

Voluntary Freezing the Online Access of Trading Account

This is a feature to address user's security concerns when a user is certain that the trading account is compromised. By using this feature, the user can freeze the online access of their trading account.

Users have the option to freeze their account by:

- Calling our customer service desk.
- Via email: By dropping an email to stoptrade@divyacapitalone.com with a subject line "Block Account"

The online access shall be frozen based on receipt of user request in the following manner:

Request received during the market hours	Within 15 minutes of receipt of freeze instruction.
Request receipt post market hours and 15 minutes prior to start of the next trading session	Before the start of the next trading session

Open Positions and Pending Orders:

All the pending orders shall be cancelled on an immediate basis on receipt of freeze request from the user. With respect to all the open position(s) the user will have the option to square off such position(s) by themselves through the web login (before the account is frozen by Divya Capital One) or by instructing the customer service desk representative. The user also has the option to continue the open positions if wish to. Details of open positions (if any) will be communicated along with contract expiry information to the user.

Though the account would be frozen, the open position (if any) shall be liable to RMS actions. For losses incurred (if any) while squaring off the open position by calling the customer service desk representative shall be borne by the user.

Enabling / Unfreezing of Account:

To unfreeze the account, the user will have to contact our customer service desk.

The user account shall be reactivated within 2 working days.

All calls to the customer service desk for freeze and unfreeze shall be governed by a due diligence by Divya Capital One. Based on the on-call due diligence carried out, Divya Capital One reserves the right to reject the freeze / unfreeze request.

Once the account is frozen / unfreeze, an intimation shall be sent within an hour to the client on their registered email id and Mobile number.
