

POLICY AND PROCEDURE FOR VOLUNTARY FREEZING OF ONLINE ACCESS TO CLIENT'S TRADING ACCOUNT

This policy is in line with SEBI Circular No. SEBI/HO/MIRSD/POD-1/P/CIR/2024/4 dated January 12, 2024 and Exchange circulars issued for voluntarily freezing of online access facility to the clients.

Under the said facility, Sunflower Broking Private Limited offers the said facility to its clients to raise a request to freeze / block and unfreeze their online access to trading account through below options:

MODES OF FREEZING CLIENT'S ONLINE ACCESS TO TRADING ACCOUNT

Method 1: Clients can Call on **+91 89053 44006** from their registered Mobile Number.

Method 2: Clients can send an email to **stoptrade@sunflowerbroking.com** from their registered Email ID

Once a request has been received, the same will be processed by us as per below timelines:

Scenario	Timelines
Request received during trading hours for: CM and F&O Segment – 09:00 to 15:30 CD Segment – 08:45 to 17:00 Commodity Derivatives Segment – 08:45 to 23:30	Within 15 minutes of the request placed by the client*
Request received after trading hours for: CM and F&O Segment – 15:30 to 09:00 CD Segment – 17:00 to 08:45 Commodity Derivatives Segment – 23:30 to 08:45	Before the start of next trading session*

*Acknowledgement will be issued by way of SMS/Email

As soon as the account freeze request is received by Sunflower Broking Private Limited. Below steps/actions will be initiated by us:

- This facility is available only for active clients.
- All open unexecuted orders / pending orders would be cancelled by the Risk Management Team.
- No access to login will be available to the client. (Even for access of reports/statements).
- New orders can be placed only by way of calling centralized dealing desk.
- The online access freeze will not impact open position of the client, if any.

UNFREEZING

Once your account details are successfully retrieved and secured, you can raise a request for unfreeze by sending an email from your registered email address to compliance@sunflowerbroking.com or call on +91 89053 44006.

Re-activation/unfreezing request will be accepted by Sunflower Broking Private Limited only post adequate due diligences have been carried out which would include but not limit to the below required documents from clients:

- PAN Card (Colour copy)
- Registered Permanent Address with Pin Code
- Registered Mobile Number
- Registered Email ID
- Registered Bank Account Number

On successful verification, validation and due diligence, Sunflower Broking Private Limited would process request for unfreeze within 3 working days of the receipt of the complete set documentation.

Note:

This policy has been reviewed in terms of SEBI Circular No. SEBI/HO/MIRSD/POD 1/P/CIR/2024/4 dated January 12, 2024 and an Exchange(s) Circular issued for voluntarily freezing of online access facility to the clients, by Board of Directors of Sunflower Broking Private Limited during its meeting held on July 20, 2024.