

Voluntary Freezing/Blocking Trading account

Process for clients to freeze or block online access to their trading accounts as per SEBI Circular No. SEBI/HO/MIRSD/POD-1/P/CIR/2024/4 dated January 12, 2024 and circulars issued by exchanges from time to time.

How to Freeze or Block Account:

Clients can request freezing or blocking of their trading account if they observe suspicious activity through the following channels:

1. Email: Send an email to stoptrade@pinnacletrades.com
2. Phone: Call 022-61006100, the customer support executive will verify the client's identity and may request additional information. Once verified, the executive will freeze the account.

Processing of Requests:

- Scenario 1 (During Trading Hours): Requests received during trading hours or up to 15 minutes before the start of trading will be processed within 15 minutes.
- Scenario 2 (After Trading Hours): Requests received after trading hours or within 15 minutes before the start of the next trading session will be processed before the start of the next trading session.

Acknowledgement and Actions:

- An acknowledgement of the freezing/blocking request will be sent to the client's registered email address.
- Details of any open positions will be provided.
- All pending orders will be cancelled.

How to Unfreeze or Unblock Account:

- To re-enable the trading account, clients must submit a request via their registered email address.
- Account reactivation may take up to 24 hours following due diligence by the Risk Management Team.

This process ensures that clients have control over their trading account security and can take prompt action in case of any suspicious activities. If you have any specific questions about this process, feel free to ask at support@pinnacletrades.com or 022-61006100