



Policy Statement on Freezing/Blocking of Trading Account

Policy Version 1.01

Policy reviewed on 30-08-2024 by Ajay Gangwal (Director)

We, SIDDHARTHA COMMODITIES PVT LTD, hereby confirm that we have implemented and adhere to the provisions laid out in SEBI Circular no. SEBI/HO/MIRSD/POD-1/P/CIR/2024/4 dated January 12, 2024, and NSE Circular No. NSE/INSP/61529 dated April 08, 2024, concerning the "Framework for Trading Members to provide the facility of voluntary freezing/blocking the online access of the trading account to their clients."

Policy Framework:

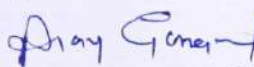
- **Compliance Confirmation:**** We ensure full compliance with the directives specified by SEBI and NSE regarding the voluntary freezing/blocking of trading accounts.
- **Risk Management Policy Integration:**** The policy and process for freezing/blocking trading accounts are integrated into our Risk Management Policy to mitigate potential risks associated with client accounts.
- **Communication to Clients:**** The formulated Policy and Process have been effectively communicated to all existing clients. These details are an integral part of the account opening kit provided to new clients.
- **Transparency and Accessibility:**** Our website prominently displays the Policy and Process for freezing/blocking trading accounts. Clients can access this information at any time. The timelines for processing client requests related to freezing/blocking are also clearly outlined on our website.

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

1. Email from registered e-mail ID: On our email ID : stoptrade@siddharthacommodities.com here clients can send their request for freezing/ blocking from their email ID registered with us. Clients are requested to send their freezing/ blocking request without any ambiguity along with UCC. Similarly for un-freezing/ un-blocking, clients are requested to send their request at the email ID : stoptrade@siddharthacommodities.com from their registered email ID mentioning the same. Requests sent for such freezing/ blocking and unfreezing/ un-blocking may not be addressed by Siddhartha Commodities if it is not sent from the client's registered email ID or sent to any other email ID of Siddhartha Commodities.

2. SMS from registered mobile number: A dedicated mobile number **7792007792** has been assigned where clients can send their request for freezing/ blocking from their mobile number registered with us. Clients are requested to send their freezing/ blocking request in the following manner:

For Siddhartha Commodities Pvt. Ltd.


Director

GST : 08AAICS9411J1Z0
CIN: U51109RJ2004PTC019795
E-mail: info@siddharthacommodities.com
Web: www.siddharthacommodities.com



- o For freezing/ blocking type: **"BLOCK" FOLLOWED BY UCC WITHOUT SPACE** Example: if your UCC is A123 then message will be **"BLOCKA123"** and send it to **7792007792**.
- For unfreezing/ un-blocking type: **"UNBLOCK FOLLOWED BY UCC WITHOUT SPACE"** Example: if your UCC is A123 then message will be **"UNBLOCKA123"** and send it to **7792007792**.

Requests sent for such freezing/ blocking and unfreezing/ un-blocking may not be addressed by **SIDDHARTHA COMMODITIES** if it is not sent from the client's registered mobile number or sent to any other mobile number of **SIDDHARTHA COMMODITIES**.

3. Website: here clients can send their request for freezing/ blocking from online back office. Client can submit request through online back office there is option available on home page "Freeze My Account". Clients are requested to send their freezing/ blocking request in the following manner:

First go to our website www.siddharthacommodities.com or go through this link <https://backoffice.siddharthacommodities.com:8085/capexweb/capexweb/> then click on "Login" button. Then login page will be open. Enter your login id which is your client code and then enter password. Then enter 2fa password received on your registered email and mobile no. You will find an option "Freeze My Account" on home page. Click on this option then freezing page will open. Please follow the given process for blocking/ freezing account"

To Freeze or Block your account here, please follow below procedures

Once you Click on 'Submit for Freeze/Block My Account', you will receive OTP on your registered email and Mobile no.

Enter the OTP received on your registered mobile number and email id and enter the reason for Freezing/Blocking then click on submit button.


After following the steps mentioned above, you will receive a confirmation mail via your email id registered with us.

Trade with Confidence

SIDDHARTHA COMMODITIES shall take the following actions on the receipt of such request through any modes of communications for freezing/blocking of the online access of the trading account from the client:

- Verify whether request is received from the registered mobile number/e-mail ID of the client;
- Freeze / block the online access of the client's trading account and simultaneously cancel all the pending orders, if any, of the said client.
- Issue the acknowledgement to the registered email ID or mobile number of the client stating that the online access to the trading account has been frozen / blocked and all the pending orders in the client's trading account, if any, have been cancelled.

For Siddhartha Commodities Pvt. Ltd.


Director

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- Details of open positions (if any) would also be communicated to the registered email ID of the client along with contract expiry information within one hour from the freezing/blocking of the trading account.
- The timelines for freezing/ blocking of the online access of the clients' trading account is 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 hour.	Within 15 minutes of receiving the request.
Request received after the trading hours and 15 minutes before the closure of trading hour.	Before the start of next trading session

SIDDHARTHA COMMODITIES shall maintain the appropriate records/logs including request received to freeze/block the online access of trading account, confirmation given for freezing/blocking of the online access of the trading account and cancellation of pending orders, if any, and sent them to the clients for the time limit as prescribed by the Regulator.

Re-enabling the client for online access of the trading account: - SIDDHARTHA COMMODITIES shall re-enable the online access of trading account after carrying out necessary due diligence including validating the client request and unfreezing / unblocking the online access of the trading account.

6. ****Client Support and Notification:**** Throughout the process, clients are kept informed about the status of their request. Upon completion of the freezing/blocking process, clients receive confirmation along with relevant details.

7. ****Periodic Review:**** We conduct periodic reviews of our freezing/blocking procedures to ensure they remain aligned with regulatory updates and best practices in risk management.

This Policy serves to uphold the principles of transparency, compliance, and client service excellence in managing the voluntary freezing/blocking of trading accounts at SIDDHARTHA COMMODITIES PVT. LTD.

For Siddhartha Commodities Pvt. Ltd.

Director

AJAY GANGWAL
DESIGNATED DIRECTOR

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