

# ABIRA

## **In case of Fraudulent or Suspicious Activity-Facility to voluntary freeze/ block online access of your Trading Account**

Dear Customer,

Warm greetings from Abira Securities Limited, We greatly value the trust you place in us and your continued patronage!!

We would like to bring to your attention a regulatory update outlined in SEBI circular ref. no. SEBI/HO/MIRSD/POD-1/P/CIR/2024/4 dated January 12, 2024, alongside BSE Notice no. 20240408-12 and NSE circular ref. no. NSE/INSP/61529 with regards to enabling the facility to voluntarily freeze/ block online access of Trading Account in case of any fraudulent or suspicious activity identified by you. This facility will allow you to protect your data and online trading ac from any frauds.

In case you observe any such suspicious activity, you can request the voluntary freezing/blocking of online access to your trading account. This can be done conveniently by contacting our customer desk on **02268959028** or by sending an email from your registered email address to [stoptrade@abiragroup.in](mailto:stoptrade@abiragroup.in)

Upon receiving your request, we will promptly acknowledge it. Following the freezing/blocking of online access, you will receive confirmation on your registered mobile number and email ID. This communication will inform you that online access to your Trading account has been suspended, and any pending orders will be cancelled.

**Following are the timelines within which the actions will be initiated:**

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

*Trading hours shall be as follows: Capital Market Segment: 9.15 a.m. to 3.30 p.m., Equity Derivatives Segment: 9.15 a.m. to 3.30 p.m., Currency Derivatives Segment: 09.00 a.m. to 05.00 p.m., Commodity Derivatives Segment: 09.00 a.m. to 11:30 p.m. 2 To begin with, the time limit of 15 minutes is being specified for the purpose of issuing acknowledgement as well as freezing/blocking of the online access of the trading account. This time limit shall be contracted after a review in next six months after the date of its applicability to enhance protection of investors from suspicious activities.*

In case you wish to Call & Trade in offline mode, you may contact your RM or on - **02268959028**.

To unfreeze/unblock the access to your online trading account, kindly follow any of the options mentioned below:

Email us at [cs@torusconnects.in](mailto:cs@torusconnects.in) or [stoptrade@abiragroup.in](mailto:stoptrade@abiragroup.in) from your registered email id

or

**Call us at 02268959028**

Warm regards,  
Abira Securities Limited

**ABIRA Securities  
Limited**

NSE • BSE • MCX • DP

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