

## 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](mailto:stoptrade@360.one)**

OR

- b) **Trading Member's App / website -**

Customers can visit the DSL website or app and raise a request to freeze their account by navigating:

- **360 ONE Wealth App:** Please go to the Hamburger Menu ("More" Option): an Account Freeze button has been provided near the 'Setting' button. Please click on it to raise voluntary account freeze request.
- **Client Portfolio Login:** Go to family name dropdown near the "Login to Trade" button on tool bar and please click on "Freeze Account" option to raise voluntary account freeze request.

Please note: 360 One DSL at its discretion may provide any other legally verifiable mechanism to accept such request for voluntary freezing and the same will be communicated through our website <https://www.360.one/wealth/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.

It is clarified that:

- Freezing/blocking is only for the client's trading account, and there shall be no restrictions on the Risk Management activities in the Account (e.g. margin calls, settlement). All unexecuted orders of the client will be cancelled within the time stipulated in Table 1 above. However, if any orders have already been executed within this time, then the client will remain responsible for those trades. 360 ONE DSL will revert to the client within one hour of freezing on the client's open derivative positions and seek instructions on how the client would like to deal with them. If the client instructs to close these positions, these would be closed and any losses / gains accruing from such closure will be posted in the client's ledger. If the client decides to carry the positions until expiry, then the client will remain responsible for honouring all margin calls, if any, failing which, positions will be dealt by 360 ONE DSL in accordance to its Risk Management Policy, without making any further reference to the client.
- Upon receipt of freezing request from the client, 360 ONE DSL will freeze the trading account of the

client at our end and will not mark the client's Unique Client Code (UCC) as "inactive" in the Exchange records.