

# **Functionality for Voluntary Freezing/Blocking of Your Online Trading Account**

## **Dear Customer,**

We are Pleased to inform you about our new functionality that allows you to voluntarily freeze or block online access to your trading account.

### **Steps to use:**

#### **1. Modes of Request:**

Email-: Place a request to block online access to your trading account by mail on our Email id "[stoptrade@motisons.com](mailto:stoptrade@motisons.com)".

SMS – Mobile No. **9694390984**: Place a request to block online access to your trading account by stating "**STOPTRADE**".

#### **2. Process**

Upon successful validation, online access to your trading account will be frozen/ blocked within 15 minutes of receiving the request.

#### **3. What Happens After Freezing:**

- Pending orders will be cancelled and no new online orders can be placed.
- Details of open positions and contract expiries will be communicated.
- You can continue to execute all offline transactions using the call and trade facility or by visiting your nearest service branch.
- You can view reports such as holding statement, positions. Contract note, ledger, transaction report , P&L report, etc, through online login.

#### **4. Re- enabling online Access:**

Email-: Place a request to unfreeze online access to your trading account by mail on our Email id "[starttrade@motisons.com](mailto:starttrade@motisons.com)".

SMS – Mobile No. **9694390984**: Place a request to unfreezeonline access to your trading account by stating "**STARTTRADE**".

After verifying your request and completing necessary checks, your online access will be restored

For any clarifications or further assistance, please reach out to us at [equity@motisons.com](mailto:equity@motisons.com).

We draw inspiration from faith and confidence that our clients have in our commitment and performance, this inspiration is what drives us.