

**Framework to provide facility to voluntary freeze/block
the online access of the trading account.**

ICMS provides a facility to voluntary freeze/block the online access of the trading account as mandated vide SEBI Circular SEBI/HO/MIRSD/POD-1/P/CIR/2024/4 dated January 12, 2024

A customer having an online trading account with ICMS will be able to block/freeze his/her trading account in case he notices any suspicious activity in his/her trading account. The customer should give a prior intimation to ICMS to freeze/block his/her trading account to ICMS. On receipt of the intimation from the customer and after due verification of the intimation received ICMS shall freeze/block the trading account of the customer till further notice from the customers to unblock/unfreeze the same.

The following two modes of communication can be used by the customer of ICMS to make a request to voluntarily freeze/block the trading account.

- 1. ICMS customer can send an email to a dedicated email ID stoptrade@idbicapital.com from his/her registered email ID to freeze/block the online access to his/her trading account with ICMS.**
- 2. ICMS has provided a link on the website www.idbidirect.in where in the customer can login and make the request to block/freeze the online access to the his/her trading account.**

The request received from the customer will be validated by ICMS before proceeding to block the online access to his/her trading account.

Once the request from the customer is validated, ICMS will proceed to block the online access to the customers online trading account and cancel all the pending orders before blocking the online access.

The timeline to block/freeze the online access as prescribed by the regulator based on the request received from the customer during market hours or post market hours is 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 ¹ and within 15 minutes before the start of trading.	Within 15 minutes ²
Request received after the trading hours and 15 minutes before the start of trading.	Before the start of next trading session

The customer who has voluntarily requested to block/freeze the online access to his/her online trading account can re-enable the access by send a email communication to ICMS, and after due validation and confirmation of the freeze request ICMS will re-enable the customers online access to the trading account.