



## **Voluntary policy freeze and unfreeze of trading account**

### **1. Introduction**

This policy outlines the procedures for voluntary freezing of trading accounts for clients of Vachana Investments Pvt Ltd (hereinafter referred to as VACHANA) in accordance with SEBI & Exchange Circulars.

### **2. Purpose**

This policy aims to guide VACHANA 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 VACHANA clients who wish to voluntarily freeze their online trading accounts.

### **4. Review**

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

### **5. Procedure to Freeze Online Trading Account**

#### **Using the App:**

- Log in to the Vachana application (mobile/ web), go to the Accounts page, and click on the Profile Widget.
- Select the "Temporary Account Freeze" option.
- Follow the on-screen instructions.
- Enter the OTP received via SMS and email for verification.
- Upon entering the correct OTP, the account will be frozen.



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### Calling a Dedicated Support Line:

- Call VACHANA at the dedicated number 080-49674900/01 (between 8:30 am – 5:30 pm excluding Sundays and public holidays).
- The customer support agent will verify the client's identity and may request additional information.



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- Once verified, the agent will freeze the account.

### **6. Procedure to Unfreeze Online Trading Account**

- Clients can call the dedicated support line at 080-49674900/01 and follow the agent's instructions. After necessary due diligence, the account will be unfrozen within approximately subject to necessary validations.
- After the account has been unfrozen, the client can resume trading.
- Clients will be allowed to trade through both online and offline modes, i.e. call and trade

### **7. 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 30 minutes of receiving the freeze request.
- Confirmation of the freeze of the account will be sent via email and 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 an hour of freezing the account.
- Upon freezing, the client will be logged out of the app but can log in for exploratory purposes without the ability to place trades.
- Fund addition and withdrawal will be allowed, but profile modifications will not be permitted.

### **Unfreeze the account**

When you are sure about the security of your Vachana Account, you can choose to unfreeze the same.

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Opp. Bharat Petrol Pump, Bangalore – 560003 Karnataka,  
Phone: 080- 4697-4697, E-mail: [info@vachanainvestments.com](mailto:info@vachanainvestments.com),

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CIN – U67190KA2013PTC070165, SEBI Registration no.: INZ000248337



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Step 1: To place an unfreeze request, you can call on 080-49674900/01 from your registered phone number and follow the instructions to place an unfreeze request.

Step 2: Post this call, you will receive an email on your registered email address to book your preferred time slot for the video call to do the Video KYC ("VKYC") process to authenticate your identity.

Step 3: You will receive a video call link on your registered email which you need to join at the time you requested for. Please keep your physical PAN card handy for the call.

Step 4: On successful authentication of your identity in the VKYC call, your Vachana Account will be unfrozen. You will have to reset your PIN when you log back in for added security.

### **8. 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 Vachana Investments Pvt Ltd. 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. 5  
Classified as Internal

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 080-49674900 and place a request for unfreeze.

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