

Policy on voluntary freezing/blocking of online access of the trading account

SEBI vide Circular no. SEBI/HO/MIRSD/POD-1/P/CIR/2024/4 dated January 12, 2024, has directed the trading members to provide the facility of voluntary freezing/blocking the online access of the trading account to their clients.

In accordance with the circular mentioned above and subsequent operating guidelines issued by the Exchanges, clients of Bajaj Financial Securities Limited (hereinafter referred to as "Bajaj Broking") may request for voluntary freezing/blocking of the online access to the trading account through the following modes/channels, in the event the clients observe any suspicious activity in the trading account.

- **Visit our website:** <https://www.bajajbroking.in/> Or Samadhan Portal.
 - Click on [Freeze/Unfreeze Account](#) under important links.
 - Click on the below icon.



- **Call on our IVR** 1800-833-8888 and follow the instructions.

The request for freezing/blocking of the client's trading account shall be accepted only upon successful validation of details of the client through OTP or any other mechanism decided by Bajaj Broking.

Bajaj Broking shall undertake following actions upon receipt of request for freezing/blocking of online access of trading account.

1. An acknowledgement of blocking request shall be sent to the client over Email & SMS on the registered Email and Mobile number.
2. The online access to the trading account shall be blocked within 15 minutes of registration of request, and simultaneously, all pending orders (including GTT orders), if any placed/modified via online mode, shall be canceled. The confirmation on the freezing/blocking shall be sent to the registered email-id and mobile number. The timelines for processing the request are as follows:

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 of registering request
Request received after the trading hours and 15 minutes before the start of trading.	Before the start of next trading session

3. Details of open positions (if any) shall be communicated to the client within one hour from the freezing/blocking of the trading account.
4. Online KYC/Account modification requests through Samadhan portal shall also be simultaneously blocked to prevent any unauthorized changes to the account.

Important Note:

- i. Freezing/blocking is only for the online access to the client's trading account and shall not have any impact on the risk management actions taken by Bajaj Broking due to margin shortfall or settlement dues in Normal/MTF/ FO positions.
- ii. Bajaj Broking shall not be responsible for the losses, if any, incurred due to non-acceptance or delay in registration of request due to non-validation or delay in validation of request by the client for any reason including but not limited to non-receipt/ delay in receipt of OTP by client, etc.
- iii. Post freezing/ blocking of online access to trading account, the client may contact our customer care/RM/Dealer to place orders. Bajaj Broking shall not be responsible for any losses incurred due to delays in connecting with us for call and trade facility.

Procedure for unfreezing/unblocking the online access of the trading account

If online access of the trading account has been frozen/ blocked on account of voluntary freezing/blocking request submitted in accordance with SEBI vide Circular no. SEBI/HO/MIRSD/POD-1/P/CIR/2024/4 dated January 12, 2024, then the client may follow below procedure to unfreeze/unblock the online access of the trading account.

The client may request for unfreezing/ unblocking the online access of trading account through any of the following modes/ channels.

- **Visit our website:** <https://www.bajajbroking.in/> Or Samadhan Portal.
 - Click on [Freeze/Unfreeze Account](#) under important links.
 - Click on the below icon.



- **Call on our IVR** 1800-833-8888 and follow the instructions.

Bajaj Broking shall re-enable the online access of the trading account after carrying out necessary due diligence by validating the client's request. The request for unfreezing/unblocking online access of the trading account registered before 1:00 PM shall be processed on the same day and the request received after 1.00 PM shall be processed on or before the next working day.

Bajaj Broking shall not be responsible for the losses, if any, incurred due to non-acceptance or delay in registration of request due to non-validation or delay in validation of request by client for any reason including but not limited to non-receipt/ delay in receipt of OTP by the client, etc.