

Market-Hub Stock Broking Private Limited

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

Ver. 2.0

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## 1. Introduction

This policy outlines the procedures for voluntary freezing of trading accounts for clients of Market-Hub Stock Broking Private Limited (hereinafter referred to as MH) in accordance with SEBI & Exchange Circulars.

## 2. Purpose

This policy aims to guide MH 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 MH clients who wish to voluntarily freeze their online trading accounts.

## 4. Review

This policy is part of MH'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

### Request by Calling Support Line:

- Call MH at the dedicated number 0261-4060750 (between 09:00 am – 06:00 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.

### Request by E-Mail:

- Email at stoptrade@markethubonline.com.
- Email from registered Email-ID for easy verification of Client ID and mention UCC, PAN and Name in the Email.  
Specimen-“**Subject : Freeze Trading Account : UCC-ABC123**”

## 6. Procedure to Unfreeze Online Trading Account

- Clients can call the dedicated support line at 0261-4060750 and follow the agent's instructions. After necessary due diligence, the account will be unfrozen within approximately 30 minutes subject to necessary validations or email to customercare@markethubonline.com.
- 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 closes all his open positions before giving the request for freezing the account.
- Client's account will be blocked, within 15 minutes of receiving the freeze request.
- Confirmation of the freeze of the account will be sent via email or SMS.
- All pending orders, whether placed online or offline by the client, will be cancelled by the system and trading access will be blocked.
- Fund addition and withdrawal will be allowed, but profile modifications will not be permitted.
- To unfreeze the account, clients can call 0261-4060750 or email to [customercare@markethubonline.com](mailto:customercare@markethubonline.com)

## **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 Market-Hub Stock Broking 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 0261-4060750 and place a request for unfreeze.

## **9. Circular references:**

- SEBI/HO/MIRSD/POD-1/P/CIR/2024/4 dated January 12, 2024
- NSE/INSP/61529 dated April 08, 2024
- BSE notice 20240408-12 dated 08 Apr 2024
- MCX/INSP/218/2024 dated April 09, 2024