

Voluntary Freezing/Blocking of Online Access of Trading Accounts

This policy outlines the procedure for clients to request the voluntary freezing or blocking of their online trading accounts to ensure timely and secure handling of such requests.

This policy applies to all clients enabled for online trading through the use of a login ID and password.

Procedure

1. Clients must send a request to voluntarily freeze or block their online trading account to the dedicated email address 'stoptrade@transcansec.com' or call the dedicated phone line "033-40161646" for immediate action.
2. Requests must originate from the client's registered email ID or registered mobile number. If a request is received from an unregistered source, the client will be authenticated through a multiple-point questionnaire involving confidential information.
3. The client will be contacted immediately via a callback and/or email to verify their request.
4. Upon successful validation, the Risk Manager shall cancel all pending orders in the client's account and disable the online access of the trading account.
5. The Risk Department will issue an acknowledgment to the client, preferably via both email and SMS, confirming that there are no pending orders in the client's account and that the online access to the trading account has been disabled. This correspondence will also include information on the steps required to re-enable the account.
6. The client will be informed of any open positions, including contract expiry information, soon after the account is disabled.
7. Clients can request to re-enable their online access at any time. This process will involve repeating steps 2 (verification) and 3 (confirmation) above.

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	Within 15 minutes
Request received within 15 minutes before the start of trading.	
Request received after the trading hours	Before the start of next trading session
Request received 15 minutes before the start of trading.	