



POLICY FOR VOLUNTARY FREEZING OF ONLINE ACCESS OF CLIENT'S TRADING ACCOUNT

SAJAG SECURITIES PVT.LTD.

MEMBER

Bombay Stock Exchange Limited
National Stock Exchange India Limited

DEPOSITORY PARTICIPANT

National Securities Depository Ltd
Central Depository Services India Ltd

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Policy Reviewed by: Mr. Mahesh Lahoti (Executive Director)

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Voluntary Freezing/Blocking Trading account

SAJAG SECURITIES PVT.TD. (Hereinafter referred to as SSPL)

Process for clients to freeze or block online access to their trading accounts as per SEBI Circular No. SEBI/HO/MIRSD/POD-1/P /CIR/2024/4 dated January 12, 2024

SEBI CIRCULAR

How to Freeze or Block Trading Account:

Whenever client of SSPL notice any suspicious activities in their online trading account and/or suspect that login credential of their trading account are breached/hacked and there is an urgent need to address the situation and block/freeze the access and/or activities in their trading account, the client can choose any of the following mode of communication to intimate/send a request to SSPL for Voluntary Freezing/Blocking of their online Trading Account.

Option A: Clients can call on **9881461976** from their registered Mobile Number.

Option B: Clients can send an email to nilesh@sajag.co.in from their registered email ID.

Processing of Requests:

Upon receipt of the email/sms, the SSPL team will carry out the validation process as under;

Verify the sender's email Id/Mobile Number:

Acknowledgement and Actions Steps:

1. An acknowledgement of the freezing/blocking request will be sent to the client's registered email address.
2. Details of any open positions will be provided.
3. All pending orders will be cancelled.

Account Reactivation Steps:

Clients wishing to unfreeze/unblock their account must send an email to nilesh@sajag.co.in from their registered email ID Upon receipt of the email the SSPL team will contact the client to confirm the identity of client and genuineness of request, reset the login access credentials to the system default and communicate it to clients through its registered email Id and unfreeze the trading account.

This facility is live as of 1st July, 2024.