

1. Framework for voluntary freezing/unfreezing of online access of client's trading account

A) Request for freezing –

As mandated by the circular we are required to give minimum two options for the client for voluntary freezing / blocking the online access to their trading account.

• **IVR/Tele calling –**

Customer can call on the below mentioned IVR number from his/her registered mobile number to raise a freeze account request.

- 022-40508080
- 022-61480808

• **Trading Member's App / website -**

Customers can visit the ASL website or app and raise a request to freeze their account by navigating to Support >> Contact Us >> Raise a Query.

ASL at its discretion may provide any other legally verifiable mechanism to accept such request for voluntary freezing and the same will be communicated through our website <https://simplehai.axisdirect.in/>

B) Request for Un-freezing

- Client may request for unfreezing / unblocking the online access through the modes listed above.
- The company reserves the rights to seek client information and validate the request through KYC attributes.

C) Processing of request and record maintenance:

- On receipt of such request for freezing/blocked, the online access of the client's trading account shall be freeze and simultaneously all the pending orders shall be cancelled. Details of open positions (if any) shall also be communicated to the client along with contract expiry information within such time as prescribed by regulators.
- Upon client request for unfreezing the requested will be executed within defined TAT and the same would be communicated.
- After the account has been unfrozen, client can resume trading through online and offline modes i.e call and trade or through AP terminal.
- All logs of freeze and unfreeze request and communications sent shall be maintained for audit trail.
- The request for freezing/ blocking does not constitute request for marking client Unique Client Code (UCC) as inactive in the Exchange records.