

Aldan Investments Private Limited

701 Heritage Plaza, JP Road
Andheri West, Mumbai 400053
CIN: U67120MH1995PTC084811



Client Account Access Control Policy

1. Purpose

The purpose of this policy is to establish a clear and efficient process for clients to freeze or block access to their online trading accounts in order to prevent unauthorized transactions and ensure account security.

2. Scope

This policy applies to all clients who maintain an online trading account (IBT/mobile application/any other online access for trading) with Aldan Investments Private Limited. It covers the procedures for requesting a temporary or permanent freeze/block on account access.

3. Definitions

- **Freeze:** Temporarily restricts the ability to execute transactions on the account while maintaining the ability to view account information.
- **Block:** Completely restricts access to the account, including the ability to view account information.

4. Policy Details

4.1. Client Initiated Requests

Clients may request to freeze or block their online trading account for the following reasons:

- Suspicion of unauthorized access or fraudulent activity.
- Personal circumstances that necessitate restricted access (e.g., travel, medical reasons, etc.).

4.2. Contacting the Broker

To initiate a freeze or block on their account, clients must follow these steps:

1. **Contact Method:** Clients must contact Aldan Investments Private Limited via the official communication channels provided by them. These channels may include:
 - Telephone: **+912266707803/ +912266707805/ +912266707823**
 - Email: **stoptrade@aldaninvestments.com**
2. **Verification:** Aldan Investments will verify the client's identity through established security protocols, which may include:
 - Answering security questions (provide UCC code, PAN and other KYC verifications provided to the broker)
 - Providing a verification code sent to the registered email or phone number
 - Any other method deemed appropriate by the firm
3. **Request Details:** The client must provide the following information:
 - Full name and account number
 - Reason for the freeze/block request
 - Duration for the requested freeze (if applicable)
 - Confirmation of understanding that a block will completely restrict account access

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4.3. Broker's Responsibilities

- **Action:** Upon successful verification, Aldan Investments will take action to freeze or block the account as per the client's request.
- **Confirmation:** Aldan Investments will send a confirmation to the client via the registered communication channel, detailing the action taken and its duration.
- **Monitoring and Support:** Aldan Investments will monitor the account for any suspicious activity and provide support to the client as needed during the freeze/block period.
- **Timelines:** Aldan Investments will respond to any free/block request received after successful verification in the following timelines:
During market hours: Within 15 minutes
After market hours: Before start of next trading session

5. Reactivation of Account

Clients who wish to reactivate their account must contact their broker following the same verification process. The broker will lift the freeze or block and confirm the reactivation with the client, subject to verification of KYC details.

6. Record Keeping

All requests for freezing or blocking account access, including the client's information and the broker's actions, will be documented and securely stored.

7. Contact Information

For any questions or concerns regarding this policy, clients should contact Aldan Investments via official channels as displayed on their website.