

Voluntary Freezing / Blocking of Trading Account by Client

Procedure to VOLUNTARILY FREEZE / UNFREEZE TRADING ACCOUNT

- Clients can send request to FREEZE / BLOCK their TRADING ACCOUNT with Manashvi Securities Ltd – through Email or Hand Written Request or SMS on Mobile Number **9824023531** mentioning their Client Code – Name / Email Id / Mobile Number and Subject Line – **“REQUEST TO FREEZE / BLOCK TRADING ACCOUNT”**

The above request should be sent to stoptrade@manashvi.com or SMS on Mobile Number **9824023531**

- The Back office will process the request by changing the Status in the Back Office system – **FREEZE FOR TRADING**. *Remarks – Request from Client (Date)*
- The Back-office admin will inform the Trading Application Admin to **INACTIVATE** the account temporarily by Email (To be sent to mslit@manashvi.com)
- Front Office Admin will check the status in the Back Office system and after confirmation will **INACTIVATE** the account in the Trading Platform. Then the Front Office will send email to stoptrade@manashvi.com about INACTIVATION of Client Code in the Trading Platform.
- Once the process is completed the Client shall be informed of Trading Account FREEZE / BLOCKED within 2 to 3 working days from receipt of request by stoptrade@manashvi.com or via SMS
- **To UNFREEZE / UNBLOCK the Trading Account which has been FREEZED / BLOCKED on client request, The Client will have to again send the request** through Email or Hand Written Request or SMS on Mobile Number **9824023531** mentioning their Client Code – Name / Email Id / Mobile Number and Subject Line – **“REQUEST TO UNFREEZE / UNBLOCK TRADING ACCOUNT”**

The above request should be sent to stoptrade@manashvi.com or SMS on Mobile Number **9824023531**

- Similar, process as above shall be followed by Back Office and Front Office to UNFREEZE / UNBLOCK the Trading Account within 2 to 3 working days from receipt of request and The Client shall be informed accordingly by stoptrade@manashvi.com or via SMS