



GRETEX SHARE BROKING LIMITED

(FORMERLY KNOWN AS: GRETEX SHARE BROKING PRIVATE LIMITED)

A-401, FLOOR 4TH, PLOT FP-616, (PT), NAMAN

MIDTOWN, SENAPATI BAPAT

MARG, NEAR INDIABULLS DADAR (W) S V S MARG MUMBAI 400013.

EMAIL ID: COMPLIANCE@GRETEXBROKING.COM

PHONE: 022 – 6930 8500,

CIN: U65900MH2010PLC289361

Voluntary freezing of the Online Trading account policy.

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1. Introduction

This policy outlines the procedures for voluntary freezing of trading accounts for clients of Gretex Share Broking Limited (hereinafter referred to as GSBL) in accordance with SEBI & Exchange Circulars.

2. Purpose

This policy aims to guide GSBL clients on the process, modes, timelines, and other details for facilitating the voluntary freezing of their trading accounts upon noticing any suspicious activity.

3. Scope and Applicability

This policy is applicable to all GSBL clients who wish to voluntarily freeze their online trading accounts.

4. Review

This policy is part of GSBL's Risk Management Policy and shall be reviewed annually or earlier if necessary to ensure compliance with regulatory changes.

5. Procedure to Freeze Online Trading Account

Through SMS from your registered mobile number with us to **70218 01378**

You can send a SMS from registered mobile number quoting your trading code or PAN number like “FREEZE TRADE account no : xxxxxxxx” or “FREEZE TRADE PAN no : xxxxxxxx”

Using the email:

- Please email your instruction to stoptrade@gretexbroking.com quoting your trading code or PAN number.

Using the phone:

Calling a Dedicated Support Line: [022\) 69308500 / 501](tel:022-69308500) (between 9:30 am – 5 :30 pm excluding Sundays and public holidays).

The customer support executive will verify the client's identity and may request additional information.

Once verified, the executive will freeze the account.

Procedure to Unfreeze Online Trading Account

The procedure is same as freezing the trading account.

Additionally you will have to provide latest financial information like your Income Tax returns , bank statement etc for activating your account.



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Important Points to Note:

- It is advised that the client closes all his open positions before giving the request for freezing the account.
- Client's account will be blocked, within 15 minutes of receiving the freeze request.
- Confirmation of the freeze of the account will be sent via email and/or SMS, including process to unfreeze the account.

All pending orders, whether placed online or offline by the client, will be cancelled by the system and trading access will be blocked.

Clients will receive details of any open positions along with contract expiry information within by end of day (EOD) of freezing the account.

Upon freezing, the client will be logged out of the app*/ internet trading system* but can log in for exploratory purposes without the ability to place trades.

New SIPs will not be executed while the account is frozen*.

*(*will be provided shortly once the exchange approvals /systems are in place)*

Fund addition will not be allowed but withdrawal will be allowed, but profile modifications will not be permitted. Funds will be released if there is no trading activity for 30 days as per regulation

In case client MTM is 80% or above, all the open positions will be auto squared off as per risk management policy of GSBL.

In case of margin shortage, client position will be auto squared off to the extent of margin shortage.

If client's account has a negative balance, their investments will be sold to cover the amount owed.

Any open position under Intraday product will be auto squared off by the system as per the Intraday product policy.

Clarifications:

It is clarified that-

a. 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 Gretex Share Broking Limited. Clients will be liable to adhere to the existing risk policy already in place.

b. The request for freezing/ blocking does not constitute request for marking client Unique Client Code (UCC) as inactive in the Exchange records.



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c. Client will be able to access the account in frozen state, although trading or profile modification options will be blocked

d. Freeze Request once submitted cannot be cancelled. Although the client can call us at 1800 1020 and place a request for unfreeze.

9. Circular references:

- ❖ SEBI/HO/MIRSD/POD-1/P/CIR/2024/4 dated January 12, 2024
- ❖ NSE/INSP/61529 dated April 08, 2024
- ❖ BSE notice 20240710-2 dated 10-July- 2024.