



CROWN CONSULTANTS PRIVATE LIMITED

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POLICY FOR VOLUNTARY FREEZING / BLOCKING OF TRADING ACCOUNT

This policy has been framed as per SEBI Circular No SEBI/HO/MIRSD/POD-1/P/CIR/2024/4 dated January 12, 2024 and Exchange Circular no. NSE/INSP/60277 dated January 16, 2024 on the subject "Ease of Doing Investments by Investors - Facility of voluntary freezing/ blocking of Trading Accounts by Clients".

Accordingly, this document has been derived in compliance with the framework presented by the exchange in response to the aforementioned circulars, vide Exchange Circular no.: NSE/INSP/61529 dated April 08, 2024 on the subject: "Framework for Trading Members to provide the facility of voluntary freezing/blocking the online access of the trading account to their clients"

How to Freeze or Block Trading Account: Clients can request freezing or blocking of their trading account if they observe suspicious activity, through the following channels:

Email: Send an email to stoptrade@crownsec.com

Phone: +91-9619496870.

Processing of Requests:

Scenario 1 (During Trading Hours):

Requests received during trading hours or up to 15 minutes before the start of trading all efforts will be taken to process the same within 15 minutes and Block the account.



Scenario 2 (After Trading Hours):

Requests received after trading hours or within 15 minutes before the start of the next trading session, all efforts will be taken to process the same before the start of the next trading session.

Acknowledgement and Actions:

- An acknowledgement of the freezing/blocking request will be sent to the client's registered email address.
- Details of any open positions will be provided.
- All pending orders will be cancelled.

Account Reactivation:

- To re-enable the trading account, clients must submit a request via their registered email address to compliance@crownsec.com
- Account reactivation may take up to 24 hours following due diligence by the Risk Management Team.

This process ensures that clients have control over their trading account security and can take prompt action in case of any suspicious activities.

It is clarified that:

Freezing/blocking is only for online access to the client's trading account, and there shall be no restrictions on the Risk Management activities.

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

If you have any specific questions about this process, feel free to ask compliance@crownsec.com or Call on +91-9619496870.

