

Dear Client,

Greetings from Tradeswift!

This is to inform you that we provide the facility for freezing of online access of trading account, in case, any suspicious activity is observed in your trading account.

Process for freezing and unfreezing of online access will be as follows. You may take note of the same.

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:-

- 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@tradeswift.net
- Client may call from his registered mobile number to our **Dedicated customer care number (0141-4050506)** to freeze the online access of his trading account. The identity of the person calling shall be confirmed by verifying the random 4 details of his account.

Steps for online freezing of client account as per request of client:-

Steps for client:-

- Client shall send the request for online freezing of client account by sending email from its registered email id, along with his name and UCC code, to our designated email id, in case any suspicious trading is observed in his account.
- The above freeze shall result into only blocking of online access of client account and other facility like, call and trade etc. shall be available with client to trade in his account.
- Client may unfreeze online access of his account after following due process as mentioned hereinafter.

Steps for Tradeswift:-

- On receipt of request from client, Tradeswift shall validate that request has been received from client.
- 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.
- 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.
- Tradeswift 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.
- 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.
- Process of re-enablement for online access to the client account:-
- Client may request to unfreeze the online access of his account by way of any of below two modes:-
 - A. Client may request by sending email from its registered email id to helpdesk@tradeswift.net, along with his name and UCC code or,
 - B. Client may call from his registered mobile number to our **Dedicated Customer Care number (0141-4050506)** to unfreeze the online access of his trading account. The identity of the person calling shall be confirmed by verifying the random 4 details of his account.
- If the unblocking request is received through client's registered email or mobile number, Tradeswift shall unblock the online access of the client account after verifying the identity of the client.
- After unblocking the online access, Tradeswift shall inform the client through email and SMS that online access of his account has been unblocked.

Thanks, and Regards

Team Tradeswift

Equity SEBI Registration No INZ000166439. Exchange Registration Nos NSE : TM No. - 12485, Clearing No.- M513088 | BSE : Clearing No.- 6284 | MSEI : TM Code-47000, MCX : TM Code : 10790 | NCDEX TM Code : 00142 | SEBI Registration for DP : IN-DP-83-2015, CDSL DP ID: 12065900 | SEBI PMS Registration No. INP000008446