

POLICY AND PROCEDURE FOR VOLUNTARY FREEZING OF ONLINE ACCESS TO CLIENT’S TRADING ACCOUNT

This policy is in line with SEBI Circular no. SEBI/HO/MIRSD/POD-1/P/CIR/2024/4 dated January 12, 2024 and Exchange circulars issued for voluntarily freezing of online access facility to the clients.

Under the said facility offered by KAMAL KUMAR JALAN SECURITIES PVT.LTD. AND PRIYASHA MEVEN FINANCE LTD (Us/Our), a client (You/Your) will be able to raise a request to freeze / block and Unfreeze his trading online access. You can do so through below options:

MODES OF FREEZING

Method 1: Freezing via IVR (Interactive Voice Response)

You can freeze your online access to trading account by calling our IVR number **(022 23612553)** from your registered mobile number with us.

Method 2: Freezing via the KAMAL KUMAR JALAN SECURITIES PVT.LTD. AND PRIYASHA MEVEN FINANCE LTD Website

You can freeze your online access to trading account also by logging on our website [www.https://www.kkjsec.com](https://www.kkjsec.com) Request can be raised on Profile>Request>Freeze my Trading account option.

Once a request has been received, the same will be processed by us as per below timelines:

Scenario	Timelines
Request received during the trading hours for: CM and F&O Segment – 09:00 – 15:30 HRS CD Segment – 08:45 – 17:00 HRS Commodity Derivatives Segment – 08:45 – 23:30 HRS	Within 15 minutes of the request placed by the client*
Request received after the trading hours for: CM and F&O Segment – 15:30 – 09:00 HRS next day CD Segment – 17:00 – 08:45 HRS next day Commodity Derivatives Segment – 23:30 – 08:45 HRS next day	Before the start of next trading session*

* Acknowledgement will be issued by way of SMS/Email

Important Notes:

As soon as the account freeze request is received by KAMAL KUMAR JALAN SECURITIES PVT.LTD. AND PRIYASHA MEVEN FINANCE LTD. Below steps/actions will be initiated by us:

- This facility is available only for Active clients
- All open unexecuted orders / pending orders would be cancelled by the RMS
- No access to login will be available to the client. (Even for access of reports/statements)
- New orders can be placed only by way of calling centralized dealing desk.
- The online access freeze will not impact open position of the client, if any. However, open positions, if any will be communicated to the client within one hour of freezing / blocking of online access of the trading account.

UNFREEZING

Once your account details are successfully retrieved and secured, you can raise a request for Unfreeze by sending an email from your registered email address to info@kkjsec.com or call on 022-23612553. where the Executive will guide you on same.

Re-activation/Unfreezing request will be accepted by KKJ SEC PVT AND PMFL only post adequate due diligence have been carried out which would include but not limit to the below required documents form clients:

- PAN Card (Color copy)
- Registered Permanent Address with Pincode
- Registered Mobile Number
- Registered Email ID
- Date of Birth
- Registered Bank Account Number

On successful verification, validation and due diligence, KKJ SEC PVT AND PMFL would process your request for unfreeze within 3 working days of the receipt of the complete set documentation.

Once your account is Unfrozen and Active for online access – an SMS/Email will be sent to you in confirmation of your activation status of online access and future login to portal for trading purposes.