



PSX/N-302

Dated: March 25, 2022

MANDATORY REQUIREMENT OF SECURITIES BROKERS TO SEND QUARTERLY ACCOUNT STATEMENTS TO THEIR CUSTOMERS

Pakistan Stock Exchange Limited (PSX) is issuing this Investor Bulletin to inform investors that the securities brokers are required under Clause 4.21 of PSX Regulations to send quarterly account statements to their customers within 15 working days of end of each quarter.

The quarterly account statements help customers in regularly monitoring the account activities, securities position and money balance during the period. The account statement to be sent by the securities broker must include, inter alia, the following information:

Account statement	Description
Cash Ledger Statement	showing opening and closing cash balances, all receipts and payments of money, money credited or debited owing to settlement of trades, etc.
Securities positions as per back office record	showing status of available and pledged securities and reconciliation for any differences between back office record and CDS record.
Securities positions as per CDS record	showing status of available and pledged securities.

In addition to above, the customers have the right to obtain account statements from their securities brokers for any other period as specified by the customer.

The customers are advised to report any inaccuracy or discrepancy in their account to the securities broker within seven (07) days from the receipt of account statement for removal of such discrepancy. In case a customer does not receive account statement within the stipulated time, he or she should promptly take up the matter with the broker.

In case of failure to attain amicable resolution or receive account statement or any part thereof, the customer must lodge a complaint with Regulatory Affairs Division of PSX through any of the following modes:

1. **Mailing Address:** PAKISTAN STOCK EXCHANGE LIMITED (PSX), Regulatory Affairs Division, 2nd Floor, Stock Exchange Building, Stock Exchange Road, Karachi - 74000, Pakistan.
2. **E-mail Address:** investor.complaints@psx.com.pk

AJEET KUMAR

Chief Regulatory Officer

Cc:

1. The Director/HoD, PRDD, (SMD), SECP
2. The Chief Executive Officer, PSX
3. The Chief Executive Officer, CDC
4. The Chief Executive Officer, NCCPL
5. The Chief Executive Officer, PMEX
6. The Chief Executive Officer, IFMP
7. All Heads of Departments, PSX
8. The Regional Heads-ISB & LHR, PSX
9. All Securities Brokers
10. PSX Website