



JKB Financial Services Limited

(Investments beyond Banking)

SEBI Reg. Nos.:
NSE:INB231441131
BSE:INB011441137
NSDL/CDSL:IN-DP-310-2017
CIN:U65990JK2008SGC002931
GST NO.:01AACCI1029M2ZW

Framework for Trading Members to provide the facility of voluntary freezing/blocking the online access of the trading account to their clients

This is with reference to SEBI Circular no. [SEBI/HO/MIRSD/POD-1/P/CIR/2024/4](#) dated January 12, 2024 and Exchange Notice No. [20240112-30](#) dated January 12, 2024 on the subject "Ease of Doing Investments by Investors - Facility of voluntary freezing/ blocking of Trading Accounts by Clients".

The framework for trading members to provide the facility of voluntary freezing/blocking the online access of the trading account to their clients on account of suspicious activities as finalized in accordance with point no. 4 of the SEBI Circular

In accordance with aforesaid SEBI Circular dated January 12, 2024, the JKBFSL has introduced two options for clients which facilitates the voluntary freezing/blocking of online access of trading account . The two options are;

1. Email ID : STOPTRADE@JKBFSL.COM
2. Website: Block Online Access available on website

1. Email ID

Account Information

Username: stoptrade@jkbfsl.com

Display name: Stop Trade



2. Website: Block Online Access available on website

The screenshot displays the JKB Financial Services website. At the top, there's a header with the company logo and name. Below it, market indices are shown: Sensex (80,529.23, -75.42, -0.09%), Nifty (24,509.30, -21.60, -0.09%), and Nasdaq (17,726.94, -144.28, -0.81%). A table lists various funds, including Franklin Asian Equity Fund - Direct (G), with columns for date, equity, and a 'READ MORE' link. Below the table, a message states: "and sign in the application form to authorize your bank to make payment in case of allotment. There is no requirement of any refund as the money remains in the investors account". A navigation menu is visible with sections: Quick Links (About Us, Product and Services, Markets, Downloads, Contact Us, Press & Media), Trading Tools (Online Trade, Terms & Conditions, Privacy Policy, Disclaimer, Regulations relating to Arbitration), Useful Links (Backoffice Login, Important Links, Feedback, Scores 2.0, Investor Corner, FAQs, Smart ODR, Block Online Access), and JKBFSL (Careers, Tenders, Grievance, JKB Bank Login, JKB Intranet, Announcement, Mail Access for Employees, Raise a Ticket, Activate Windows, Go to Settings to activate Windows).

The screenshot shows the 'Block/Unblock Online Access' form. It has two tabs: 'Block' (selected) and 'Unblock'. The form contains three input fields: 'Client ID' (with placeholder 'Enter client ID'), 'PAN Number' (with placeholder 'Enter PAN number'), and 'Email ID' (with placeholder 'Enter Email ID'). Below these fields is a checkbox with the following text: "I understand that once my online access to my trading account is blocked, I will not be able to login to JKBFSL eTrader Mobile app or Web trading platform till the time I place unblock request and it gets processed. I also understand that all pending Equity (Non-SIP) and Derivative orders in my trading account will be cancelled on submission of this request and cover positions will be squared off. Any intraday positions if left open will be auto squared off as per the standard practice." To the right of the form, there is a 'Go to Settings to activate Windows' link.

Process Flow

IT Department: The email in stoptrade@jkbfsl.com/ request via Block Online Access Option available on website must get reflected to all the RMS officials

RMS: After receiving a request for closure from client/s from his/ her registered email id, After verification of clients, the online account access facility of said client/s should get blocked within 15 minutes of receipt of request. where request is received from other than registered phone number/e-mail Id of the client, the Trading Member should have a client authentication procedure (2 Factor Authentication) in place



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Scenario	Timelines for issuing acknowledgement as well as freezing / blocking of the online access of the trading account.
Request received during the trading hours ¹ and within 15 minutes before the start of trading.	Within 15 minutes ²
Request received after the trading hours and 15 minutes before the start of trading.	Before the start of next trading session

- **Post freezing/blocking** the client's trading account, send a communication on the registered mobile number and registered e-mail ID of the client, stating that the online access to the trading account has been frozen/blocked and all the pending orders in the client's trading account, if any, have been canceled along with the process of re-enablement for getting the online access to the trading account.
- **Details of open positions** (if any) should also be communicated to the client along with contract expiry information within one hour from the freezing/blocking of the trading account.
- **Re-enabling** the client for online access of the trading account: - The Trading Member shall re-enable the online access of trading account after carrying out necessary due diligence including validating
 - the client request and unfreezing / unblocking the online access of the trading account
 - For Further Details kindly refer to circular provided in the attachment
- **Freezing/blocking is only for the online access** to the client's trading account, and there shall be no restrictions on the Risk Management activities of the Trading Member.
- The request for freezing/ blocking does not constitute request for marking client Unique Client Code (UCC) as inactive in the Exchange records

With respect to new clients on boarded with effect from **July 01, 2024**, the policy so framed in line with the above mentioned framework shall form part of account opening kit.