clients will be notified via SMS and email once their account is unfrozen and ready for trading.

IMPORTANT CONTACT INFORMATION:

- **Email:** stoptrade@drbrokers.in
- **Phone:** **0171-2642936**
- **SMS:** **7082302608**

Effective Date: This policy is effective from July 1, 2024.

Disclaimer: The company reserves the right to amend this policy as per regulatory requirements or operational needs. Clients are advised to regularly review the policy updates.

Website: www.drbrokers.in

Member: NSE (TM-ID: 12767)

Member: BSE (TM-ID: 6721)

E-mail: info@drbrokers.in

DP:CDSL (DP-ID: 12051700)

SEBI Regn. No: INZ000216132

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