MINDEX

Mindex Capital Market Pvt Ltd

(Member of NSE/BSE/MCX, DP of CDSL/NSDL)

FACILITY OF ONLINE ACCESS OF VOLUNTARY FREEZING/BLOCKING OF TRADING ACCOUNT BY CLIENT

In order to enhance the online security of client account, we provide the facility to clients to freeze the online access of their trading account, in case any suspicious activity is observed in his trading account.

The freezing shall be applicable to all modes of online access to the client account which includes, internet based trading/mobile app/any other online access.

In order to receive request from client for freezing of online access to client account, we provide below two methods to receive request from the client-:

a) By call or massage on **0114090400** or **9311093150.**

b) Email by client from its registered email id to the following designated email id along with his name and UCC code, with a request to freeze online access of his account.
stoptrade@mindexcapital.com

Steps-:

1. On receipt of request from client, Mindex shall validate that request has been received from client.
2. Cancel all pending orders in the client account whether the same has been placed online or offline and freeze online access of client account which includes, internet based trading/mobile app/any other online access.
3. Send an acknowledgement as well as confirmation to the client's registered email id and mobile number that online access to his trading account has been frozen and his all pending orders, if any, have been cancelled along with the process of unblocking the online access.

   The timelines for freezing/ blocking of the online access of the clients' trading account shall be 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 hour and within 15 minutes before the start of trading.	Within 15 minutes
Request received after the trading hours and 15 minutes before the end of trading.	Before the start of next trading session

The trading hour shall be as per exchange guidelines and shall be subject to change in accordance with exchange guidelines.

   Mindex shall also inform the client about all open positions, if any along with contract expiry information in his account within one hour from the blocking of client account.

4. 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 the Trading Member.
5. Process of re-enablement for online access to the client account-:
   a. Client may request to unfreeze the online access of his account by way of any of below three modes-:
      i. Client may request by sending email from its registered email id to info@mindexcapital.com, along with his name and UCC code or,
      ii. Client may call from his registered mobile number to our customer care number 0114090400 or 9311093150 to unfreeze the online access of histrading account or,
6. If the unblocking request is received through client's registered email or mobile number, Mindex shall unblock the Account in 24-48 hours following due diligence by the Risk Management Team.
7. After unblocking the online access, Mindex shall inform the client through email or SMS that online access of his account has been unblocked.