

Policy to provide facility of Voluntary freezing/ blocking the online access of the trading account to the client on account of suspicious activity.

Introduction

In order to enhance the ease of doing business and ease of doing investments for investors and to enhance protection of investors from suspicious activities; SEBI, has vide its circular ref. no. SEBI/HO/MIRSD/POD-1/P/CIR/2024/4 dated January 12, 2024, NSE Circular no. NSE/INSP/60277 dated January 16, 2024, and BSE Notice No. 20240112-30 dated January 12, 2024, MCX Circular no. MCX/INSP/218/2024 dated April 09, 2024 has mandated that a framework shall be laid down by stock exchanges for Trading Members to provide the facility of voluntary freezing/blocking the online access of the trading account to their clients. Accordingly, stock exchanges have issued circulars providing a framework for trading members for the facility of voluntary freezing/blocking the online access of the trading account for clients.

Objective

The primary objective of this policy is to provide clients with a mechanism to safeguard their trading accounts when they observe suspicious activities. By offering voluntary freezing/blocking of online access, clients can prevent unauthorized transactions and protect their investments.

Scope

This policy applies to all clients utilizing internet-based trading, mobile trading, or other online access for trading, registered with Acemoney Intermediaries Private Limited.

Procedure Initiating Request for Freezing/Blocking:

Clients noticing suspicious activities in their trading accounts may initiate a request for voluntary freezing/blocking through the following channels:

- Direct phone call/ whats app to 8826664500 from the registered mobile number between 9:00 a.m. and 11:30 p.m. on all trading days.
- Sending an email from the registered e-mail ID to stoptrade@acemoneyindia.com

Acknowledgment and Validation:

Upon receiving the request, Acemoney Intermediaries Private Limited shall acknowledge the receipt within the specified timelines. The validity of the request shall be verified before proceeding with the freezing/blocking process.

Freezing/Blocking Process

After validating the request, Acemoney Intermediaries Private Limited shall initiate the process of freezing/blocking the online access to the client's trading account. All pending orders associated with the client's account shall be cancelled prior to freezing/blocking.

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

Communication

Following the freezing/blocking of the client's trading account, the company shall communicate the action taken to the client's registered mobile number and email ID. Details of open positions, if any, including contract expiry information, shall be communicated within one hour from the freezing/blocking of the trading account.

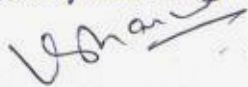
Re-enabling Access:

Acemoney Intermediaries Private Limited, shall re-enable online access to the trading account after conducting necessary due diligence. This includes validating the client's request and unfreezing/unblocking the online access to the trading account.

Review

This policy shall be subject to periodic review to ensure its effectiveness and compliance with regulatory requirements. Any necessary updates or amendments shall be made accordingly.

For Acemoney Intermediaries Private Limited



Director