

## MANNER OF ORDER PLACEMENT THROUGH SECURITIES BROKERS

Pakistan Stock Exchange Limited (PSX) is issuing this Investor Bulletin to educate investors about the manner in which the orders to buy or sell securities can be placed with the securities broker.

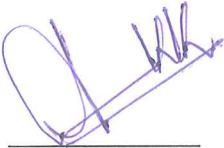
Investors can place order to buy or sell securities through any of the following modes:

Modes	Manner
Telephonic communication through a dedicated recorded telephone line(s) of securities brokers	Customers must use the dedicated telephone numbers provided by the securities broker for placement of orders.
Written instructions through registered Email address / Mobile/ Fax/ Letter	Customers must ensure to place such orders through the registered email address, mobile number, fax, letter at the registered office address of the securities broker or through any other means in writing.
Verbal orders placed in-person	The visiting customers must provide the written acknowledgment of verbal orders given to securities broker.

- The trade orders placed through any of the above modes by the customers should specify the relevant details such as the name and number of the securities and/or futures contracts to be bought or sold, the nature of the transaction and the limitation as to the price, if any, etc.
- The securities brokers are required to send/transmit trade confirmation alerts/messages mentioning the particulars of the executed trades, as prescribed, to the relevant customers within 24 hours of the trade execution.
- The customers' orders placed through any mode and manner are required to be adequately recorded and preserved by the securities brokers in order to ensure that sufficient documentary evidences exist for efficient resolution of any complaint or dispute that may arise in connection with the order instruction and/or execution thereof.
- The customers are advised to regularly view the trade confirmations and quarterly account statements received from the securities brokers and immediately notify any discrepancy or error observed to the securities broker for taking remedial action.

Any complaint or dispute, if remains unresolved, can be escalated to PSX through any of the following modes:

1. **Mailing Address:** Regulatory Affairs Division, 2<sup>nd</sup> Floor, Stock Exchange Building, Stock Exchange Road, Pakistan Stock Exchange Limited.
2. **E-mail Address:** [investor.complaints@psx.com.pk](mailto:investor.complaints@psx.com.pk)
3. **Helpline:** 021-32471627, +9221 111-00-11-22 **Ext:** 4562 and 4566



**AJEET KUMAR**  
Chief Regulatory Officer