

Freeze/Block of Trading Account by Clients

This is with reference to SEBI Circular no. SEBI/HO/MIRSD/POD-1/P/CIR/2024/4 dated January 12, 2024, BSE Notice no. 20240408-12 and NSE notice no. NSE/INSP/61529 dated April 08, 2024, MCX circular no. MCX/INSP/218/2024 and NCDEX circular no. NCDEX/COMPLIANCE-025/2024 dated April 09, 2024 on “Facility of voluntary freezing/ blocking of Trading Accounts by Clients”.

In accordance with the aforesaid circulars, in case if client observes any suspicious trading activities in their trading account with IndusInd Securities Ltd. (ISL), Client can request voluntary freezing/ blocking of online access of their trading account.

The process for freezing/blocking of trading account as mentioned above is as given below:

- Client can call on Customer Service numbers of ISL: 022-41596000 / 022-62436000 from their registered mobile no. or can send the request through Email on: customer.support@indusindmoney.com from their registered E-mail id
- On receipt of request from client, validation will be done to verify whether the request is received from the registered phone number/e-mail id of the client
- Upon successful validation, freezing / blocking of Trading account will be done within 15 minutes from the initiation of request, only if request received during the trading hours. If the request is received after trading hours, then freezing / blocking will be done before the start of next day trading session (for further details on this point please refer notes given under point 3(a) of NSE notice no. NSE/INSP/61529 dated April 08, 2024)
- Post freezing/blocking the client's trading account, acknowledgement communication will be sent on the registered mobile number as well as email 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) will also be communicated to the client along with contract expiry information within one hour from the freezing/blocking of the trading account
- The online access of client trading account shall be re-enabled upon receipt of client request through registered mobile number on the given customer service number as well as through the registered email id of the client
- Freezing is only for the purpose of blocking online access to the client's trading account, and there shall be no restrictions on the Risk Management activities of ISL

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