

## Policy on Freezing on Online Access to Clients Trading Accounts

This is with reference to the 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.

A client will be able to raise a request to freeze / block and Unfreeze his trading online access. You can do so through below options:

1) Freezing through Phone:- You can freeze your online access to trading account by calling to CCap Phone number 0422 2626771 or Mobile No.8428034343 from your registered mobile number with us.

2) Freezing via the Email - You can freeze your online access to trading account also by sending mail to stoptrade@coimbatorecapital.net. Once a request has been received, the same will be processed by us as per below timelines:

<b>Srenario</b>	<b>Timelines for issuing acknowledgement as well as freezing / blocking of the online access of the trading account.</b>
Request received during the trading hours <sup>1</sup> 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

Important Points:-

- i) This facility is available only for Active clients
- ii) All open unexecuted orders / pending orders would be cancelled by the RMS
- iii) No access to login will be available to the client. (Even for access of reports/statements)
- iv) New orders can be placed only by way of calling centralized dealing desk.
- iv) 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 [ccap@coimbatorecapital.net](mailto:ccap@coimbatorecapital.net) or call on 0422-2626771/Mobile 84280 34343 where the Executive will guide you on same.

Re-activation/Unfreezing request will be accepted by CCap 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, CCap 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.

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