

POLICY AND PROCEDURE FOR VOLUNTARY FREEZING OF ONLINE ACCESS TO CLIENT'S TRADING ACCOUNT

This policy is in line with SEBI Circular no. SEBI/HO/MIRSD/POD-1/P/CIR/2024/4 dated January 12, 2024 and Exchange circulars issued for voluntarily freezing of online access facility to the clients. This facility is available only for Active clients

Under the said facility offered by PhillipCapital, a client will be able to raise a request to freeze / block and unfreeze his trading online access.

Freezing of Account

Method 1: Freezing via Tele Calling

Client can freeze online access of trading account by calling our dedicated numbers at 022 24831848/ 1800221331 from registered mobile number with PhillipCapital.

Method 2: Freezing by sending email

Client can send email at stoptrade@phillipcapital.in from his registered email id.

Once a request has been received, the same will be processed as per below timeline

Scenario	Timeline
Request received during the trading hours and within 15 minutes before the start of trading.	Within 15 minutes
Request received after the trading hours and 15 minutes before the start of trading	Before the start next trading session

* Acknowledgement will be issued by way of Email

Steps/actions initiated by on receipt of request

- All open unexecuted orders / pending orders would be cancelled by the RMS
- No access to login will be available to the client. (Even for access of reports/statements)
- New orders can be placed only by way of calling centralized dealing desk.
- The online access freeze will not impact open position of the client, if any. However, open positions, if any will be communicated to the client within one hour of freezing / blocking of online access of the trading account.

Client will be able to access account offline and new orders can be placed only by way of calling centralized dealing desk.

Unfreezing

Client can raise a request for Unfreeze by sending an email from his registered email address to stoptrade@phillipcapital.in or call on 022 24831848/ 1800221331.

Re-activation/Unfreezing request will be accepted by PhillipCapital only post adequate due diligence

On successful verification, validation and due diligence, PhillipCapital would process the request for unfreeze within 1 working days of the receipt of the complete set documentation.

Once account is Unfreeze and Active for online access – an Email will be sent to client confirming activation status of online access and future login to portal for trading purposes.