

To block the Prayas Securities Pvt. Ltd. trading account, clients can follow any of these steps:

- Send an email from the registered email ID with the relevant details to **stoptrade@prayasexchange.com**
- Call on **02262183900** from the registered mobile number and provide the relevant details

Once request is raised Prayas Securities Pvt. Ltd. will verify the client's identity using methods such security questions, or other verification methods and Client will receive a confirmation email once account is frozen.

After providing the necessary details and blocking your account, you will no longer be able to log in to your account.

To unblock your Prayas Securities Pvt. Ltd. account,

- Send an email request to **stoptrade@prayasexchange.com** from your registered email ID.
- Upon validation of your registered email and necessary due diligence, your account will be unfrozen, and you will receive a confirmation email on your registered email ID.

For more details refer to the Voluntary Freezing/Blocking of the online trading account policy please go through the below **["Policy of Voluntary Freezing/Blocking of the online trading account."](#)**





Policy on Voluntary Freezing/Blocking of Online Trading Account Access

Procedure and Guideline

For Prayas Securities Pvt.Ltd.

Policy Details:

Definitions:

Throughout this document, following terms should be interpreted as under.

Prayas or Company

As

Prayas Securities Private Limited.
Off. No. 551, 5th Floor, Bldg. No. 5,
Solitaire Corporate Park,
Ghatkopar Link Road, Chakala,
Andheri (East), Mumbai-400093
Maharashtra
INDIA.

Employee

Legally appointed employee, any hired, contracted person or any such entity, in business relation with the company.

Policy on Voluntary Freezing/Blocking of Online Trading Account Access

1. Objective

This policy aims to provide clients with the option to voluntarily freeze or block online access to their trading accounts, ensuring enhanced security and preventing unauthorized transactions.

2. Scope

This policy applies to all clients holding trading accounts with Prayas Securities Pvt. Ltd.

3. Definitions

- **Trading Member:** An authorized member of the stock exchange providing trading services.
- **Client:** An individual or entity holding a trading account with the trading member.
- **Voluntary Freezing/Blocking:** A process initiated by the client to temporarily suspend online access to their trading account.

4. Eligibility

All clients with active trading accounts are eligible to request voluntary freezing/blocking of their online access.

5. Request Procedure

- **Initiation:** Clients can request freezing/blocking by two communication channels.
 1. Send an email from the registered email ID with the relevant details to stoptrade@prayasexchange.com
 2. Call on +91-22-62183900 from the registered mobile number and provide the relevant details
- **Verification:** Prayas Securities will verify the client's identity using methods such as security questions, or other verification methods.
- **Acknowledgment:** Upon successful verification, the client will receive an acknowledgment of the request along with the expected timeframe for implementation.

6. Implementation

- **Freezing/Blocking:** The online access to the client's trading account will be frozen/blocked within 24 hours of receiving the verified request.
 - **Confirmation:** A confirmation notification will be sent to the client once the online access has been successfully frozen/blocked.
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Policy on Voluntary Freezing/Blocking of Online Trading Account Access

7. Duration and Reactivation

- **Duration:** Clients may specify the duration for the freeze/block. If unspecified, the account remains frozen/blocked until a reactivation request is made.
- **Reactivation:** Clients can request reactivation by following the initial request procedure, including identity verification.

8. Responsibilities of Prayas Securities

- **Notification:** Inform clients about the availability and procedure of the voluntary freezing/blocking facility.
- **Support:** Assist clients in initiating and managing their requests.
- **Security:** Ensure the freezing/blocking process is secure and protects clients' data and trading accounts from unauthorized access.

9. Client Responsibilities

- **Accuracy:** Provide accurate and complete information when requesting the freezing/blocking of online access.
- **Timeliness:** Promptly inform Prayas Securities in case of any unauthorized activity or the need to reactivate the account.

10. Reporting and Compliance

- **Record Keeping:** Maintain records of all requests and actions taken regarding freezing/blocking of online access.
- **Compliance:** Ensure adherence to all relevant regulatory requirements and guidelines.

11. Dispute Resolution

- **Mechanism:** Establish a clear and accessible mechanism for resolving disputes related to the freezing/blocking of online access.

12. Review and Amendment

- **Periodic Review:** Conduct periodic reviews of the policy to ensure its effectiveness and relevance.
- **Amendments:** Communicate any changes to the policy to clients in a timely manner.

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