

Facility of voluntary freezing/blocking of trading accounts by clients

To safeguard the interest of the investors, SEBI vide circular dated January 12, 2024 has introduced a framework on the subject “Ease of doing investments by investors – Facility of voluntary freezing/blocking of trading accounts by clients. Investors can think of this facility for voluntary freezing of Aum Capital trading Account as something similar to blocking ATM/Debit/Credit Cards.

When you detect any suspicious activity in your Aum Capital Account including but not limited to receiving an unsolicited OTP on your mobile or email or confirmation of an order not placed by you, we advise you to do the following:

- **Log out from devices:** This option is available in the Settings menu under Accounts section & Logout,
- **Change PIN:** Your Aum Capital Account is protected by two factor authentication; one of the factors of authentication being your Aum Capital PIN. You can secure your Aum Capital Account by changing your PIN by choosing this option from Settings menu under Security option “Set new PIN” Section
- **Change password:** If you suspect someone might be accessing your Aum Capital Account, with the email ID and password combination, you can change your password using this option in Settings under Security option “Change Password” Section.
- **Change password of** the email account you use to sign in into your Aum Capital account

If you still feel unsure and want to freeze online access of your Aum Capital Account to avoid suspicious activity in your Aum Capital Account, you can choose to temporarily freeze online access of your Aum Capital Account.

What will happen if you Freeze your Aum Capital Account?

Here's what would happen within 15 minutes of your request to freeze online access of your Aum Capital Account:

- Once online access is frozen, no one (including you) will be able to access your Aum Capital Account and holdings online.
- In case there are any pending unexecuted orders for stocks and F&O, they will get cancelled.
- For complete details, please read the Policy available on our website www.aumline.in .

How to Freeze the Aum Capital Account?

You can request to freeze your Aum Capital Account in one of the three ways:

Option 1: On the Aum Capital app, after logging in, you can select the Freeze account option available in the Settings menu under Privacy and Security section. On confirming to freeze online access of your Aum Capital Account, you will see the confirmation that you have successfully placed your request

Option 2: If you don't have access to your mobile, you can login into the Aum Capital website i.e. www.aumline.in. On confirming to freeze your Aum Capital Account, you will see the confirmation that you have successfully placed your request

Option 3: Even if you don't have access to your Aum Capital Account, you can email us at stoptrade@aumcap.com from your registered email id to place a request to freeze your Aum Capital Account.

How to Unfreeze the Aum Capital Account?

When you are sure about the security of your Aum Capital Account, you can choose to unfreeze the same.

To place an unfreeze request, you can email us from your registered email id to place an unfreeze request with ReKYC.