

R B JAJU SECURITIES (INDIA) PVT. LTD.

BSE LTD- T3119

Policy on Voluntary Freezing / Blocking of Trading Accounts and Closure of Accounts

1. Introduction

This policy outlines the procedure for voluntary freezing, unfreezing, and closing of trading accounts with R.B. Jaju Securities (I) Pvt. Ltd., a Trading Member registered exclusively with BSE. The company does not provide any third-party mobile trading applications. Online trading access is provided only through the Exchange-provided trading facility.

2. Scope

This policy applies to all clients of R.B. Jaju Securities (I) Pvt. Ltd. who wish to:

- Voluntarily freeze or block their online trading access;
- Request unfreezing of their frozen trading account;
- Permanently close their trading account.

3. Voluntary Freezing / Blocking of Trading Account

Clients may choose to voluntarily freeze / block access to their online trading facility under any of the following circumstances:

- Suspicion of unauthorized access to their trading login.
- Loss or compromise of personal devices or login credentials.
- Temporary suspension of trading activity as per the client's discretion.

3.1 Request Procedure

Clients can request temporary freezing or blocking of online trading access by sending an email from their registered email ID to: stoptraderbjaju@gmail.com

The request must include:

- Client Name
- Client Code / UCC
- Reason for freezing (optional)

Upon receiving the request, the concerned team will process the freeze request within one working day and confirm the action to the client via email.

3.2 Unfreezing of Trading Account

Clients may request unfreezing of online access by sending an email from their registered email ID to: stoptraderbjaju@gmail.com. Unfreezing will be processed only after verification of identity and confirmation from the registered email ID.

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4. Closure of Trading Account

Clients may request permanent closure of their trading account upon ensuring that there are no outstanding dues, ledger balances, open positions, or securities obligations.

4.1 Process for Account Closure

To initiate the closure request, the client must submit:

- A written request or email from the registered email address;
- Duly signed account closure request form (if applicable);
- Confirmation that no trades or obligations are pending.

The account closure will be processed within 7 working days after necessary verification.

5. Record Maintenance

All requests for freezing, unfreezing, and account closure along with supporting communication will be maintained by the Compliance Department for a minimum period as prescribed under SEBI and Exchange regulations.

6. Important Notes

- R.B. Jaju Securities (I) Pvt. Ltd. does not offer any third-party mobile trading applications.
- Online trading access is provided only through the Exchange-provided trading facility.
- The company shall not be responsible for issues arising out of the use of any unauthorized or unofficial applications.

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