

## Voluntary Freezing/Blocking

We would like to inform you about a recent regulatory update from SEBI through circular ref. No. [SEBI/HO/MIRSD/POD-1/P/CIR/2024/4dated January 12, 2024](#), which has mandated stock exchanges to establish a framework for Trading Members. This framework allows for the voluntary freezing or blocking of online access to trading accounts to ensure enhanced security and ease of transactions for traders and investors.

In line with this directive, we are offering you the option to freeze or block online access to your trading account.

### How can you block your demat and trading account?

You may choose from the following methods to proceed:

1. Send an email to [STOPTRADE@PROFITMART.IN](mailto:STOPTRADE@PROFITMART.IN) from your registered email address. After receiving the email, our team will contact you to confirm your request. Please ensure you are available to accept the confirmation call and complete the necessary steps.
2. Log in to our MOBILE App and click on My Profile.

### The timelines for processing your request are as follows:

- Requests received during trading hours or up to 15 minutes before the start of trading will be acknowledged and processed within 15 minutes.
- Requests received after trading hours and 15 minutes before the start of the next trading session will be processed before the start of the subsequent trading session.

**Please note** - Opting to block or freeze your account restricts your online access, while allowing Profitmart Securities to continue its risk management activities uninterrupted.

### How can you unblock your demat and trading account?

Should you wish to unblock or unfreeze your account, kindly send us an email to [STOPTRADE@PROFITMART.IN](mailto:STOPTRADE@PROFITMART.IN) from your registered email address.

Our team will reach out to you to confirm your request and complete the process of unblocking/unfreezing your account after your confirmation over the call.

If you have any further queries or require assistance, please do not hesitate to reach out to us at [SUPPORT@PROFITMART.IN](mailto:SUPPORT@PROFITMART.IN)

Thank you for your attention to this matter.

Nitin Bora

Compliance Officer

*N. S. Bora*

