



Pakistan Stock Exchange Limited (formerly: Karachi Stock Exchange Limited)

Stock Exchange Building, Stock Exchange Road, Karachi-74000

UAN: 111-00-11-22: Ext: 4561-66, Email: investor.complaints@psx.com.pk

General Instructions for Complaint Registration (Manually / Electronically)

The Default and Arbitration Wing (previously; "Customer Services and Investors' Relations Department) is being setup for the resolution of grievances/complaints of the general public concerning investment and trading of securities in a quick and efficient manner.

The Exchange reserves the right to take appropriate action if complaint/claim is found fictitious or false.

We can only help/assist to resolve your complaint/dispute if your complaint relates to TRE Certificate Holder of the Pakistan Stock Exchange Limited (formerly: Karachi Stock Exchange Limited) for securities transactions that have taken place on KATS and NCHS.

1. (I) Mandatory Requirement:

(a). Following should be considered while lodging a complaint at Default and Arbitration Wing;

- Please provide your correct contact details, so that the Exchange could get in touch with you, if further information is required or to update the status of your complaint.
- Please attached soft copies of all supporting documents (scanned) with E-Claim Form or submit the copies of all documents through courier if lodging compliant manually.
- Please mention your claim in pecuniary/money terms by specifically stating the value of your claim.
- Please specify your regular mode of placing orders Viz., (a) On-Line, (b) Telephonic, (c) Visiting office of Broker, in the area of 'Remarks'.

(b). Following are the mandatory fields at the time of complaint registration;

- Name of Complainant :
- House No.
- Street No.
- City/Town:
- Country:
- CNIC No
- Phone No.
- Mobile No:
- Email (Mandatory in case of complaint lodged through internet):
- Tre Certificate Holder Name:
- Agent Name:
- Branch:
- Complainant Trading Account No. with TRE Certificate Holder:
- Complainant Sub Account No. with TRE Certificate Holder:

(c) Special Instructions for Corporate Entities:

- Please provide the name of the contact person of your company.
- In case of any difficulty in filing your claim /compliant on website you can lodge your compliant through courier by filling claim form manually which can be downloaded from our website or can be obtained from our offices.

(d) TREC Holder Details:

- Before filling the complaint form, please ensure whether your complaint is actually against any TRE Certificate Holder of the Exchange and your trades are executed through KATS.
- Please fill the correct details of branch of TRE Certificate Holder and the contact person at the branch office with whom you were dealing (if applicable). If you don't know select the 'Other' option.

(II) Nature of Complaints:

Please identify the specific issue as defined below, on which you have a complaint and submit the relevant particulars/documents relevant to your case:

(a) Cash Claims (Non Payment of Funds):

- Please specify the amount in Total Value' field.

Following information should be submitted in support of your claim;

- Please specify the trade details for which funds have not been received by you along with contract notes/Trades Confirmations in support of your claim.
- Please provide evidences of payments made/Securities transferred by you (if any) to the TRE Certificate Holder.
- Provide a copy of ledger account, Net Equity statements issued by the TRE Certificate Holder.
- Any other information as deemed fit by you that can confirm your claim.

(b) Non - Transfer of Shares:

- Please specify the symbol, quantity and rate in the specified fields that have not been transferred to you and submit documentary evidences/proofs in support of your claim within the specified time.

Following information should be submitted in support of your claim;

- Please provide evidences of Payments made/Securities transferred (if any) by you to the TRE Certificate Holder.
- Provide a copy of ledger account, Net Equity statement issued by the TRE Certificate Holder.
- If the complaint carries some portions related to funds then state the value in financial/money terms.
- Any other information as deemed fit by you that can confirm your claim.

(c) Unauthorized transfer of funds

- Please specify the amount in ' Total Value' field

Following information should be submitted in support of your claim;

- Provide a copy of ledger account, Net Equity statement issued by the TRE Certificate Holder.
- Please specifically mention the amounts, appearing in the ledger and not received by you.
- Specifically mention, mode of (requesting payment withdrawal) & payment received from Broker.
- Any other information as deemed fit by you that can confirm your claim.

(d) Non-provision of the account statements/reports

Please specify in your complaint which of the following documents **have not** been issued by the TREC Holder.

- A copy of Standardized Account Opening Form (SAOF)
- Statement of General Ledger **(Period for which you have not received the Documents)**
- Statement of Net Equity **(Period for which you have not received the Documents)**
- Statement of Sale Bill **(Period for which you have not received the Documents)**
- Statement of Purchase Bill **(Period for which you have not received the Documents)**
- Statement of Trade Confirmation **(Period for which you have not received the Documents)**
- Payment Receipt **(Period for which you have not received the Documents)**
- Statement of Capital Gain Tax Sheet **(Period for which you have not received the Documents)**
- Physical Share Deposit Receipt **(Period for which you have not received the Documents)**
- Mention the last date of receiving such information and how it was delivered to you.
- Other, Please specify _____

(e) Unauthorized Trading:

- Under 'Actual' please specify market, symbol, type, quantity and rate in the specified fields as per the order placed by you/investor.
- Under 'Executed' please specify market, symbol, type, quantity and rate in the specified fields as claimed to be mistakenly traded by the TRE Certificate Holder.
- Specifically mention, mode of (placing orders) & confirmation received from Broker.

Following information should be submitted in support of your claim;

- Please provide the particulars of trades that have been executed without consent.
- Please submit copies of trading account, Contract Notes/Trade Confirmations issued by the TRE Certificate Holder.
- Any other information as deemed fit by complainant that can confirm his claim.

(f) Others

- Specify the amount of claim in "Total Value" and mention details of the complaint in "Remarks/ Comments" Box

(III) Submission of Documentary Evidences with your claim form (Manually / Electronically):

(a) List of Documents to be provided in support of your claim

Please note that the documentary evidences submitted do not shift the burden of establishing or defending any aspect of a claim but help Management/ Arbitrator(s) to understand your cases clearly and efficiently. Early and timely submission of documents will help in early processing of your complaint. Hence, complainants should submit all relevant documents including but not limited to the following;

Copies of all documents the investor/customer received from the concerned TRE Certificate Holder or Brokerage House which may include the following;

- Copy of NIC
- Copy of Account Opening Form
- Trade Confirmation Sheets
- Purchase/Sale Bills
- Share Deposit Receipts
- Receipts and Payment evidences
- Account Ledger Statements
- CDC Reports and Statements
- Copies of cheques to Broker
- Bank Statements
- Equity Statements

- Monthly/Weekly/ Quarterly account statements
- Any other documentary evidence which can substantiate your claim.

(b) Details of Complaints taken up with TREC Holder;

- If the complaint has already been taken up with TRE Certificate Holder, please provide the copies of complaint lodged with the TRE Certificate Holder along with the copies of response received from TRE Certificates Holder.

(c) Additional Information:

- Please describe your complaint in a precise manner and mention additional facts which are not already covered that you would like Exchange to know.

(IV) Mediation, Arbitration & Appeal:

- In case if you are not satisfied with the response of TRE Certificate Holder w.r.t. your complaint The Exchange gives you the right to apply for Mediation, Arbitration. Please refer for the Arbitration procedures mentioned in the Rule Book of the Exchange.

(V) Disclaimer:

(a) Once accepting these terms and conditions, you are bound to abide the rules and regulations of Pakistan Stock Exchange Limited (formerly: Karachi Stock Exchange Limited).

(VI). Following type of claims shall not be entertained:

- The Claims for mental agony/harassment and expenses incurred for pursuing the matter.
- The Claim for notional loss, opportunity loss for the disputed period or trade.
- Complaints pertaining to trades not executed on the Exchange by the complainant.
- Claims for private commercial dealings with the TRE Certificate Holder.
- Claims relating to transactions which are in the nature of loan or financing which are not within the framework defined by the Exchange.
- Issues related to investment advice, terms of takeover offers and any complaint related to commercial management of a brokerage house.
- Complaints in respect of transactions which are already in Court proceedings shall not be entertained.

2. Warranty Disclaimer

Everything on this site and in this service is provided "as is" without warranty of any kind, either express or implied, including, but not limited to, fitness for a particular purpose of non-infringement. Any other provision of this agreement notwithstanding, Exchange shall not be liable for any error or defect in, or failure of performance of the website. Some jurisdictions may not allow the limitation or exclusion of liability for incidental or consequential damages so some of the above limitations or exclusions may not apply to you.

3. Terms & Conditions

You must read these terms and conditions before proceeding further to register your complaint.

When you use this service, you agree:

- To comply with these terms of use
- To provide accurate information
- Not to do anything that would interfere with the ordinary operation of this site
- Not to violate the intellectual property rights of Exchange or of others

- (a) Exchange reserves the right to terminate the use of this site by anyone who does not comply with these obligations / conditions.
- (b) These terms and conditions are governed by the relevant rules and regulation of the Exchange. If any dispute arises between TRE Certificate Holder and their constituents/clients and is not settled amicably, then the complainant may apply for Arbitration in order to get the dispute settled by "Arbitrator(s)" appointed under the relevant rules and regulation of Exchange.
- (c) Applicant undertakes to abide by all the regulations of the Exchange in force for the arbitration as well as the direction of the arbitrator/ sub panel of Arbitrator appointed for the purpose of dispute resolution.
- (d) Applicant further undertakes to abide by the decision/award of the sole arbitrator/sub panel of arbitrators appointed under the said regulations.
- (e) In case of fraudulent complaint the Exchange reserves the right to initiate appropriate action against the complainant. In such case complainant authorizes the exchange to publish his/her name on the Exchange website for general public.
- (f) Applicant must provide maximum documents (all photocopies) to substantiate the claim. However, submission of original documents is not advisable and the same may be presented during the arbitration proceedings.
- (g). The Exchange can enforce or arbitrate issues or transactions that have taken place at Pakistan Stock Exchange Limited (formerly: Karachi Stock Exchange Limited) Applicant is advised to report and follow-up the matter with concerned TRE Certificate Holder /Party prior to registration of the complaint with the Exchange. Please note that the arbitration is carried out by independent arbitrators to ensure justice to all the parties.

