

Steps to Temporarily Freeze Your Trading Account

SEBI Circular SEBI/HO/MIRSD/POD-1/P/CIR/2024/4 (dated January 12, 2024) and Exchange circulars NSE/INSP/61529 and 20240408-12 (dated April 8, 2024) allow customers a facility to freeze or unfreeze online access of their trading accounts.

On Share.Market, you can freeze the access to your trading account if any suspicious activity is detected or observed.

Here's how to freeze your account:

OPTION 1

1. Tap your profile picture on the top left corner of the Share.Market app
2. Tap **Help Center**
3. Tap **Raise Ticket**
4. Select **Managing my account**
5. Select **Freeze my account**

OR

OPTION 2

You can also call 080-68727702 from **your registered mobile number** to raise a request to freeze your trading account .

Here's what will happen after you raise the request:

You will receive an acknowledgement of the request via SMS and email on your registered mobile number and email ID.

Your account will be frozen within 15 minutes if the request is raised during market hours and 15 minutes before the next trading session commences if the request is raised after market hours.

You will receive a confirmation email and SMS after the process is completed.

Here's what will happen to your pending orders and other positions:

All your pending orders will be cancelled after you raise the request to freeze your trading account. Additionally, details of open positions will be shared, if any.

In case you want to close any open positions while your account is frozen please send an email to customerhelpdesk@share.market from the registered email ID requesting the same.

Here's how to unfreeze your account:

OPTION 1

If you want to unfreeze your trading account, please send an email to customerhelpdesk@share.market from your registered email ID.

OR

OPTION 2

You can call 080-68727702 from your registered mobile number to raise a request to unfreeze your account.

Please note that for unfreezing, proper due diligence will be carried out and after completing the necessary checks, clients will receive an email notification regarding the status of their unfreeze request.

For more details please refer the [RMS Policy](#)

Important Note :

1. 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.
2. The request for freezing/ blocking does not constitute a request for marking client Unique Client Code (UCC) as inactive in the Exchange records.