

Facility for voluntary freezing/ blocking of online access of the Trading account registered with NJ India Invest Private Limited ('NJ')

- The framework of providing the facility of voluntary freezing/ blocking the online access of the Trading account to the investors on account of suspicious activities found by them has been introduced.
- In case of any suspicious activities found by the client in their Trading account, they can avail of this facility of voluntary freezing/ blocking of their Trading account by using the Chatbot available in their NJ E-Wealth account login or by sending an email at stoptrade@njgroup.in through their registered email ID available with NJ.
- The request received by NJ will be validated. The timeline for freezing/ blocking of the online access of the clients' Trading account will be as under: -

Scenario	Timelines for issuing acknowledgment as well as freezing/ blocking of the online access of the Trading account.
Request received during the trading hours ¹ and within 15 mins before start of trading.	Within 15 Mins
Request received after the trading hours and 15 min before the start of trading.	Before the start of next trading session

¹Trading hours shall be as follows:

Capital Market Segment: 9.15 am to 3.30 pm.

- Post freezing/blocking the Trading account, a communication will be sent on the registered mobile number and registered email ID of the client, stating the online access to the Trading account has been frozen/ blocked and all the pending orders including live Stock SIP in the Trading account, if any, have been canceled.
- Further, the request to re-enable the online access of the trading account can be made by sending an email to starttrade@njgroup.in stating your E-wealth (Trading) account details (i.e UCC, PAN and Name) from your registered email ID and the same will be processed promptly and within a reasonable time.