



FOR ALL THE CONCERNS

**PROCEDURE FOR FILING INVESTORS' COMPLAINTS AGAINST TRE
CERTIFICATE HOLDERS OF LSE AND/OR ISE PRIOR TO INTEGRATION**

Pursuant to the Integration Order No. 1/2016 dated January 6, 2016 issued by Securities and Exchange Commission of Pakistan (SECP), whereby Lahore Stock Exchange Limited (LSE) and Islamabad Stock Exchange Limited (ISE) (collectively referred to as transferor stock exchanges and individually referred to as LSE and/or ISE) were integrated with Karachi Stock Exchange Limited (KSE) to form Pakistan Stock Exchange Limited (PSX) with effect from January 11, 2016. By virtue of the Integration Order, all the TRE Certificate Holders / Brokers of the transferor stock exchanges become the TRE Certificate Holders / Brokers of PSX from the effective date of integration.

Clause 18.3 (a) of Integration Order prescribes the treatment of investors' complaints/claims against the TRE Certificate Holders of transferor exchanges as stated below:

"All existing and future complaints against TRE certificate holders regarding trade related dealings at the transferor stock exchange prior to the effective date of integration shall be handled by the Funds Committee, constituted by the Commission."

Clause 15 (8) of Stock Exchanges (Corporatization, Demutualization and Integration) Regulations, 2012 amendments dated December 17, 2015 also prescribes the treatment of investors' complaints/claims against the TRE Certificate Holders of transferor exchanges as stated below:

"any dispute arising between an ex-TRE certificate holder of transferor stock exchange and his customer relating to any trade or transaction related to, or business activity with the ex-TREC holder under the Regulations of transferor stock exchange prior to effective date of integration shall be referred to and determined by the Funds arbitration Committee appointed and constituted by the Fund Committee"

The SECP in exercise of its powers above, constituted two Fund Committees, one to handle the complaints/claims against ex-TRE Certificate Holders of "LSE" and other for "ISE".

In light of the above, all concerned are requested to follow the following procedure while lodging the complaints/claims against the ex-TRE Certificate Holder of LSE and/or ISE:

1. In case of a complaint/claim against TRE Certificate Holder of LSE and/or ISE and where the trade/transaction in dispute relates to the period prior to the effective date of integration, the complainant/claimant is required to file such complaint/claim with the

Fund Committee of LSE Financial Services, 19-Khayaban-e-Awan Iqbal Lahore and/or ISE Tower REIT Management, Jinnah Avenue, Blue Area Islamabad as the case may be.

2. In case of complaint/claim against an ex-TRE Certificate Holder of LSE and/or ISE and where the trade/transaction in dispute relates to the period after the effective date of integration, is required to file such complaint/claim with PSX at any of its offices located at Karachi, Lahore and Islamabad or the same can also be filed through online portal of PSX at the link <http://csir.kse.com.pk/>.

In case of any further clarification you may contact at UIN: 021-111 001 122 – 4561.

Note: Kindly note that aforementioned Integration Order No. 1/2016 dated January 6, 2016 and Stock Exchanges (Corporatization, Demutualization and Integration) Regulations 2012 amendments dated December 17, 2015 are available in legal framework section on our website i.e. www.psx.com.pk



SHAFOQAT ALI
Chief Regulatory Officer

Distribution: 01. PSX Karachi Office (Dispatch Section)
02. PSX Lahore Office (Mr. Sarmad Hussain)
03. PSX Islamabad Office (Syed M. Asghar Abbas Naqvi)

Cc:

01. Director (SSED), SMD, SECP	06. All Heads of Departments, PSX
02. Managing Director, PSX	07. Regional Head, RAD, PSX
03. Chief Executive Officer, CDC	08. LSE Financial Services, Lahore
04. Chief Executive Officer, NCCPL	09. ISE Towers REIT Management, Isld
05. Chief Executive Officer, PMEX	10. PSX Notice Board & Website



Complaint Registration Form

- 1. Name: * _____
- 2. CNIC: * _____
- 3. Mailing Address: * _____

- 4. Telephone: * _____
Residence: _____
Mobile: _____
- 5. E mail ID: _____
- 6. Company Registration Number (in case of company): _____
- 7. Managing Director (In case of Company) _____
- 8. Trading Account No: * _____
- 9. CDC Account No: * _____

Against Whom you want to complaint

- 10. Name of the Member/Agent (along with Branch Office): * _____
- 11. Address of the Branch Office: _____
- 12. Name of the Exchange of whose it is a member: * _____
- 13. Relation Ship with the Member: _____
Investor/Employee/Agent: _____
Since When: _____
- 14. Date when the cause of complaint against the member first arose: * _____
- 15. Have you Lodged a complaint? _____
With the Exchange: Yes/ No _____
If Yes: _____
Date when reported: _____
Details of the Action Taken by the Exchange: _____

With the Member:

Yes/ No

If Yes:

Date when reported:

Details of the Action Taken by the Member:

With Any Other Forum (such as courts):

Yes/ No

If Yes:

Date when reported:

Details of the Action Taken by the Forum:

If the Complaint is not lodged within 30 days, please provide reasons

16. Specify Nature of complaint: *

- Non Transfer of Shares/ Non Payment of Funds
- Unauthorized Trading
- Fraudulent Entries, Incorrect Commission/Charges
- Non Provision of Statements/Information
- Trading the wrong scripts- not following the instructions of the client
- Dealings between employees and clients (under the name of member/ broker).
- Holding, other members' account for dues of family members.
- Dispute with another Investor
- Delay in disposition of matters referred to in arbitration and appeals against the award of arbitration.
- Private Financing arrangements
- Non Implementation of Award announced by panel of arbitrators
- Conflict of Interest in reference to the panel of arbitrators and panel against the award of arbitrators.
- Settlement in reference to defaulted members
- Value Loss during the period of dispute./Claim of Compensation
- Other

19. Do you have any documents in support of your complaint

No :

Yes, the following documents are attached with this form:

I.
II.
III.
IV.
V.
VI.
VII.

20. I Mr/Miss/Mrs/M/s _____ do hereby state that whatever is stated above is true to best of my knowledge and nothing is concealed.

Signature: _____

Date: _____

Complete forms along with copy of CNIC and documents mentioned above can be submitted at the following address

**Investors Complaint Wing,
Securities and Exchange Commission of Pakistan,
9th Floor, NIC Building,
Jinnah Avenue, Blue Area
Islamabad.
Ph: 051-9207091-94
Fax No: 051-9218595**