

22. **Voluntary Freezing/Blocking Online access of Trading Account: -**

The policy on voluntary freezing or blocking of online access to trading accounts adheres to SEBI Circular no. SEBI/HO/MIRSD/POD-1/P/CIR/2024/4 and NSE Circular no. NSE/INSP/60277, issued in January 2024. Effective from July 01, 2024, this framework is integrated into our Risk Management Policy and will be prominently displayed on our website. New clients will receive this policy as part of their account opening documentation, while existing clients will be notified via email or alternative channels if email communication fails. Clients can request account freezing or blocking through various approved methods such as email to stoptrade@vfc.co.in **and/ or** SMS to **9619186999**, or other legally verifiable means. Upon receiving such requests, we will promptly validate and execute freezing/blocking actions within 15 minutes during market hours or before the next trading session if the request is received after market hours to ensure prompt response to suspicious activities. Upon validation, we will promptly cease all trading activities, cancel pending orders, and provide details of any open positions and contract expiry within one hour and notify the client on their registered email id and mobile no of the account freeze. Re-enabling access to the account requires thorough due diligence, including verification of the client's request and ensuring the security of the account.