

## **FREEZING / BLOCKING / UNFREEZE OF TRADING ACCOUNT**

As per SEBI Circular no. SEBI/HO/MIRSD/POD-1/P/CIR/2024/4 dated January 12, 2024 and Exchange Circular no. NSE/INSP/61529 dated April 8, 2024 and BSE Notice No: 20240408-12 dated April 8, 2024 on the subject "Ease of Doing Investments by Investors - Facility of voluntary Freezing/ Blocking of Trading Accounts by Clients". In accordance to the Regulatory Guidelines, we would like to highlight you the procedure wherein you can Freeze/Block access to your Trading Account and the process to re-enable it.

### **• Process for freezing/blocking access to Trading Account:**

**Choose any one mode of communication from the option given below:**

Step 1: Email: Send an email to [compliance@rikhav.in](mailto:compliance@rikhav.in) using your registered email ID with the subject line "Freezing of My Trading Account – your Pan number."

Step 2: Phone Call: You can call us at 022-69078316 from your registered mobile number.

We kindly request you to provide the following details while you are sending us a mail or calling us: -

- UCC/Client ID
- Client Name
- PAN (Permanent Account Number)
- Registered Email ID
- Registered Mobile Number

Please note that upon receiving your request through either channel, we will promptly Freeze/Block your trading account access after verification and confirmation for the same will be sent on your registered email address.

Further, in case of any pending orders same will be cancelled, and open positions will be squared off. For such cases, we will send confirmation of the action taken along with contract expiry details within one hour of freezing or blocking access to your trading account.

### **• Process for unfreezing/unblocking of Trading Account**

**Choose any one mode of communication as given below:**

Step 1: Email: Send an email to [compliance@rikhav.in](mailto:compliance@rikhav.in) using your registered email ID with the subject line "Unfreezing of My Trading Account – your Pan number."**OR**

Step 2: Phone Call: You can call us at 022-69078316 from your registered mobile number.

**We kindly request you include the following details while you are sending us a mail or calling us: -**

- UCC/Client ID
- Client Name
- PAN (Permanent Account Number)
- Registered Email ID
- Registered Mobile Number

Please note that once your request to unfreeze your Trading Account is verified same will be processed and confirmation for the same will be sent to you on registered email address.