



Facility for voluntary freezing/ blocking the online access of the trading account

(Not applicable to clients who do not have online trading access)

This is a consent for freezing/ blocking the online access of the trading account while found any of trading account to their clients on account of suspicious activities.

The client shall request Pushpak Finstock for voluntary freezing/blocking the online access of trading account if any suspicious activity is observed in the trading account vide the below mentioned modes:

- a. Via Tele calling on the number - 0278-2223170
- b. Via E-Mail with us on - info@pushpaksecurities.com

Pushpak Finstock shall verify that the request for freezing/blocking the online access of the trading account is received from the respective client only.

Scenario and timelines:-

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

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) would also be communicated to the client along with contract expiry information within one hour from the freezing/blocking of the trading account.

Process for re-enablement:-

Pushpak Finstock shall re-enable trading in the client's account after carrying out necessary due diligence including verifying the client using Two Factor Authentication and validating the client request and unfreezing / the account.

For unfreezing of the trading account, the client will have to get in touch on the dedicated phone number and E-Mail (0278-2223170) / Email (info@pushpaksecurities.com) Once such request has been received and authenticated, account will be unfrozen within one working day.

Client Code - _____ Client Name - _____

Client Sign - _____