



Centrum Finverse Limited

Policy on Facility of Voluntary Freezing of Trading Accounts by Clients

**Version: 1.0
(Internal)**

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Document Approval History

Version	Approved (by)	Date	Signature/ Email / Meeting	Remarks
1.0	Board of CFL			

Preamble:

As per the requirements of SEBI Circular No. SEBI/HO/MIRSD/POD-1/P/CIR/2024/4, dated January 12, 2024, the trading member should have a framework to provide an online facility for their clients to voluntarily freeze/block their trading accounts due to suspicious activities.

The Trading Members providing internet-based trading/ mobile trading/ other online access for trading shall make available to the clients at least two modes of the following communications through which the client may request for voluntary freezing/ blocking of the online access of the trading account if any suspicious activity is observed in the trading account: -

- a) Email from registered e-mail ID
- b) SMS from a registered mobile number
- c) IVR/tele-calling
- d) Chatbot
- e) Trading Member's App / website
- f) Any other legally verifiable mechanism

Based on the above framework suggested by SEBI, this policy outlines the procedures for the voluntary freezing of trading accounts for clients of Centrum Finverse Limited (hereinafter referred to as CFL) in accordance with SEBI and Exchange Circulars.

Background:

This policy aims to guide CFL clients on the process, modes, timelines, and other details for facilitating the voluntary freezing of their trading accounts upon noticing any suspicious activity.

Process of freezing

To freeze his/her account, a client can either send an email to our dedicated email ID stoptrade@centrum.co.in or call our toll-free number 1800 123 313 131. Upon receiving the client's request, the client account will be frozen as per the scenario below.

Scenario		Timelines for issuing acknowledgement as well as freezing / blocking of the online access of the	
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	trading account.
Request received during the trading Hours	Within 15 minutes
The request was received after the trading hours and 15 minutes before the start of trading.	Before the start of the next trading Session

The representative/Dealer shall verify the client identification by seeking certain information to ensure the request is genuinely received from the registered client only.

Process of unfreezing

To unfreeze his/her account, the client can call our dedicated toll-free number at 1800 123 313 131. The request will be processed by EOD. Alternatively, the client can mail ebroking@cetrum.co.in, and the same will be done by EOD.

Intimation to the client

After freezing/blocking the client's trading account, CFL shall send a communication on the client's registered mobile number and registered e-mail ID, stating that the online access to the trading account has been frozen/blocked. All the pending orders in the client's trading account, if any, have been cancelled along with the re-enablement process for online access to the trading account. The intimation to the client will include open orders and positions of the client.

Accountability

If the trading account is not frozen/blocked within the prescribed timelines, CFL will be responsible for any trades executed from the time of receipt of the request until the account is blocked/frozen. CFL will maintain records of the freeze and unfreeze for regulatory audit and inspection.

Clarifications

- Freezing/blocking applies only to the trading account and does not restrict 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.

Contact Information: For any queries or further information, clients may contact:

Email: customercare@centrum.co.in

Phone: 1800 123 313 131

IMPLEMENTATION AND REVIEW OF POLICY:

This policy shall come into effect from the date of approval of the company's Board of Directors for its implementation. The same will be reviewed on a periodic basis or as and when changes are introduced by any Regulatory Authority or as and when it is found necessary to change on account of Business needs.