

## Finquest Securities Pvt. Ltd

### Voluntary freezing/ blocking the online access of the trading account of clients on account of suspicious activities.

The Finquest Securities Pvt Ltd (FSPL) providing internet based trading/ mobile trading/ other online access for trading, and complying with SEBI Circular No. SEBI/HO/MIRSD/POD-1/P/CIR/2024/4 dated January 12, 2024) to ensuring the security of your investments with us, we provide you the option to voluntarily freeze or block access to your trading account in the event of any suspicious activity observed.

The following communications through which the client may request for voluntary freezing/ blocking the online access of trading account if any suspicious activity is observed in the trading account:

- a) Email from registered e-mail ID to our dedicated Email ID [dchavda@finquestonline.com](mailto:dchavda@finquestonline.com)
- b) IVR/tele calling from register mobile number to our dedicated land line number 022-40002600.
- c) Trading Member's App / website (link to be attached).

The following mechanism in place to validate that the request for freezing/blocking of the online access of the trading account is received from the respective client only:

- a) Verification via Registered Phone Number/Email ID:

If the request for freezing/blocking the account comes from the registered phone number or email ID of the client, the FSPL can verify the authenticity of the request based on this information available.

Verification can involve confirming details such as the client's name, account number, or other identifying information linked to the registered contact details.

- b) Request from Other than Registered Contact Information:

If the request comes from a phone number or email ID that is not registered with the client's account, additional authentication procedures are necessary

could include steps such as:

- The FSPL should implement a client authentication procedure in such cases.





- Calling back the registered phone number to confirm the request.
- Sending return email to request verification from your registered email ID or phone number.
- Requesting additional identification documents or personal information that only the client would have.

The FSPL after completion of above procedure validate that the request is received from the client only, and issue the acknowledgement as well as freeze/block the online access of the client's trading account and simultaneously cancel all the pending orders of the said client. The timelines for freezing/blocking of the online access of the clients' trading account is as under:

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

The FSPL Post freezing/blocking the client's trading account, send a communication on the registered mobile number or 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.

Re-enabling the client for online access of the trading account: The FSPL shall re -enable the online access of trading account after carrying out necessary due diligence including validating the client request and unfreezing / unblocking the online access of the trading account.

The FSPL shall frame a policy based on the SEBI Circular No. SEBI/HO/MIRSD/POD-1/P/CIR/2024/4 dated January 12, 2024), which shall be the part of the FSPL Risk Management Policy.

#### Policy Review:

The policy shall be reviewed on yearly basis and as when required by the law.

01-07-2024

