

Procedure to Cancel Pending Orders during System Failure

In the event of an **IBTS System Failure** arising from any reason — whether from the **Investor's side, Broker's side, or a Third-Party Software Vendor** — investors may follow the below procedure to manage their pending orders:

1) Contact the Broker's KATS Operator:

- a) Investors can call the **KATS Operator** of the Broker to obtain an update regarding their pending (lined-up) orders.

2) Request for Order Cancellation or Amendment:

- a) Investors may instruct the KATS Operator to:
 - i) Cancel any pending orders.
 - ii) Place further orders on their behalf.
 - iii) Amend existing orders as required.

Contact Details of Broker – Head Office

Telephone Number: **021-33327747**