

What documents should you have to be a Shajarpak Securities Trading Account Holder?

Valid Computerized National Identity Card (either NICOP, CNIC) Copies of CNIC for joint or nominees and a reference person

How Can I open my account?

Request Shajarpak Securities to send account opening form or fill the account opening form available at our website, duly sign off and send to or bring to the office of Shajarpak Securities Stock Exchange Office, Lahore along with the relevant account opening documents and PO/DD/ local bank's cheque in favor Shajarpak Securities (Private) Limited or CDC Transfer Order in favor of Shajarpak Securities (Pvt) LTD (Participant ID: 14720). Attested Copies of CNICs

- a. Account Holder
- b. Joint Account Holder (if any)
- c. Nominee (if any)
- d. Witnesses

Other documents

- a. Power of Attorney
- b. Zakat Declaration

You will be called for a physical appearance and a reference when we get the account opening documents via mail.

How Can I Trade?

You will be couriered a Shajarpak Securities Trading Terminal CD for java based desktop application or you can use Shajarpak Securities web portal for order execution or alternatively you may also call on +92 42 3636 9991-8 or drop an email at info@shajarpaksecurities.com from your registered email address on file with us.

If Clients already have a CDC Investor's A/C, what is the procedure to transfer shares from CDC Investor's A/C to my Trading Account?

You will have to provide a CDC cheque (Transfer Order) in favor of "Shajarpak Securities (Pvt) Limited", our participant ID is 14720 or submit the T.O. directly to CDC and send us a copy of the T.O. stating your Shajarpak Securities user ID for follow up. As soon as your shares are received your account will be updated.

How Can I Withdraw Funds and Shares

You can call us to make a cheque in your favor, use your terminal and initiate payment request or email us or send a letter requesting payment against your account balance to Shajarpak Securities Accounts Department. Similarly in case of share transfer write letter to Shajarpak Securities and your shares will be transferred as per CDC regulatory framework upon you instructions

How Can Client contact Customer Services?

Clients residing either within or outside Pakistan can send an email at info@shajarpaksecurities.com detailing your query to us or by dialing +92 42 3636 9991-8 from outside Pakistan.

Can we have access to Shajarpak Analytics Portal?

Yes! Shajarpak Securities clients can have direct access to our analytics portal.

Are there any other charges other than Trade Commission?

Yes! Besides Trade commission you will be charged with .03% of value of shares as a custody charges to your accounts and that amounts to Rs.30/- on account of 100,000/- and monthly comes to Rs. 2.5/-.

Can you refuse to open my account?

Yes, Shajarpak Securities reserves the right to refuse any account without assigning any reason

Where do I send my deposits and correspondences?

You may send your cheque / Pay order/DD clearly crossed in favor of "Shajarpak Securities (Pvt) Limited" by mail or drop it personally at our office. We cannot accept cash over Rs 25,000/-. All cheques can alternatively be directly deposited into Bank AL Habib's any designated branch, for all sort of correspondence please write to following address;

Shajarpak Securities (Pvt) Limited

101 & 120, LSE Building,

19 Khayaban-e-Aiwan-e-Iqbal,

Lahore, Pakistan

How can I get my queries resolved?

You can call our customer services department or email at the following addresses

042-3636 9991-8, info@shajarpaksecurities.com