



As an added security measure, you are allowed to freeze/unfreeze your Rupeemy trading account. You can use this to instantly block any trading-related activities in your account and prevent unauthorized transactions.

### How to Freeze and Unfreeze Your Account?

- **Freeze Account:** You can freeze your account by sending mail to [stoptrade@rupeemy.in](mailto:stoptrade@rupeemy.in) or by calling our support number 0755-4268599 from your registered email ID or phone number. Your account will be frozen within 15 minutes during market hours.
- **Unfreeze Account:** You can unfreeze your account by sending mail to [stoptrade@rupeemy.in](mailto:stoptrade@rupeemy.in) or by calling our support number at 0755-4268599 from your registered email ID or phone number. Your account will be unfrozen within 15 minutes during market hours.

Requests to freeze/unfreeze a trading account received from an unregistered phone number or email ID will not be entertained.

### Pre-conditions to freeze your account?

- There should be no open positions (including MTF positions) in your account
- There should be no pending orders in your account

### What Happens When Your Account is Frozen?

- New order placements will be disabled
- GTT orders will be rejected
- IPO applications will be disabled
- Fund transfers and withdrawals will be allowed
- New profile modifications will be disabled

Alternatively, you have the option to freeze or unfreeze specific segments of your account, which temporarily suspends trading activities only within those segments. For instance, freezing the NSE F&O segment disables order placement within that segment while allowing orders to be placed in other segments such as Equity and Commodity.

**Note:** Freezing of your account does **not** imply closure of the account.