

## POLICY AND PROCEDURE FOR VOLUNTARY FREEZING OF ONLINE ACCESS TO CLIENT'S TRADING ACCOUNT

This policy is in line with SEBI Circular no. SEBI/HO/MIRSD/POD-1/P/CIR/2024/4 dated January 12, 2024 and Exchange circulars issued for voluntarily freezing of online access facility to the clients.

Under the said facility offered by Espresso (Us/Our), a client (You/Your) will be able to raise a request to freeze / block and Unfreeze his trading online access. You can do so through below options:

### MODES OF FREEZING

#### Method 1: Freezing via IVR (Interactive Voice Response)

You can freeze your online access to trading account by calling our IVR number **(022 67672088)** from your registered mobile number with us.

#### Method 2: Freezing via the Espresso Website

You can freeze your online access to trading account also by logging on our website [www.myespresso.com](http://www.myespresso.com). Request can be raised on Profile>Request>Freeze my Trading account option.

Once a request has been received, the same will be processed by us as per below timelines:

| Scenario  | Timelines  |
|---|--|
| Request received during the trading hours for:<br>CM and F&O Segment – 09:00 – 15:30 HRS<br>CD Segment – 08:45 – 17:00 HRS<br>Commodity Derivatives Segment – 08:45 – 23:30 HRS                           | Within 15 minutes of the request placed by the client* |
| Request received after the trading hours for:<br>CM and F&O Segment – 15:30 – 09:00 HRS next day<br>CD Segment – 17:00 – 08:45 HRS next day<br>Commodity Derivatives Segment – 23:30 – 08:45 HRS next day | Before the start of next trading session*              |

\* Acknowledgement will be issued by way of SMS/Email

### Important Notes:

As soon as the account freeze request is received by Espresso. Below steps/actions will be initiated by us:

- This facility is available only for Active clients
- All open unexecuted orders / pending orders would be cancelled by the RMS
- No access to login will be available to the client. (Even for access of reports/statements)
- New orders can be placed only by way of calling centralized dealing desk.
- The online access freeze will not impact open position of the client, if any. However, open positions, if any will be communicated to the client within one hour of freezing / blocking of online access of the trading account.

### UNFREEZING

Once your account details are successfully retrieved and secured, you can raise a request for Unfreeze by sending an email from your registered email address to [support@myespresso.com](mailto:support@myespresso.com) or call on 022-67670700.

where the Executive will guide you on same.

Re-activation/Unfreezing request will be accepted by Espresso only post adequate due diligence have been carried out which would include but not limit to the below required documents form clients:

- PAN Card (Color copy)
- Registered Permanent Address with Pincode
- Registered Mobile Number
- Registered Email ID
- Date of Birth
- Registered Bank Account Number

On successful verification, validation and due diligence, Espresso would process your request for unfreeze within 3 working days of the receipt of the complete set documentation.

Once your account is Unfrozen and Active for online access – an SMS/Email will be sent to you in confirmation of your activation status of online access and future login to portal for trading purposes.