

ACCOUNT FREEZING FACILITY – (Applicable to only online access)

- Spark provides the facility of voluntary freezing/blocking the online access of the trading account to their clients. The clients can submit the freeze / blocking request by either of the one mode below:
 - a. Sending an email request to stoptrade@sparkcapital.in from their registered email address.
 - b. Call from the registered mobile number on 022 6291 6754.
- On receipt of the client request, validation will be done by the Spark PWM team. Once validation is successful, an acknowledgement will be sent to the client's registered email address and Mobile no. after freezing the account stating that the online access to the trading account has been frozen/blocked and all the pending orders in the client's trading account, if any, have been cancelled. Also along, the process of re-enablement for getting online access back to the trading account will be communicated.
 - All the pending orders will be cancelled, and online access will be blocked within 15 mins.
 - 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.
 - To eliminate the risk, Details of open positions (if any) will also be communicated to the client along with contract expiry information within one hour from the freezing/blocking of the trading account.
- Below is the timeline along with the scenario:

Scenario	Timelines for issuing acknowledgement as well as freezing / blocking of the online access of the trading account.
Request received during the trading hours ¹ and within 15 minutes before the start of trading.	Within 15 minutes ²
Request received after the trading hours and 15 minutes before the start of trading.	Before the start of next trading session

- For Re-enablement of your trading account submit your request from your registered email address on stoptrade@sparkcapital.in.

Please reach out to us for any clarification on the subject matter.