



FOR ALL THE CONCERNS

**PROCEDURE FOR FILING INVESTORS' COMPLAINTS AGAINST TRE
CERTIFICATE HOLDERS OF LSE AND/OR ISE PRIOR TO INTEGRATION**

Pursuant to the Integration Order No. 1/2016 dated January 6, 2016 issued by Securities and Exchange Commission of Pakistan (SECP), whereby Lahore Stock Exchange Limited (LSE) and Islamabad Stock Exchange Limited (ISE) (collectively referred to as transferor stock exchanges and individually referred to as LSE and/or ISE) were integrated with Karachi Stock Exchange Limited (KSE) to form Pakistan Stock Exchange Limited (PSX) with effect from January 11, 2016. By virtue of the Integration Order, all the TRE Certificate Holders / Brokers of the transferor stock exchanges become the TRE Certificate Holders / Brokers of PSX from the effective date of integration.

Clause 18.3 (a) of Integration Order prescribes the treatment of investors' complaints/claims against the TRE Certificate Holders of transferor exchanges as stated below:

“All existing and future complaints against TRE certificate holders regarding trade related dealings at the transferor stock exchange prior to the effective date of integration shall be handled by the Funds Committee, constituted by the Commission.”

Clause 15 (8) of Stock Exchanges (Corporatization, Demutualization and Integration) Regulations, 2012 amendments dated December 17, 2015 also prescribes the treatment of investors' complaints/claims against the TRE Certificate Holders of transferor exchanges as stated below:

“any dispute arising between an ex-TRE certificate holder of transferor stock exchange and his customer relating to any trade or transaction related to, or business activity with the ex-TREC holder under the Regulations of transferor stock exchange prior to effective date of integration shall be referred to and determined by the Funds arbitration Committee appointed and constituted by the Fund Committee”

The SECP in exercise of its powers above, constituted two Fund Committees, one to handle the complaints/claims against ex-TRE Certificate Holders of “LSE” and other for “ISE”.

In light of the above, all concerned are requested to follow the following procedure while lodging the complaints/claims against the ex-TRE Certificate Holder of LSE and/or ISE:

1. In case of a complaint/claim against TRE Certificate Holder of LSE and/or ISE and where the trade/transaction in dispute relates to the period prior to the effective date of integration, the complainant/claimant is required to file such complaint/claim with the

Fund Committee of LSE Financial Services, 19-Khayaban-e-Awan Iqbal Lahore and/or ISE Tower REIT Management, Jinnah Avenue, Blue Area Islamabad as the case may be.

2. In case of complaint/claim against an ex-TRE Certificate Holder of LSE and/or ISE and where the trade/transaction in dispute relates to the period after the effective date of integration, is required to file such complaint/claim with PSX at any of its offices located at Karachi, Lahore and Islamabad or the same can also be filed through online portal of PSX at the link <http://csir.kse.com.pk/>.

In case of any further clarification you may contact at UIN: 021-111 001 122 – 4561.

Note: Kindly note that aforementioned Integration Order No. 1/2016 dated January 6, 2016 and Stock Exchanges (Corporatization, Demutualization and Integration) Regulations 2012 amendments dated December 17, 2015 are available in legal framework section on our website i.e. www.psx.com.pk



SHAFQAT ALI
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Cc:

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| 01. Director (SSED), SMD, SECP | 06. All Heads of Departments, PSX |
| 02. Managing Director, PSX | 07. Regional Head, RAD, PSX |
| 03. Chief Executive Officer, CDC | 08. LSE Financial Services, Lahore |
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