

**POLICY ON FACILITY FOR VOLUNTARY FREEZING/ BLOCKING THE ONLINE ACCESS OF THE TRADING ACCOUNT****1. Introduction**

SEBI Circular no. SEBI/HO/MIRSD/POD-1/P/CIR/2024/4 dated January 12, 2024 on “Ease of Doing Investments by Investors-Facility of voluntary freezing/ blocking of Trading Accounts by Clients”

And Member Stock Exchanges circular issued on time to time basis detailing the framework for trading members to provide the facility of voluntary freezing/blocking the online access of the trading account to their clients on account of **suspicious activities**.

Exchanges through these circulars have further informed that the trading members shall frame a policy in line with the abovementioned framework, which shall be the part of the trading member's Risk Management Policy. This policy framework also contains the Process and mode(s) through which the client can place the request to freeze/block & unfreeze / unblock the trading account along with the timelines that will be followed by the Trading Member for the same.

**2. Framework of the voluntary freezing/blocking facility / Standard Operating Procedure (SOP):-****a. Mode of communication:-**

The client shall request its AP who shall inform ACML for voluntary freezing/blocking the online access of trading account **if any suspicious activity is observed in the trading account** vide the below mentioned modes:

- i. **Call on +91 99252 06157 /+91 2717429100 from Registered Mobile number**
- ii. **E-mail on tradestop@amrapali.com from registered email ID.**

When contacting us, please ensure you provide the following details:

1. Trading Code
2. Client Name
3. PAN (Permanent Account Number)
4. Registered Email ID
5. Registered Mobile Number

**b. Process to be followed: -****Validation:-**

- i. ACML shall verify that the request for freezing/blocking the online access of the trading account is received from the respective client only.
- ii. Where the request is received from other than registered phone number of the client, client will be required to complete the authentication procedure (2 Factor Authentication).
- iii. ACML may also follow any other process as may be prescribed by the Exchange(s) uniformly in consultation with SEBI, from time to time.

Corporate Member : N S E / B S E / M S E I / MCX  
(Capital Market / F&O / Currency and Commodity Segment / Commodity Exchange)

**Regd. / Correspondence / Corporate Office :**

Amrapali House, Opp. Monte Cresto,  
Nr. Taj Hotel, Sindhu Bhavan Road,  
Bopal, Ahmedabad-380058.  
Gujarat, India.

Email : [acfsi@amrapali.com](mailto:acfsi@amrapali.com)  
Web : [www.amrapali.com](http://www.amrapali.com)  
CIN : L65910GJ1994PLC118992  
T : +91 2717429100/01/02

**c. Issuance of acknowledgment:-**

- i. ACML shall acknowledge the receipt of the request to the client. Acceptance or rejection message will be conveyed respectively through any other legally verifiable modes as permitted in the SEBI "Circular on Prevention of Unauthorized Trading by Stock Brokers" dated March 22, 2018 or as may be amended from time to time.

**d. Freezing/blocking the online access of the client's trading account:-**

- i. Upon successful validation, the client's trading account shall be frozen/blocked from the online access.
- ii. The client will continue to have offline access to the trading account i.e. the client will be able to place orders through the Authorized Person / dealer / call and trade and carry out any other offline activities such as raise request for statements, carry out client master modifications through physical requests etc.

**e. Simultaneous cancellation of all the pending orders of the said client:-**

- i. All pending orders of the client in all segments shall stand cancelled.
- ii. No fresh orders shall be allowed to be placed through online access.

**f. Scenario and timelines:-**

| Scenario                                                                                      | Timelines for issuing acknowledgement as well as freezing/ blocking of the online access of the trading account |
|-----------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|
| 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 of next trading session                                                                        |

\* Trading hours shall be as follows: Capital Market Segment: 9.15 a.m. to 3.30 p.m., Equity Derivatives Segment: 9.15 a.m. to 3.30 p.m., Currency Derivatives Segment: 09.00 a.m. to 05.00 p.m., Commodity Derivatives Segment: 09.00 a.m. to 11:30 p.m.

**g. Post freezing/blocking the client's trading account:-**

ACML shall send a communication on the registered mobile number and registered e-mail ID of the client, stating that the online access to the trading account has been frozen/blocked and all the pending orders in the client's trading account, if any, have been cancelled along with the process of re- enablement for getting the online access to the trading account.

Details of open positions (if any) would also be communicated to the client along with contract expiry information within one hour from the freezing/blocking of the trading account. This will eliminate the risk of unwanted delivery settlement. This time limit may be contracted after Exchange's review and would stand effective as modified from time to time.

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**Risk Management:** - It is clarified that:

- i. Freezing/blocking is only for the online access to the client's trading account, and there shall be no restrictions on the Risk Management activities of ACML.
- ii. The request for freezing/ blocking does not constitute request for marking client Unique Client Code (UCC) as inactive in the Exchange records.

**Process for re-enablement:-**

ACML shall re-enable trading in the client's account after carrying out necessary due diligence including verifying the client using Two Factor Authentication and validating the client request and unfreezing / the account.

For unfreezing of the trading account, the client will have to contact ACML or their respective APs. Once such request has been received and authenticated, account will be unfrozen within 1 working day.

**Maintenance of records/logs:-**

ACML shall maintain the appropriate records/logs including, but not limited to, request received to freeze/block the online access of trading account, confirmation given for freezing/blocking of the online access of the trading account and cancellation of pending orders, if any, sent to the clients.

The Compliance Officer is authorized to provide any suitable advice/clarification/exception on the said policy.

**Place: Ahmedabad**

**Updated Date: 30-05-2026**

FOR AMRAPALI CAPITAL AND FINANCE SERVICES LIMITED



Designation of the Issuing Authority:

(Compliance Officer / ~~Director~~ / ~~Proprietor~~ / ~~Partner~~ / ~~HR Manager~~)

**Name: Nilesh Kapuriya**

Corporate Member : N S E / B S E / M S E I / MCX  
(Capital Market / F&O / Currency and Commodity Segment / Commodity Exchange)

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