

Policy for Voluntary Freezing/Blocking of the Online Access to the Trading Account

In compliance with SEBI Circular No. SEBI/HO/MIRSD/POD-1/P/CIR/2024/4 dated 12.01.2024 & NSE Circular No. 24/2024 & BSE Circular No. 20240408-12 dated 08th April 2024, we have provided a facility using which clients may put in a request to freeze/block their trading account on account of suspicious activities (e.g. if they suspect someone else has gained control over their trading account and / or if there is any unauthorised activity).

The following are the two modes of communications through which clients may request for voluntary freezing/blocking of their online trading account:

- a) By emailing from the client's registered e-mail ID to stoptrade@360.one
OR
- b) By sending an sms from your registered mobile number to our Compliance officer, Mr Dinesh Tanwar, on (+91) 9987635146 . Details of the Compliance officer can be found on our website, <https://www.360.one/wealth-management/dsl/>

The timelines for freezing/ blocking of the online access of the clients' trading account are as follows:

Scenario	Timelines for issuing acknowledgement as well as freezing / blocking of the online access of the trading account.
Request received during the trading hours 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

360 ONE DSL shall unfreeze the trading account and allow online access after carrying out necessary due diligence including investigation of the activities of the account and explaining them to you (our client). If you are satisfied and request for unfreezing, we will unfreeze the account.

1. 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 in the Account (e.g. margin calls, settlement).
 - b. The request for freezing/ blocking will be executed at our end (the Trading Account) and does not constitute request for marking client Unique Client Code (UCC) as inactive in the Exchange records.

For any further support, please contact your Relationship team or clientservicing@360.one