

Kalpataru Multiplier Ltd. that allows you to voluntarily **freeze/block** the online access to your trading account in case of any suspicious activities. This is in line with the recent guidelines issued by **SEBI and the National Stock Exchange of India Limited**.

How to Freeze/Block Your Trading Account Online Access:

Method 1: Freezing via Call

Call our dedicated number: **7648983065** or **0755-4350142** from your registered mobile number with us.

Method 2: Freezing via Email

Send an email to our dedicated email addresses from your registered email ID:

- stoptrade@kalpatarumulti.com
- support@kalpatarumulti.com
- complaint@kalpatarumulti.com

Processing Timelines:

Scenario	Timelines
Request received during trading hours:	
CM and F&O Segment (09:00 – 15:30 HRS)	Within 15 minutes of request
Commodity Derivatives Segment (08:45 – 23:30 HRS)	Within 15 minutes of request
Request received after trading hours:	
CM and F&O Segment (15:30 – 09:00 HRS next day)	Before the start of the next trading session
Commodity Derivatives Segment (23:30 – 08:45 HRS next day)	Before the start of the next trading session

Upon receiving your request, we will issue an acknowledgment via email and process the freeze/block request as per the above timelines.

Important Notes:

- This facility is available only for active clients.
- All open unexecuted/pending orders will be canceled by the RMS.
- No access to login will be available to the client (even for access to reports/statements).
- New orders can be placed only by calling the centralized dealing desk.
- The online access freeze will not impact open positions of the client, if any. However, open positions, if any, will be communicated to the client within one hour of freezing/blocking the online access of the trading account.

Unfreezing Your Account:

Once your account details are successfully retrieved and secured, you can raise a request for unfreezing by sending an email from your registered email address to:

- support@kalpatarumulti.com
- kmlit@kalpatarumulti.com
- complaint@kalpatarumulti.com

An executive will guide you through the process.

Required Documents for Unfreezing:

- Request Letter for Unfreezing/Unblocking
- PAN Card (Self-Attested)
- Registered Permanent Address with Pincode
- Registered Mobile Number
- Registered Email ID
- Date of Birth
- Registered Bank Account Number

On successful verification, validation, and due diligence, Kalpataru Multiplier Ltd. will process your request for unfreezing within 1 working day of receiving the complete set of documentation.

For any queries or further assistance, please contact our RMS Team Head/Online/Technical Support Team at:

- **Phone:** 094795 85008
- **Email:** kmlit@kalpatarumulti.com

If you are not satisfied, please escalate your issue by contacting:

- compliance@kalpatarumulti.com
- kmlho@kalpatarumulti.com