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| <b>Department: Inspection</b>           | <b>Segment: All</b>          |
| <b>Circular No: MSE/INSP/15168/2024</b> | <b>Date : April 09, 2024</b> |

**Subject: Framework for Trading Members to provide the facility of voluntary freezing/blocking the online access of the trading account to their clients**

To All Trading Members,

This is with reference to SEBI Circular no. SEBI/HO/MIRSD/POD-1/P/CIR/2024/4 dated January 12, 2024 and Exchange Circular no. MSE/INSP/14767/2024 dated January 17, 2024 on the subject "Ease of Doing Investments by Investors - Facility of voluntary freezing/ blocking of Trading Accounts by Clients".

The framework for trading members to provide the facility of voluntary freezing/blocking the online access of the trading account to their clients on account of suspicious activities as finalized in accordance with Point no. 4 of the SEBI Circular is enclosed as **Annexure – 1**.

In accordance with aforesaid SEBI Circular dated January 12, 2024, the trading members shall frame a policy in line with the above mentioned framework, which shall be the part of the trading member's Risk Management Policy. The trading members shall disclose on their website, the above policy along with the process and mode(s) through which the client can place the request to freeze / block & unfreeze / unblock the trading account along with the timelines that will be followed by the trading members for the same.

With respect to new clients on boarded with effect from July 01, 2024, the policy so framed in line with the above mentioned framework shall form part of account opening kit.

Further, with respect to the existing clients, the aforesaid policy so framed by the trading members shall be communicated by July 01, 2024 via email or any other suitable mechanism which can be preserved. In case if communication gets bounced/undelivered, the same shall be communicated through alternate channels to such clients. Other suitable mechanism may include physical delivery/SMS/electronic instant messaging services after adhering with the safeguards prescribed under Exchange Circular MSE/INSP/11934/2022 dated June 13, 2022 on Issuance of Electronic Contract Notes (ECN) through SMS/electronic instant messaging services.

Further, the details pertaining to reporting requirement shall be communicated through a separate circular in due course.

**Metropolitan Stock Exchange of India Limited**



All Members are advised to take note of the above and ensure compliance.

In case of any query kindly contact Inspection Department on (022) 6112 9000 or mail on [compliancemsx@msei.in](mailto:compliancemsx@msei.in)

**For and on behalf of  
Metropolitan Stock Exchange of India Limited**

**Praveenkumar Acharya  
AVP – Inspection and Membership Department**

**Metropolitan Stock Exchange of India Limited**

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