



POLICY ON VOLUNTARY FREEZING/BLOCKING OF THE ONLINE TRADING ACCOUNT

1. INTRODUCTION

1. Finverse Platform Private Limited (“**the Company**”) has framed this policy on Voluntary Freezing/Blocking of the Online Trading Account (“**Policy**”) to clients seeking to freeze / block the online access of their trading accounts, in accordance with the SEBI Master Circular for Stock Brokers dated June 17, 2025..

2. This Policy is effective from 10th February, 2026.

3. This Policy shall be a part of the Company’s Risk Management Policy and be published on the Company’s website. It shall be provided to all new clients as part of the account opening kit. In case of undelivered communications, the same shall be re-sent through alternate channels such as physical delivery, SMS, or instant messaging, or any such other mechanism which can be preserved, in line with applicable Exchange guidelines.

2. PROCEDURE TO FREEZE ONLINE TRADING ACCOUNT

4. The client may request for voluntary freezing / blocking the online access of their trading accounts through any of the following mechanisms:

a. Via Mobile App - On the DreamStreet app, after logging in, clients can select the freeze account option available from the ‘Profile’ section. On confirming to freeze online access of your account, you will see the confirmation that their trading account has been frozen.

b. Via Call Support: If Client does not have access to their account, Client can reach out to the Company on 9082776182 and follow the instructions on the call to place a request to freeze your DreamStreet Account.



5. Except for requests by client mentioned above for freezing / blocking, the Company shall maintain an email id “*stoptrade@dreamstreet.tech.com*” for correspondence relating to voluntary freezing / blocking the online access of the client’s account.
6. Upon receipt of the request, the Company validates that the request for freezing / blocking of the online access of the trading account is received from the respective client only and issues an acknowledgement.
7. After freezing or blocking a client’s trading account, the Company shall send a communication to the client’s registered mobile number and/or registered email ID confirming that online access to the trading account has been frozen or blocked. The communication shall also inform the client that all pending orders, including GTT or any smart order if any, have been cancelled and shall outline the process for re-enablement of online access.
8. The Company shall also communicate details of open positions (if any), along with contract expiry information, to the client within one hour of freezing or blocking the trading account. For the open positions,
 - a. Any open positions will not be squared off except for risk management related square offs like margin shortfall and/or MTM.
 - b. Any open positions will be squared off if mandated by any regulatory/statutory action / mandate /communication.
 - c. Any intraday position will be squared off as per the timings of intraday square off before market ends.
9. The Company shall maintain appropriate records and logs, including but not limited to, requests received for freezing or blocking the online access of trading accounts, confirmations provided to clients regarding such freezing or blocking, and details of any pending order cancellations communicated to clients.

3. TIMELINE



10. Upon the explicit request from a client to block the online access to their trading account through any of the modes mentioned in this Policy, all efforts will be taken by the Company to fulfil the request as per the below timelines:

- a. For requests received within trading hours, all efforts shall be taken to block the account within 15 min.
- b. For requests received after trading hours up until 15 minutes before the market opening time, all efforts will be taken to block the account before the start of the next trading session. Square off of existing positions will be done within 15 minutes of market opening on the next trading day.

4. PROCEDURE TO UNFREEZE ONLINE TRADING ACCOUNT

11. Once the account is frozen/ blocked, it can be re-enabled by generating a similar request for re-enablement via reaching out to Company on help@dreamstreet.tech writing from your registered Email Id or calling us on 9082776182 from Client's registered Mobile Number.

12. The Company shall re-enable the client's online trading account after completing necessary due diligence, including validation of the client's request and verification of all required details, before unfreezing or unblocking the account.

5. CLARIFICATIONS

13. 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 Company.

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

15. Company will not be liable to the clients for any losses, claims, damages etc. in any manner whatsoever (actual or notional) due to cancellation of open orders and/ or non- square off existing open positions.

6. AMENDMENTS AND REVIEW



16. In case of any amendment(s), clarification(s), etc. issued by the relevant authorities, not being consistent with the provisions laid down under this Policy, such amendment(s), clarification(s), etc. shall prevail upon the relevant provisions of the Policy and this Policy shall be deemed to be amended accordingly from the effective date of such amendment(s), clarification(s), circular(s) etc.

17. This Policy shall be subject to review by the Board of Directors of the Company, once in a year, or as may be deemed necessary. Further, in the event of any deemed amendment as stated in this Policy, this Policy shall be placed before the Board of Directors for their review in the first meeting of the Board of Directors that is held after the event of the deemed amendment.