

Voluntary Freezing of Trading Accounts

To enhance the investor protection, SEBI has mandated framework to offer the facility of Customer voluntary freezing/blocking the online access of trading accounts. This directive, outlined in SEBI Circular ref. No. SEBI/HO/MIRSD/POD-1/P/CIR/2024/4 dated January 12, 2024. This aims to safeguard the investors from any suspicious activities.

We are pleased to inform you that IFCI Financial Services Limited is providing convenient modes for you to request the freezing/blocking online access of your trading account.

Please send your request to stoptrade@ifinltd.in mention "Freeze/Block Trading Account" in the subject line for prompt processing. Or reach us in 044-28306688 our customer services from your registered phone numbers.

| Scenario | Timelines for issuing acknowledgement & freezing/blocking of the online access of the trading account. |
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| Request received during the trading hours and within 15 minutes before the start of trading. | Within 15 minutes |
| Request received after the trading hours and 15 minutes before the start of trading. | Before the start of next trading session |

To unfreeze / unblock online trading access, please write to IFIN customer service department emailing to customercare@ifinltd.in from their registered email address or by calling customer care 044-28306655 from their registered phone number to request unblocking of online access of their trading account. This process will be completed within 48 working hours from the time of the request.

Disclaimer: Any Email or phone calls from unregistered contacts will be treated as anonymous request and the same will be rejected and will not be replied by us.

