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**KARACHI STOCK EXCHANGE LIMITED**

Stock Exchange Building, Stock Exchange Road, Karachi

Phones: 111-001-122, Fax (021) 3243-7560

(Copy of the same is also available on our website www.kse.com.pk)

KSE/N-1546

March 20, 2015

PUBLIC NOTICE**ALL INVESTORS AND TREC HOLDERS OF THE EXCHANGE**

Further to our Notice No. KSE/N-6162 dated December 04, 2014.

Complaint Management System [CMS] is an online complaint registration system that has recently been introduced by the Exchange for facilitating Investors/ clients to lodge e-complaints pertaining to their trade related disputes against TRE Certificate Holders or vice versa.

The TRE Certificate Holders may also lodge complaints/ grievances against their clients/ investors, pertaining to transactions subject to rules and regulations of the Exchange or their trade related disputes.

Users will be provided access to CMS by creating an ID and Password enabling them to track the status of their complaint(s) against concerned respondents. It is Users' responsibility to keep their ID and password confidential.

It is hereby informed to all TRE Certificate Holders that complaints received at the Exchange against their Brokerage Houses will be forwarded to their email address; [mem\(member code\)@members.kse.com.pk](mailto:mem(member code)@members.kse.com.pk) for their comments and resolution.

Furthermore, It is informed to all concerned that now investors may also lodge their complaint(s) against the Listed Companies through modified CMS.

The Exchange is eager to keep the interest of the Investors/ market participants protected by encouraging automated environment to serve Capital Market participants and by ensuring regulatory compliance by all concerns.



SHAFQAT ALI | Chief Regulatory Officer

Copy to:

1. The Executive Director | Securities Market Division – SECP
2. The Director/HOD | Market Supervision & Registration Department – SECP
3. The Managing Director – Karachi Stock Exchange Limited
4. The Managing Director – Lahore Stock Exchange Limited
5. The Managing Director – Islamabad Stock Exchange Limited
6. The Chief Executive – Central Depository Company of Pakistan Limited
7. The Chief Executive – National Clearing Company of Pakistan Limited
8. The Chief Executive – National Commodity Exchange Limited
9. Website and Notice Board-KSEL