

## **FRAMEWORK FOR VOLUNTARY FREEZING/BLOCKING THE ONLINE ACCESS OF TRADING ACCOUNT**

In reference to SEBI Circular no. SEBI/HO/MIRSD/POD-1/P/CIR/2024/4 dated January 12, 2024 and Exchange Circular no. NSE/INSP/60277 dated January 16, 2024 on the subject "Ease of Doing Investments by Investors - Facility of voluntary freezing/blocking of Trading Accounts by Clients", DB (International) Stock Brokers Ltd. (DB) has framed such policy.

The framework for providing the facility of voluntary freezing/ blocking the online access of the trading account to clients on account of suspicious activities is as follows:-

- 1) The clients, availing internet based trading/ mobile trading/ other online access for trading, may request for voluntary freezing/ blocking the online access of trading account if any suspicious activity is observed in the trading account through following modes: -
  - a) Email from registered e-mail ID at stoptrade@dbonline.in
  - b) Call us at our Contact No. 0120-4823300
- 2) Following actions will be taken by the DB, on the receipt of request through any modes of communications as above provided for freezing/blocking of the online access of the trading account from the client:
  - a. Validate that the request is received from the client as per below point no. 3 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 <sup>1</sup> and within 15 minutes before the start of trading.	Within 15 minutes <sup>2</sup>
Request received after the trading hours and 15 minutes before the start of trading.	Before the start of next trading session

*(1 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.)*

*2 To begin with, the time limit of 15 minutes is being specified for the purpose of issuing acknowledgement as well as freezing/blocking of the online access of the trading account. This time limit shall be contracted after a review in next six months after the date of its applicability to enhance protection of investors from suspicious activities)*

- b. Post freezing/blocking the client's trading account, DB will 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.

- c. Details of open positions (if any) should also be communicated to the client alongwith contract expiry information within one hour from the freezing/blocking of the trading account. This will eliminate the risk of unwanted delivery settlement.

**3)** For the purpose of validation of request for freezing/blocking of the online access of the trading account is received from the respective client only, DB will:

a) verifying whether request is received from the registered phone number/e-mail Id of the client; or where request is received from other than registered phone number/e-mail Id of the client, the DB shall use a client authentication procedure (2 Factor Authentication) in place.

**4)** DB 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 client

**5) RE-ENABLING THE CLIENT FOR ONLINE ACCESS OF THE TRADING ACCOUNT**

We 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. For Re-enabling the online access of trading account, the client should undergo with in person verification live or through video call.