



COMFORT SECURITIES LIMITED

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Policy on Facility of Voluntary Freezing of Trading Accounts by Clients

This policy outlines the procedures for voluntary freezing of trading accounts for clients of **Comfort Securities Limited**. It is in accordance with SEBI circular ref. no. SEBI/HO/MIRSD/POD1/P/CIR/2024/4 dated January 12, 2024 and Exchange Circular no. NSE/INSP/61529 dated April 8, 2024 and BSE Notice No: 20240408-12 dated April 8, 2024 on the subject "Ease of Doing Investments by Investors – Facility of voluntary Freezing/ Blocking of Trading Accounts by Clients".

In accordance with the Regulatory Guidelines, we would like to highlight the procedure for freezing/blocking access to your Trading Account and the process to re-enable it.

1. Framework for Voluntary Freezing of Online Access to Client's Trading Account

Clients can voluntarily freeze their trading accounts using the following methods:

- **Email from Registered e-mail ID**
- **Customer Service Desk:** Call our customer service desk.

1 Process for Freezing/Blocking Access to Trading Account:

Choose any one mode of communication from the options given below:

Step 1: Email

Send an email to stoptrade@comfortsecurities.co.in using your registered email ID with the subject line "Freezing of My Trading Account – your PAN number."

Step 2: Call our customer service desk

You can call us at 022-068948582 or +918657452777 from your registered mobile number.

We kindly request you to provide the following details while sending us an email or calling us:

- UCC/Client ID
- Client Name
- PAN (Permanent Account Number)
- Registered Email ID
- Registered Mobile Number

Please note that upon receiving your request through either channel, we will be Freeze/Block within 15 minutes of receipt of the block instruction of your trading account access after verification. Confirmation for the same will be sent to your registered email address.

the block instruction.

- **Post-market hours and 15 minutes prior to the start of the next trading session:**
Your account will be frozen before the start of the next trading session.

2. Handling Open Positions and Pending Orders

Upon receipt of a block request from your logins or call request, all pending orders will be cancelled within 15 minutes. For open positions, you have the following options:

- Before initiating the freeze request, instruct the customer service desk representative to square off your open positions using the call and trade service.

MIS/BO/CO Products Positions

Clients should ensure the following before initiating the freeze request:

- RMS may square off MIS/CO/BO positions or not. Clients should verify this before making the request.
- Clients should clearly communicate to the customer service desk about their position square off.

Note: Although the account will be blocked, any open positions will still be subject to RMS actions. You are responsible for fulfilling any margin shortfalls and bearing any resulting losses. Losses incurred while squaring off the open positions by calling the customer service desk representative will also be your responsibility.

3. Unfreeze/Unblocking Your Trading Account

Choose any one mode of communication as given below:

Step 1: Email

Send an email to stoptrade@comfortsecurities.co.in using your registered email ID with the subject line "Unfreezing of My Trading Account – your PAN number."

OR

Step 2: Call our customer service desk

You can call us at 022-068948582 or +918657452777 from your registered mobile number.

Note: Investors may initiate a freeze/unfreeze request only once in a day.

4. Record Management

The company shall maintain a verifiable record of all such requests received for freezing/blocking of online access to trading accounts from clients as per the record management guidelines prescribed by the exchanges/regulator.