

EVERMORE SHARE BROKING PRIVATE LIMITED

**Voluntary Freezing of the Online Trading Account Policy**

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## 1. Introduction

This policy outlines the procedures for voluntary freezing of trading accounts for clients of Evermore Share Broking Private Limited (hereinafter referred to as ESBPL) in accordance with SEBI & Exchange Circulars.

## 2. Purpose

This policy aims to guide ESBPL clients on the process, modes, timelines, and other details for facilitating the voluntary freezing of their trading accounts upon noticing any suspicious activity.

## 3. Scope and Applicability

This policy is applicable to all ESBPL clients who wish to voluntarily freeze their online trading accounts.

## 4. Review

This policy is part of ESBPL's Risk Management Policy and shall be reviewed annually by the Board of Directors or earlier if necessary to ensure compliance with regulatory changes.

## 5. Procedure to Freeze Online Trading Account

### a) Using the Web:

- Log in to the Evermore application (website), go to the Accounts page, and click on the Profile Widget.
- Select the "Click to Freeze" option.
- Follow the on-screen instructions.
- Enter the OTP received via SMS and email for verification.
- Upon entering the correct OTP, the account will be frozen.
- Once the accounts will freeze you will receive the Mail notification for the Account freeze.

### b) Calling a Dedicated Support Line:

- Call ESBPL at the dedicated number 022-42229960 (between 9:15 am - 6:30 pm excluding Sundays and public holidays).

- The customer support agent will verify the client's identity and may request additional information. • Once verified, the agent will freeze the account. Email for account freeze will be sent.
- Once the accounts will freeze you will receive the Mail notification for the Account freeze.

## 6. Procedure to Unfreeze Online Trading Account

### a) Using the Web:

- Log in to the Evermore application (website), go to the Accounts page, and click on the Profile Widget.
- Select the "Click to Unfreeze" option.
- Follow the on-screen instructions.
- Enter the OTP received via SMS and email for verification.
- Upon entering the correct OTP, the account will be frozen.
- Your request received for Unfreezing the account is received with us. You will shortly receive a call from our team. After necessary due diligence, the account will be unfrozen within approximately 30 minutes subject to necessary validations.
- Once the accounts will unfreeze you will receive the Mail notification for the Account Unfreeze.
- After the account has been unfrozen, the client can resume trading.

### b) Calling a Dedicated Support Line:

- Clients can call the dedicated support line at 022-42229960 (between 9:15 am – 6:30 pm excluding Sundays and public holidays) and follow the agent's instructions. After necessary due diligence, the account will be unfrozen within approximately 30 minutes subject to necessary validations.
- Once the accounts will unfreeze you will receive the Mail notification for the Account Unfreeze.
- After the account has been unfrozen, the client can resume trading.
- Clients will be allowed to trade through both online and offline modes i.e. call and trade/ Web.

## 7. Important Points to Note:

- It is advised that the client closes all his open positions before giving the request for



freezing the account.

- Client's account will be blocked, within 15 minutes of receiving the freeze request. • Confirmation of the freeze of the account will be sent via email and SMS, including process to unfreeze the account.
- All pending orders, whether placed online or offline by the client, will be cancelled by the system and trading access will be blocked.
- Clients will receive details of any open positions along with contract expiry information within an hour of freezing the account.
- Upon freezing, the client will be logged out of the app but can log in for exploratory purposes without the ability to place trades.
- New SIPs will not be executed while the account is frozen.
- Fund addition and withdrawal will be allowed, but profile modifications will not be permitted. • It is recommended to change the login PASSWORD immediately after freezing the account. This can be done by navigating to Login Page → Forgot Password → Change password.
- Clients with open positions can call 022-42229960 to close them.
- To unfreeze the account, clients can call at 022-42229960.
- In case client MTM is 80% or above, all the open positions will be auto squared off as per risk management policy of ESBPL.
- In case of margin shortage, client position will be auto squared off to the extent of margin shortage. • If client's account has a negative balance, their investments will be sold to cover the amount owed. • Any open position under Intraday product will be auto squared off by the system as per the Intraday product policy.

## 8. Clarifications:

It is clarified that

- a. Freezing/blocking is only for the online access to the client's trading account, and there shall be no restrictions on the Risk Management activities of Evermore Share Broking Private Limited. Clients will be liable to adhere to the existing risk policy already in place.
- b. The request for freezing/ blocking does not constitute request for marking client Unique Client Code (UCC) as inactive in the Exchange records.
- c. Client will be able to access the account in frozen state, although trading or profile modification options will be blocked
- d. Freeze Request once submitted cannot be cancelled. Although the client can call us at 022-42229960 and place a request for unfreeze.

9. Circular references:

- SEBI/HO/MIRSD/POD-1/P/CIR/2024/4 dated January 12, 2024
- NSE/INSP/61529 dated April 08, 2024
- BSE notice 20240408-12 dated 08 Apr 2024
- MCX/INSP/218/2024 dated April 09, 2024
- NCDEX/COMPLIANCE-025/2024 dated April 09, 2024

For Evermore Share Broking Private Limited



Madhvi Jain  
Director

