

Client Complaint Policy

Client Compliant policy has been designed to address the issues pertaining to service lacking, malpractices or mismanagement by the staff of Global Securities Pakistan Limited (GSPL) in connection with the trading of shares on behalf of clients. Client complaint policy is nothing to do with profit and loss incurred by the client due to investment decision taken by the client with or without advice of the dealer or any staff of GSPL.

Client will have the right to lodge the complaint with the GSPL in case of following event:

Unauthorized Trading:

If client receive any message of trade execution on trading terminal in his/her designated trading account whose order has not been placed by respective client then he/she must inform Compliance Officer verbally within one hour of receiving of message and he/she should send the written complaint on prescribed "Complaint Form" given on website of the company within 24 hours of receiving of mail thorough electronic or physical form.

Refusal to transfer of shares or release of amount:

"Transfer of shares" means request of shares transfer from client, from CDC Subaccount maintained with GSPL to clients' investor account or Clients' sub account maintained with other Broker clearing Member.

It is the policy of the GSPL to request client for payment of amount in case of Ledger position shows debit balance at time of transfer of shares.

It is also required to be noted that in case of request for amount withdrawal received from client The GLSP will release the amount requested after ceasing all the incidental charges required to be deducted from client account in near future i.e Capital Gain Tax, Account renewal charges, Tariff Charges etc.

Non receiving of regulatory required report(s)/statement(s):

If Client do not receive any Regulatory report(s)/ Statement(s) required by the regulatory authorities i.e Pakistan Stock Exchange, Securities and Exchange Commission of Pakistan, National Clearing Company of Pakistan, Central Depository Company of Pakistan by mail thorough electronic or physical form the Client must inform Compliance Officer or request concerned dealer for the provision of Such report(s)/ Statement(s).

Over Charged Commission

In case the commission on trades has been charged over and above the commission rates agreed between the GSPL and Client. The Client must inform Compliance Officer within 24 hours of receiving of mail thorough electronic or physical form.

Suspicious amount appearing in GL

Suspicious or unauthorized transactions means transactions which are appearing in the Ledger statement with our prior approval or intimation.

Client must inform any suspicious or unauthorized transactions appeared in his/ her Account statement to Compliance Officer on ASAP basis.

Non Professional Behavior

All GLPL employees including traders act with integrity, competence, dignity and in a scrupulous manner when transacting with clients and maintain confidentiality about company's operations and its clients.

Traders must ensure that investment advice given to clients by them does not result in a conflict of interest with their individual trading activities.

A trader who has a Limit Order from a customer to buy or sell a security shall not while such order remains unexecuted, engage in Proprietary Trading or trading in his/her own account involving the sale or purchase of that security at the limit price or a better price than the limit price specified by the customer for himself.

GRIEVANCE HANDLING PROCESS:

Upon receipt of complaint, compliance officer after assigning the number to complaint will refer it to the "Dispute Resolution Committee" (DRC). The DRC will investigate the matter as it deems fit and will have the right to question the grieved client pertaining to his/her complaint. DRC will provide the