



## **Voluntary freezing of the Online Trading account policy**

**Maitra Commodities Private Ltd**

**SEBI Registration No - INZ000074139**

**MCX Trading Member ID- 55060**

**NSE Trading Member ID – 90175**

**Depository Participant ID – 89300**

**DP SEBI Registration No - IN-DP-430-2019**

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## **1. Introduction**

This policy outlines the procedures for voluntary freezing of trading accounts for clients Maitra Commodities Private Limited (hereinafter referred to as MCPL) in accordance with SEBI's circular. SEBI/HO/MIRSD/MIRSD- PoD-1/P/CIR/2023/24 dated February 6, 2023 and NSE circular NSE/INSP/61529 dated April 08, 2024 .

## **2. Purpose**

This policy aims to guide MCPL clients on the process, modes, timelines, and other details for facilitating the voluntary freezing of their trading accounts upon noticing any suspicious activity.

## **3. Scope and Applicability**

This policy is applicable to all MCPL clients who wish to voluntarily freeze their online trading accounts.

## **4. Review**

This policy is part of MCPL's Risk Management Policy and shall be reviewed annually by the Board of Directors or earlier if necessary to ensure compliance with regulatory changes.

## **5. Procedure to Freeze Online Trading Account**

### **Using the App:**

- Log in to the Maitra Smart XTS app, go to the Accounts page, and click on the Profile Widget.
- Select the "Temporary Account Freeze" option.
- Follow the on-screen instructions.
- Enter the OTP received via SMS and email for verification.
- Upon entering the correct OTP, the account will be frozen.

### **Using Dedicated Email:**

- Clients /Customer has to send a Email from his registered email address to [stoptrade@maitracommodities.com](mailto:stoptrade@maitracommodities.com)
- Upon verification trading account will be freezed within 15 mintues.

### **Calling a Dedicated Support Line:**

- Call MCPL at the dedicated number 044 4563 0555 ( between 8:30 am – 5 :30 pm excluding Sundays and public holidays).
- The customer support agent will verify the client's identity and may request additional information.
- Once verified, the agent will freeze the account.

## **6. Procedure to Unfreeze Online Trading Account**

Clients can call dedicated support line at 044 4563 0555 and follow the agent's instructions. After necessary due diligence, the account will be unfrozen within approximately 30 minutes.

- After the account has been unfrozen, the client can resume trading.
- Clients will be allowed to trade through both online and offline modes, i.e. call and trade or through AP terminal.

## 7. Important Points to Note:

- It is advised that the client close all his open positions before freezing the account.
- Client's account will be blocked, and an acknowledgement will be shared within 15 minutes of receiving the freeze request.
- Confirmation of the freeze will be sent via email and SMS, including instructions to unfreeze the account.
- All pending orders, whether placed online or offline by the client, will be cancelled by the system and trading access will be blocked.
- Clients will receive details of any open positions within an hour of freezing the account.
- Upon freezing, the client will be logged out of the app but can log in for exploratory purposes without the ability to place trades.
- New SIPs will not be executed while the account is frozen.
- Fund addition and withdrawal will be allowed, but profile modifications will not be permitted.
- It is recommended to change the login PIN immediately after freezing the account. This can be done by navigating to Accounts → Settings → Change PIN.
- Clients with open positions can call 044 4563 0555 to close them.
- To unfreeze the account, clients can call the support line at 044 4563 0555.
- In case client MTM is 80% or above, all the open positions will be auto squared off as per risk management policy.
- In case of margin shortage, client position will be auto squared off to the extent of margin shortage.
- If client's account has a negative balance, their investments will be sold to cover the amount owed.
- Any open position under Intraday product will be auto squared off by the system as per the Intraday product policy.

## 8. Clarifications :

It is clarified that-

- a. Freezing/blocking is only for the online access to the client's trading account, and there shall be no restrictions on the Risk Management activities of Maitra Commodities Private Limited. Clients will be liable to adhere to the existing risk policy already in place.
- b. The request for freezing/ blocking does not constitute request for marking client Unique Client Code (UCC) as inactive in the Exchange records.
- c. Client will be able to access the account in frozen state, although trading or profile modification options will be blocked
- d. Freeze Request once submitted cannot be cancelled. Although the client can call us at 044 4563 0555 and place a request for unfreeze.

Next Policy Review Date : 1st July, 2025

**9. Circular references:**

NSE/INSP/61529 dated April 08, 2024 and

SEBI/HO/MIRSD/POD-1/P/CIR/2024/4 dated January 12, 2024

MCX/INSP/218/2024 dated April 09, 2024

NCDEX/COMPLIANCE-025/2024 dated April 09, 2024

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