

Facility for voluntary freezing/ blocking of online access of the Trading account

The framework of this policy is to provide the facility of voluntary freezing/blocking the online access of the trading account to the client on account of suspicious activities in their trading account.

In case of any suspicious activities found by the client in their Trading account, they can avail the facility of voluntary freezing/ blocking of their Trading account by reaching to us through the following modes.

- Email from registered e-mail ID – operations@ambalalshares.com
- Dedicated Telephone Number – 8220018115

The request received from the client shall be validated and the timeline for freezing/ blocking of the online access of the clients' Trading account will be as under: -

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

The online access of the Trading account will be frozen/blocked and all the pending orders in the Trading account, if any, will be cancelled. Post freezing/blocking the Trading account, a communication will be sent to the registered email ID of the client, stating the online access to the Trading account has been frozen/blocked along with the details of open positions (if any).

Further, the request to re-enable the online access of the trading account can be made by sending an email to operations@ambalalshares.com stating the Trading account details (i.e. UCC, PAN and Name) from the registered email ID of the client and the same will be processed after carrying out necessary due diligence including validating the client request.