



# CENTILLION CAPITAL PRIVATE LIMITED

(Formerly PELF FINSTOCK LTD)

(MEMBER : NSE, BSE, DP: NSDL)

SEBI Regn. No. INZ000168834, DPID: IN 302943

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## VOLUNTARY FREEZING/BLOCKING OF THE ONLINE TRADING ACCOUNT POLICY

(Part of Centillion Capital Risk management Policy)

### PURPOSE

The procedures outlined herein are per regulatory requirements . All clients are requested to note that the forthcoming guidelines are issued to facilitate the freezing/blocking of their respective online trading accounts upon explicit requests from the client's end in case they notice any suspicious activity on their trading accounts.

A few instances of suspicious activities would include:

1. Fresh positions being taken without the client's knowledge or action.
2. Holdings being sold without the client's knowledge or action.
3. A client is unable to access his/her account.
4. A client notices a change in their linked bank account/ email/ mobile number without them having placed a request.
5. A share transfer via gift/ easiest is initiated without the client's knowledge or action.

### Procedure to Freeze/Block the Online Trading Account

#### 1. Timelines

In line with regulatory requirements, upon the explicit request from a client to block the online access to their trading account through any of the modes mentioned in the forthcoming sections, all efforts will be taken by Centillion Personnel to fulfill the request as per the below timelines:

- For requests received within trading hours, all efforts shall be taken to block the account within 15 min.
- For requests received after trading hours up until 15 minutes before the market opening time, all efforts will be taken to block the account before the start of the next trading session



## **2. Mediums**

Clients can report suspicious activities on their trading account via the following mediums:

- By mailing on the dedicated email ID: centillion@centillioncap.com
- By calling the dedicated number: +91-8745024502 (between 8:30 am and 5:00 pm)

### **Verification (Mandatory)**

#### **Requests raised on calls**

Clients should call the dedicated number, +91- 8745024502, from their registered phone numbers (number registered with Centillion).

Please note that stringent identity verification will be conducted before considering any client's block requests. Hence, all clients are requested to keep all basic Personal Identification Information (PII) handy to facilitate the smooth and fast processing of requests. It is also recommended that clients keep their support code memorized/handy, as this would serve as additional two-factor authentication.

#### **Requests raised via the dedicated Email**

Clients are recommended to mail from their registered email address (email ID registered with Centillion).

Clients are requested to give relevant and detailed information regarding the suspicious activity they have noticed on their trading accounts.

Clients who have raised block requests by mail shall receive a call back promptly from Centillion personnel. Hence, they are advised to answer the call without fail.

### **Procedure to Unfreeze/Unblock the Online Trading Account**

Clients can unfreeze/unblock their online trading accounts by raising a request via any of the modes prescribed above.

Please note that the client must mandatorily complete the Re-KYC procedure successfully to have their trading account unfrozen/unblocked.

Following the successful completion of the Re-KYC procedure and after carrying out any other necessary due diligence, the client shall be intimated via mail regarding the status of their request.

