

Facility to Voluntary FREEZE / BLOCK of ONLINE TRADING A/C

SEBI has mandated that Trading Members should offer a facility to voluntarily freeze/block online access to customers trading account. This directive outlined in SEBI Circular ref. No. SEBI/HO/MIRSD/POD-1/P/CIR/2024/4 dated January 12, 2024.

There is multiple ways to request the Freezing/ Blocking of your trading accounts online access.

Using Dedicated Email :

- Clients /Customer has to send a Email from his registered email address to stoptrade@moneykrishna.com
- Upon verification trading account will be freezed within 15 minutes.

Calling a Dedicated Support Line:

- Call MKFS at the dedicated number 91 9361700982 (between 8:30 am – 5 :30 pm excluding Sundays and public holidays).
- The customer support agent will verify the client's identity and may request additional information.
- Once verified, the agent will freeze the account.

Scenario	Timelines for issuing acknowledgment as well as freezing/blocking of the online access of the trading account
Request received during the trading hours and within 15 minutes before the start of trading	Within 15 minutes
Request received after the trading hours and 15 minutes before the start of trading	Before the start of next trading session

The Process to Unfreeze/Unblock online access to your trading account:

Email : Send your request to stoptrade@moneykrishna.com from your registered email id.

Customer support: Call our helpdesk number 91 93617 00982 from your registered phone number.

Your request will be processed in 24 hours after due diligence.