



SHAJARPAK
SECURITIES

SHAJARPAK SECURITIES (PVT) LIMITED
TREC Holder, Pakistan Stock Exchange Limited

Complaint Policy

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In case of any complaint by our client(s) whether his (their) complaint(s)/ grievance(s) are received through the web or in written form, the case will be reported to our Compliance Officer (CO). The Compliance Officer will verify the records like Telephone Recordings, Activity Logs, Trade Logs, SMS, Emails and any other record that he seems is appropriate and related to the case.

He will then report his findings to the Chief Executive Officer of the Company who will decide on the matter including seeking help from the Dispute Resolution and Arbitration Procedure of the Stock Exchange and/or Securities and Exchange Commission of Pakistan.

The issue will be handled / resolved by the CO / CEO, and the final decision conveyed to the client within 30 days of registration of the complaint.

Furthermore, a list will be compiled of the complaints and provided annually to the Board for their review and to the Stock Exchange as per its requirement.