

Voluntary Freezing / Blocking of Trading Account by Client

Procedure to VOLUNTARILY FREEZE / UNFREEZE TRADING ACCOUNT

- Clients can send request to FREEZE / BLOCK their TRADING ACCOUNT with Manashvi Securities Ltd – through Email or Hand Written Request mentioning their Client Code – Name / Email Id / Mobile Number and Subject Line – **“REQUEST TO FREEZE / BLOCK TRADING ACCOUNT”**

The above request should be sent to info@manashvi.com

- The Back office will process the request by changing the Status in the Back Office system – **FREEZE FOR TRADING. Remarks – Request from Client (Date)**
- The Back office admin will inform the Trading Application Admin to **INACTIVATE** the account temporarily by Email (To be sent to [mslit@manashvi.com](mailto:m slit@manashvi.com))
- Front Office Admin will check the status in the Back Office system and after confirmation will **INACTIVATE** the account in the Trading Platform. Then the Front Office will send email to info@manashvi.com about INACTIVATION of Client Code in the Trading Platform.
- Once the process is completed the Client shall be informed of Trading Account FREEZE / BLOCKED within 2 to 3 working days from receipt of request by info@manashvi.com
- **To UNFREEZE / UNBLOCK the Trading Account which has been FREEZED / BLOCKED on client request, The Client will have to again send the request through Email or Hand Written Request mentioning their Client Code – Name / Email Id / Mobile Number and Subject Line – “REQUEST TO UNFREEZE / UNBLOCK TRADING ACCOUNT”**

The above request should be sent to info@manashvi.com

- Similar, process as above shall be followed by Back Office and Front Office to UNFREEZE / UNBLOCK the Trading Account within 2 to 3 working days from receipt of request and The Client shall be informed accordingly by info@manashvi.com