



Policy on Voluntary Freezing/Blocking of Online Trading Account Access

Procedure and Guideline

For Nirmal Bang Securities Private Ltd

Policy Details:

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Reviewed Date 19 th July 2024	Reviewed By Samir Kamdar	Compliance Officer
Effective Date 22 nd July 2024	Approved By Samir Kamdar	Compliance Officer

Definitions:

Throughout this document, following terms should be interpreted as under.

Nirmal Bang or Company

As

Nirmal Bang Securities Private Limited.

301/302, Marathon Innova,

Off Ganpatrao Kadam Marg, Lower Parel West, Mumbai - 400 0013

Employee

Legally appointed employee, any hired, contracted person or any such entity, in business relation with the company.

Policy on Voluntary Freezing/Blocking of Online Trading Account Access

1. Objective

This policy aims to provide clients with the option to voluntarily freeze or block online access to their trading accounts, ensuring enhanced security and preventing unauthorized transactions.

2. Scope

This policy applies to all clients holding trading accounts with Nirmal Bang.

3. Definitions

- **Trading Member:** An authorized member of the stock exchange providing trading services.
- **Client:** An individual or entity holding a trading account with the trading member.
- **Voluntary Freezing/Blocking:** A process initiated by the client to temporarily suspend online access to their trading account.

4. Eligibility

All clients with active trading accounts are eligible to request voluntary freezing/blocking of their online access.

5. Request Procedure

- **Initiation:** Clients can request freezing/blocking by two communication channel.
 1. Send an email from the registered email ID with the relevant details to stoptrade@nirmalbang.com
 2. Call on +91-22-62739280 from the registered mobile number and provide the relevant details
- **Verification:** Nirmal Bang will verify the client's identity using methods such as security questions, or other verification methods.
- **Acknowledgment:** Upon successful verification, the client will receive an acknowledgment of the request along with the expected timeframe for implementation.

6. Implementation

- **Freezing/Blocking:** The online access to the client's trading account will be frozen/blocked within 24 hours of receiving the verified request.
 - **Confirmation:** A confirmation notification will be sent to the client once the online access has been successfully frozen/blocked.
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7. Duration and Reactivation

- **Duration:** Clients may specify the duration for the freeze/block. If unspecified, the account remains frozen/blocked until a reactivation request is made.
- **Reactivation:** Clients can request reactivation by following the initial request procedure, including identity verification.

8. Responsibilities of Nirmal Bang

- **Notification:** Inform clients about the availability and procedure of the voluntary freezing/blocking facility.
- **Support:** Assist clients in initiating and managing their requests.
- **Security:** Ensure the freezing/blocking process is secure and protects clients' data and trading accounts from unauthorized access.

9. Client Responsibilities

- **Accuracy:** Provide accurate and complete information when requesting the freezing/blocking of online access.
- **Timeliness:** Promptly inform Nirmal Bang in case of any unauthorized activity or the need to reactivate the account.

10. Reporting and Compliance

- **Record Keeping:** Maintain records of all requests and actions taken regarding freezing/blocking of online access.
- **Compliance:** Ensure adherence to all relevant regulatory requirements and guidelines.

11. Dispute Resolution

- **Mechanism:** Establish a clear and accessible mechanism for resolving disputes related to the freezing/blocking of online access.

12. Review and Amendment

- **Periodic Review:** Conduct periodic reviews of the policy to ensure its effectiveness and relevance.
- **Amendments:** Communicate any changes to the policy to clients in a timely manner.

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