

Policy on Voluntary Trading Account Freeze / Block Feature

As per Exchange Circular: NSE Circular No: NSE/INSP/61529 and BSE Circular No: 20240408-12. As per these directives, clients trading via Internet-Based Trading (IBT) or Mobile Trading Platforms now have the option to voluntarily freeze or block their trading accounts.

You may initiate a request to freeze or block your account through the following methods:

1. Using Our Mobile Application :

- Login to our Mobile App - SIHL Moneymaker
- Go to Login > Account > Security > Block account option available

2. Telephonic Request: By calling from your registered phone number, subject to OTP verification.

Upon receipt of a request via our application / web portal or via telephone with OTP verification, your account will be frozen or blocked directly by our vendor within 15 minutes. You will receive an email confirmation from our vendor confirming that online access to your trading account has been frozen or blocked. Additionally, any pending orders will be cancelled, and you will be notified of any open positions within an hour by our vendor via email.

If the request is made during trading hours, the account will be frozen or blocked within 15 minutes. For requests received after trading hours and up to 15 minutes before the start of the next trading session, the account will be frozen or blocked before the commencement of the next trading session.

Please note that any request to unfreeze your account can only be processed via a telephone call made from your registered phone number, subject to OTP verification to our helpdesk at 079-6822-6822

Kindly note that this process does not deactivate your account; you may still place trades by calling our office directly / in-person. This feature solely restricts trading through the Mobile Application or Online-Based Trading.

For, Shah Investor's Home Limited

