

Policy Framework for Voluntary Freezing/Blocking Trading account

Risk Management Policy of Kedia Shares & Stocks Brokers Limited

Process for clients to freeze or block online access to their trading accounts as per SEBI Circular No. SEBI/HO/MIRSD/POD-1/P /CIR/2024/4 dated January 12, 2024

How to Freeze or Block Trading Account:

Whenever client of KEDIA SHARES notice any suspicious activities in their online trading account and/or suspect that login credential of their trading account are breached/hacked and there is an urgent need to address the situation and block/freeze the access and/or activities in their trading account, the client can choose any of the following mode of communication to intimate/send a request to KEDIA SHARES for Voluntary Freezing/Blocking of their online Trading Account.

Option A: Clients can call on **9819961981** from their registered Mobile Number.

Option B: Clients can send an email to **compliance@kediashares.com** from their registered email ID.

Processing of Requests:

Upon receipt of the email/sms, the KEDIA SHARES team will carry out the validation process as under;

1. Verify the sender's email Id/Mobile Number:

Acknowledgement and Actions Steps:

1. An acknowledgement of the freezing/blocking request will be sent to the client's registered email address.
2. Details of any open positions will be provided.
3. All pending orders will be cancelled.

Account Reactivation Steps:

Clients wishing to unfreeze/unblock their account must send an email to **compliance@kediashares.com** or message on **9819961981** from their registered email ID/ Mobile No. Upon receipt of the email/ Message the KEDIA SHARES team will contact the client to confirm the identity of client and genuineness of request, reset the login access credentials to the system default and communicate it to clients through its registered email Id / Mobile Number and unfreeze the trading account.

This facility is live as of 1st July, 2024.

This policy is in accordance with Exchange Circular NSE/INSP/61529 and 20240408-12 (BSE) and can be viewed as part of our Risk Management Policy.

If you have any specific questions about this process, feel free to ask at admin@kssbmail.com or call on **9819961981**