

# **RAEDAN CAPITAL PRIVATE LIMITED**

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Vidyavihar (West), Mumbai 400086  
SEBI REG NO : INZ000306633 CIN: U65100MH2021PTC369854

## **Policy for Voluntary Freezing/Blocking and Unfreezing/Unblocking of Trading Accounts**

### **1. Introduction**

This policy outlines the procedure for clients to voluntarily freeze/block and unfreeze/unblock their online trading accounts in case of suspicious activities, in compliance with SEBI Circular No. SEBI/HO/MIRSD/POD-1/P/CIR/2024/4 dated January 12, 2024, and Exchange Circular No. NSE/INSP/60277 dated January 16, 2024.

### **2. Modes of Communication**

Clients can request the freezing/blocking of their online trading accounts through the following modes:

- **Email:** Send an email from the registered email ID to [stoptrade@raedancapital.in](mailto:stoptrade@raedancapital.in)
- **Phone Call:** Call our dedicated helpline at 022-69657713

### **3. Email Format/Template**

Please refer to Annexure 1 for relevant email formats

### **4. Dedicated Contact Information**

- **Email:** [stoptrade@raedancapital.in](mailto:stoptrade@raedancapital.in)
- **Phone:** 022-69657713

### **5. Procedure for Freezing/Blocking**

Upon receiving a request to freeze/block the online access of a trading account, the following steps will be taken:

- Validation:** Verify that the request is from the registered client.
- Acknowledgement and Action:**
  - During trading hours: Acknowledge the request and freeze/block the account within 15 minutes.
  - After trading hours: Freeze/block the account before the start of the next trading session.
- Notification:** Notify the client via registered mobile number and email about the freeze/block and cancellation of all pending orders.
- Open Positions:** Communicate details of open positions and contract expiry information within one hour.

### **6. Record Keeping**

Maintain logs of all requests, confirmations, and actions taken regarding the freezing/blocking of trading accounts.



#### 6. Responsibility for Delays

If the account is not frozen/blocked within the specified timelines, the trading member will be responsible for any trades executed during this period.

#### 7. Unfreezing/Unblocking Procedure

To unfreeze/unblock the trading account, the client must:

1. **Request:** Send a request from the registered email ID or call the dedicated helpline.
2. **Validation:** The trading member will conduct due diligence to validate the request.
3. **Action:** Unfreeze/unblock the account and notify the client via registered mobile number and email.

#### 8. Clarifications

- Freezing/blocking applies only to online access and does not affect the trading member's risk management activities.
- The request does not mark the client's Unique Client Code (UCC) as inactive in the Exchange records.

#### 9. Policy Disclosure

This policy will be part of the trading member's Risk Management Policy and will be disclosed on our website. It will be included in the account opening kit for new clients from July 1, 2024, and communicated to existing clients by the same date via email or other suitable methods.

FOR RAEDAN CAPITAL PVT. LTD.  
  
DIRECTOR / AUTHORISED SIGNATORY

Email Template for Unfreezing/Unblocking Trading Account

**Subject:** Request to Unfreeze/Unblock Trading Account

**To:** stoptrade@raedancapital.in

**Body:**

Dear [Trading Member's Name],

I am writing to request the unfreezing/unblocking of my online trading account. Please find my details below:

- **\*\*Name\*\***: [Your Full Name]
- **\*\*Unique Client Code (UCC)\*\***: [Your UCC(s)]
- **\*\*Registered Email Address\*\***: [Your Registered Email Address]
- **\*\*Registered Mobile Number\*\***: [Your Registered Mobile Number]

Please acknowledge receipt of this request and take the necessary actions to unfreeze/unblock my trading account as soon as possible.

Thank you for your prompt attention to this matter.

Sincerely,

[Your Full Name]

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Clients should ensure that the email is sent from their registered email address to facilitate the validation process. Feel free to customize the templates as needed!