

# KANCO STOCK & SECURITIES PRIVATE LIMITED

**Policy on Voluntary Freezing of Online Trading Accounts  
(Effective Date: 01<sup>st</sup> February, 2026)**

*J. P. Jindal*

## **Policy on Voluntary Freezing of Online Trading Accounts**

### **1) Introduction**

This policy outlines the procedures for the voluntary freezing of trading accounts for clients of Kanco Stock & Securities Private Limited (KSSPL), in accordance with SEBI and Exchange Circulars.

### **2) Purpose**

The purpose of this policy is to provide KSSPL clients with clear guidance on the process, modes, timelines, and details for freezing their trading accounts in cases of suspected or unauthorized activity.

### **3) Scope and Applicability**

This policy applies to all KSSPL clients who wish to voluntarily freeze their online trading accounts.

### **4) Review**

This policy is part of KSSPL's Risk Management Policy and will be reviewed annually by the Board of Directors or earlier if required to ensure alignment with regulatory changes.

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

#### **a. By Sending a mail to our support team**

- Send a mail to our support team, mail ID: [rms@kancosecurities.com](mailto:rms@kancosecurities.com)
- Mention necessary identity verification details in the mail.
- Once verified, the agent will process the account freeze request.

#### **b. By Calling the Dedicated Support Line**

- Contact KSSPL's support team available from 9:00 AM to 5:00 PM, on Trading days.
- Provide necessary identity verification details to the support personnel.
- Once verified, the personnel will process the account freeze request.

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

- Clients can call KSSPL's dedicated support team and follow the official's instructions.
- After completing due diligence and validations, the account will be unfrozen within approximately 30 to 60 minutes.
- Once unfrozen, clients can resume trading through both online and offline modes, including call-and-trade or the AP terminal.



## 7) Important Points to Note

- a. Clients are advised to close all open positions before submitting a freeze request.
- b. Accounts will be blocked within 15 minutes of receiving the freeze request.
- c. Confirmation of the freeze, along with instructions to unfreeze, will be sent via email and SMS.
- d. All pending orders, whether online or offline, will be cancelled automatically, and trading access will be disabled.
- e. Clients will receive details of any open positions, including contract expiry information, within an hour of freezing the account.
- f. While frozen, clients can log in for exploratory purposes but will not be able to place trades.
- g. New SIPs will not be executed during the freeze period.
- h. Clients can add or withdraw funds but cannot modify their profiles.
- i. It is recommended to change the login password immediately after freezing the account (via Settings → Change password).
- j. Open positions can be managed by calling KSSPL's support line.
- k. In case of an MTM (Mark-to-Market) breach of 80% or above, all open positions will be auto-squared off per KSSPL's risk management policy.
- l. If there is a margin shortfall, positions will be squared off to cover the shortfall.
- m. Negative account balances will result in the sale of investments to recover the owed amount.
- n. Intraday positions will be auto squared off per KSSPL's intraday product policy.

## 8) Clarifications

- a. Freezing Scope: Freezing is limited to online access. Risk management activities of KSSPL will not be restricted, and clients must adhere to the existing risk policy.
- b. Exchange Records: A freeze request does not constitute marking the Unique Client Code (UCC) as inactive in exchange records.

*K. P. Anand*



+91 79 4603 7209



admin@kancosecurities.com



www.kancosecurities.com



621 - 622, 6th Floor, Binori B- Square 3, Sindhubhavan Road, Bodakdev, Ahmedabad , Gujarat - 380054

- c. Account Accessibility: Clients can access their accounts while frozen, but trading and profile modification will remain restricted.
- d. Cancellation of Freeze Requests: Once a freeze request is submitted, it cannot be cancelled. However, clients can place an unfreeze request.

**9) Circular References**

- a. SEBI/HO/MIRSD/POD-1/P/CIR/2024/4 dated January 12, 2024
- b. NSE/INSP/61529 dated April 08, 2024
- c. BSE notice 20240408-12 dated April 08, 2024
- d. MCX/INSP/218/2024 dated April 09, 2024
- e. NCDEX/COMPLIANCE-025/2024 dated April 09, 2024

**For Kanco Stock & Securities Private Limited**



**Kamleshkumar P Thakkar**  
**Director**