

PROGRESSIVE SHARE BROKERS PVT. LTD.

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CIN: U67120MH1994PTC176096

Policy and Process towards facility for voluntary freezing/ blocking of online access of the Trading account registered with Progressive Share Brokers Private Limited

This is with reference to SEBI vide circular no. SEBI/HO/MIRSD/POD-1/P/CIR/2024/4 dated January 12, 2024 regarding Framework for Trading Members to provide the facility of voluntary freezing/blocking of online access of the trading account to their clients.

Progressive Share Brokers Private Limited has introduced the facility of voluntary freezing/ blocking the online access of the Trading account to the investors on account of suspicious activities found by them through Tele Calling facility or by sending email

In case of any suspicious activities found by the investor in their Trading account, the clients can use either of the following process:

1) Email from registered Email ID

- Client should send an email at stoptrade@progressiveshares.com from their registered email ID.
- Email body should clearly contain Client Code, Name and reason for freezing/blocking the trading account

2) Tele Calling

- Client can call on our tele calling facility at (022) 40777258 / 59
- The client will be required to verify their Client Code, Name and other required details to the concern person on the call.
- Also the client would be required to inform the reason for freezing/blocking the trading accounts

Once the request is received by Progressive Shares Pvt. Ltd, the client basic information will be validated and The timeline for freezing / blocking of the online access of the clients' Trading account will be as under: -

Scenario	Timelines for issuing acknowledgment as well as freezing/ blocking of the online access of the Trading account.
Request received during the trading hours and within 15 mins before the start of trading	Within 15 Mins
Request received after the trading hours and 15 mins before the start of trading.	Before the start of next trading session

Kindly note that the Trading hours shall be as follows:

Capital Market Segment: 9.15 a.m. to 3.30 p.m.,
Equity Derivatives Segment: 9.15 a.m. to 3.30 p.m.,
Currency Derivatives Segment: 09.00 a.m. to 05.00 p.m.,
Commodity Derivatives Segment: 09.00 a.m. to 11:30 p.m.

Post freezing/blocking of the Trading account, a communication will be sent on the registered email ID of the client, stating that the online access to the Trading account has been frozen/blocked and all the pending orders in the client's trading account, if any, have been cancelled.

Also details of open positions (if any) will be communicated to the client along with contract expiry information within one hour from the freezing/blocking of the trading account. This time limit will be contracted after a review in the next six months after the date of its applicability to enhance protection of investors from suspicious activities.

Further, the request to re-enable the online access of the trading account can be made after carrying out necessary due diligence including validating the client request and then unfreezing / unblocking the online access of the trading account will be processed.
