

Policy for Voluntary Freezing or Blocking of Trading Account

1. Introduction In accordance with SEBI regulations, we provide our clients with the facility to voluntarily freeze or block their trading accounts to prevent unauthorized transactions and enhance security. This document outlines the procedures, terms, and conditions for availing of this facility.

2. Purpose of Voluntary Freezing or Blocking

Clients may request to freeze or block their trading accounts for the following reasons:

✓ Temporary non-usage of the account ✓ Prevention of unauthorized transactions ✓ Security concerns or suspected fraudulent activity ✓ Any other valid reason as deemed necessary by the client

3. Types of Account Freezing Options

Clients can choose from the following types of voluntary freezing: ✓ **Complete**

Freezing: The account will be fully blocked from trading, withdrawals, and fund

transfers. ✓ **Partial Freezing:** Clients may restrict trading in specific segments (Equity, F&O, Currency, Commodity) or only allow specific transactions (e.g., sell-only mode). ✓

Fund or Securities Blocking: Restricts fund or securities withdrawal while allowing trading activities.

4. Procedure for Requesting Voluntary Freezing

Clients can request to freeze or block their trading accounts through any of the following

methods: ✓ **Online Request:** Login to the trading portal and submit a freeze request

under the account settings section. ✓ **Email Request:** Send a written request from the registered email ID to [Support Email]. ✓ **Physical Request:** Submit a duly signed

request form at our registered office or branch. ✓ **Telephonic Request:** Call our customer support helpline from the registered mobile number for assistance (subject to additional verification).

5. Processing Time and Confirmation

✓ Requests for voluntary freezing will be processed within **24 working hours** from the time of submission. ✓ A confirmation email/SMS will be sent to the registered contact details upon successful freezing of the account. ✓ In case of any discrepancies, our support team will reach out for further verification.

6. Procedure for Unfreezing the Account

✓ Clients can submit a request to unfreeze or unblock their trading accounts through the same methods mentioned in Section 4. ✓ Unfreezing requests will be processed after necessary verification and may take **24 to 48 working hours** for activation. ✓ In case of security concerns, additional verification steps may be required, such as OTP confirmation or in-person verification.

7. Important Terms and Conditions

✓ Voluntary freezing does not exempt the client from any outstanding dues, margin calls, or settlement obligations. ✓ The account will remain frozen until the client submits a request for unfreezing. ✓ If the account remains inactive for an extended period, additional reactivation formalities may be required. ✓ Any fraudulent request for freezing or unfreezing will be subject to legal action.

8. Contact for Assistance

For any queries or assistance regarding voluntary freezing or blocking of your trading account, please contact:

- **Broker Name:** Todi Securities Private Limited
- **SEBI Registration Number:** INZ000214535
- **Customer Support Helpline:** +91 62894 41854
- **Email:** backoffice@todisecurities.com
- **Website:** www.todisecurities.com

Issued in compliance with SEBI regulations in the interest of investors.