



# **VICTORY FINANCIAL SERVICES LIMITED**

Member National Stock Exchange of India Ltd.  
Trading Cum Clearing Member - F&O and Currency Derivatives Segment  
CIN No.: U74899DL1995PLC067994

## **Policy for voluntary freezing of client's Online access**

### **1. Introduction**

In accordance with SEBI circular SEBI/HO/MIRSD/POD-1/P/CIR/2024/4 dated January 12, 2024, and subsequent circulars from Exchanges dated April 08, 2024, trading members are required to offer clients the ability to voluntarily block Internet Trading through Noren Trader software access to their trading accounts in response to suspicious activities. This policy adheres to the framework specified by the Exchanges and is incorporated into the trading member's Risk Management Policy. It will be available on the company's website and included in the account opening kit for all new clients from July 01, 2024.

### **2. Applicability**

This policy applies whenever a client wishes to block Internet Trading access to their trading account and later wants to unblock it.

### **3. Procedures for Voluntary Blocking of Internet Trading Access to Client's Trading Account**

#### **A. Request for Blocking**

- I. **Methods of Request:** Clients can request the voluntary blocking of Internet Trading access to their trading accounts through any of the following channels:
  - Email from registered Email ID
  - SMS from registered Mobile Number
- II. **Client Verification:** Clients must log in to the Internet Trading using Log In ID and Password.
- III. **Submitting the Block Request:**
  - Clients submit the block request.
  - Upon receipt, the Internet Trading access to the client's trading account will be blocked, and all pending orders of Equity and F&O Segment will be cancelled.
  - A notification will be sent to the registered mobile number and email ID, confirming the block and detailing the canceled orders and reactivation process.
  - Open positions (if any) and contract expiry information will be communicated to the client within the regulatory prescribed time to mitigate the risk of unwanted delivery settlement.
  - Post-blocking, clients may place orders through alternative channels such as call and trade.

**B. Request for Unblocking**

I. **Methods of Request:** Clients can request the unblocking of Internet Trading access to their trading accounts through:

- Email from registered Email ID
- SMS from registered Mobile Number

II. **Authentication:**

- Upon attempting to log in, clients will be provided a Log in ID for Reactivation.
- Clients must authenticate themselves by entering:
  - ✧ Demat account details
  - ✧ Trading ID/Login ID
  - ✧ Password

III. **Acknowledgement:**

- An email will be sent to the client confirming the unblock request and the activation date of Internet Trading access.
- Once reactivated, clients can log in using traditional login method.

C. **Important Points**

- All logs of block and unblock requests and communications will be maintained for audit purposes.
- Blocking pertains solely to Internet Trading access, with no restrictions on VFSL Risk Management activities.
- Blocking requests do not constitute marking the client's Unique Client Code (UCC) as inactive in Exchange records.
- This policy will be communicated to all clients and included in the account opening kit for accounts opened from July 01, 2024.
- Blocking, unblocking, and communication issuance will adhere to SEBI/Exchange-specified timelines.

**4. Policy Review**

This policy is part of VFSL Risk Management Policy and will be reviewed semi-annually along with the overall Risk Management Policy.