



Voluntary Freezing/Blocking Online access of Trading Account

The framework for trading members to provide the facility of voluntary freezing/blocking the online access of the trading account to their clients on account of suspicious activities. On receipt of request from client's registered email id/mobile number regarding suspicious activities in their account to brokers designated email id and/or Mobile number stoptrade@arhamwealth.com and/or +91 9537419423, broker are required to validate the request and give acknowledgement within 15 minutes if complain received during market hours and if aftermarket hours it should be before the starting of next trading session. Broker obligation is to stop trade and cancel all pending orders & if any open position, communicated to client along with contract expiry information within one hours from freezing/blocking of trading account. Post freezing/blocking the clients trading account send a communication on registered mobile number & E-mail id. Re-enabling the client's online access the trading account after carryout necessary due diligence including validation of client's request.