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VOLUNTARY FREEZING/BLOCKING OF THE ONLINE TRADING ACCOUNT POLICY

Dear Client,

We are pleased to inform you about a new facility that allows you to voluntarily freeze and unfreeze your trading account. This aligns with the recent regulatory guidelines 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 aimed at boosting the security and flexibility of your trading activities.

Procedure to Freeze/Block the Online Trading Account

According to regulatory requirements, Elite Wealth Limited will make every attempt to comply with a client's explicit request to restrict the online access to their trading account by any of the methods provided to the clients. The request will be fulfilled within the timeframes listed below-

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

Methods:

The Client can raise the request to freeze/block his account through the following methods-

a) Via Email:

The client can send an email from their registered email ID to stoptrade@elitewealth.in

A ticket will be created, and the request will be processed within 15 min. The client will receive a confirmation email once his/her account is frozen.

b) Via Telecalling:

The client can call our customer service helpline at Telephone Number "01142445855" and inform us about freezing/blocking their account.

Procedure to Unfreeze/Unblock Trading Account:

Clients can unfreeze/unblock their online trading accounts by raising a request via sending an email on the email ID stoptrade@elitewealth.in from their registered Email Address.

It is mandatory for the client to successfully complete the Re-KYC procedure in order to have their trading account unblocked or unfrozen.

Following the successful completion of the Re-KYC procedure and after carrying out any other necessary due diligence, the client shall be intimated via mail regarding the status of their request.