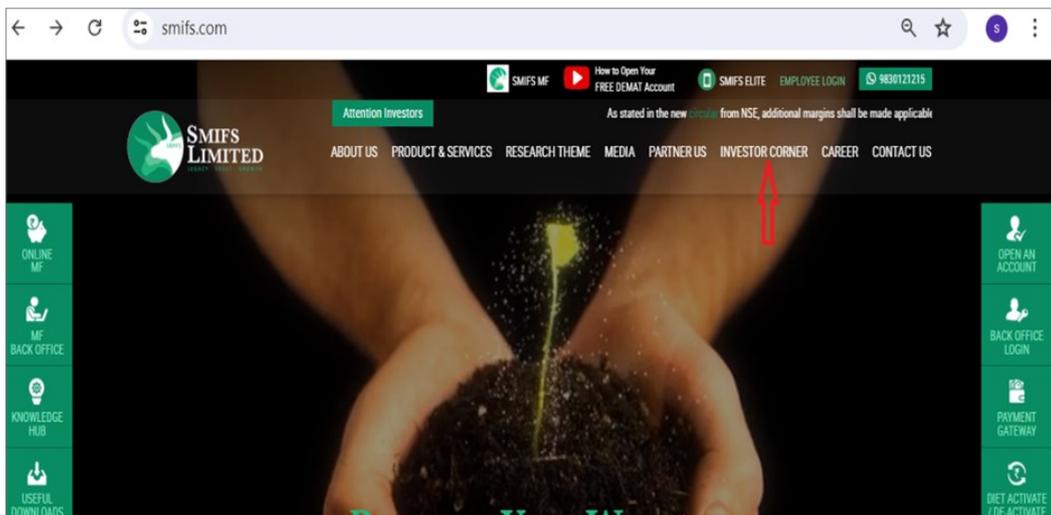


Process for Submission of request to Block or Unblock Online Trade Facility

SMIFS Limited is offering multiple ways by which A Client can submit the request for Blocking or Unblocking of Trade. The different ways are enumerated below:

1. A dedicated E-Mail ID “stoptrade@smifs.com” has been created for submitting the block/Unblock request via E-Mail. If the Client wants to block his/her Trading online Trading facility, he/she has to send an email from his/her Registered email ID to “stoptrade@smifs.com mentioning the UCC (Unique Client Code) and reason for blocking . Similarly, for unblocking, the same email ID can be used. This email will generate a ticket in CRM system which will be attended by Risk Management Team of SMIFS Limited.
2. SMIFS Limited has also reserved a dedicated Mobile Number “+91 9433062375” for receiving SMS and WhatsApp Messages from Clients for the purpose of Voluntary Freezing/ Blocking/Unblocking of Online trading.
3. There is a third way to block/unblock trading which is through SMIFS Website. The following are the steps to put the request:
 - i. Open www.smifs.com in your computer internet browser.
 - ii. Click on the “Investor Corner” menu at top side. Screenshot is given below.



- iii. After clicking on Investor Corner, the below screen appears.



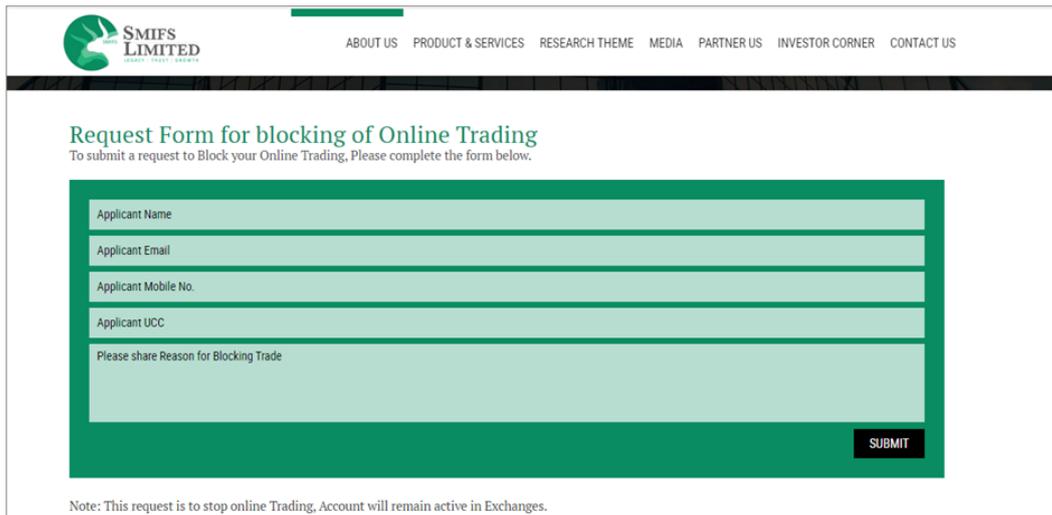
SMIFS LIMITED

4, Lee Road, Vaibhav, 5th Floor, Kolkata – 700 020

Tel. No.: (033) 6634 5400, (033) 4011 5400 | Web: www.smifs.com | Email: investors@smifs.com

Single SEBI Registration No.: NSE (Cash) NSE (F&O) NSE (CD) BSE (Cash) | BSE (F&O) BSE (CD) | MCX; ICEX; :INZ000220635; CDSL & NSDL SEBI Registration No.: IN-DP-414-2019; AMFI: ARN-3080; | PMS: INP00004623; CIN-U51109WB1993PLC060987 | RESEARCH ANALYST SEBI REGN. NO.: INH1300001474

4. **For Blocking of trade**, please click on “Request to Block Online Trading” button which opens one form as shown below.



The screenshot shows the SMIFS Limited website header with navigation links: ABOUT US, PRODUCT & SERVICES, RESEARCH THEME, MEDIA, PARTNER US, INVESTOR CORNER, CONTACT US. The main content area is titled "Request Form for blocking of Online Trading" with a sub-header "To submit a request to Block your Online Trading, Please complete the form below." The form contains five input fields: Applicant Name, Applicant Email, Applicant Mobile No., Applicant UCC, and a larger text area for "Please share Reason for Blocking Trade". A black "SUBMIT" button is located at the bottom right of the form. A note at the bottom of the form reads: "Note: This request is to stop online Trading, Account will remain active in Exchanges."

5. Please fill up all the desired fields in the form. Please remember to put your registered mobile no. and email ID in the form, else the request will be liable to rejection. After entering all the information, please click on “Submit” button.
6. This will generate a Trade blocking request in CRM system used by SMIFS Limited and actions will be taken by SMIFS RMS Team in stipulated time after necessary verification of the request.
7. **For Unblocking of trade**, click on “Request to Unblock Online Trading” button in the Investor Charter page and fill up all the desired information in the form that opens and then click on Submit button. However, in mobile no. and Email ID fields the registered values have to be entered, otherwise the request will be liable to rejection.
8. This will generate an Unblock request in CRM system used by SMIFS Limited and actions will be taken in stipulated time after necessary verification of the request.

For any query/support, Client is requested to call the Helpdesk No. 033-40572625/35/45 of SMIFS Limited or write to us at helpdesk@smifs.com.