



AKD Securities Limited

TREC Holder: Pakistan Stock Exchange Limited
Registered Broker: Securities & Exchange Commission of Pakistan
SSTN-S2908363-0 NTN - 2908363-0
Head Office: 602, Continental Trade Centre, Block-8, Clifton, Karachi, Pakistan. UAN: 111-253-111, Fax: (92-21) 35867992, 35869715

Customer's Grievances / Queries Details

Quarter Ended 30 June 2020

S.No.	Particulars	Numbers
1.	Number of customer grievances unresolved as at 31 March 2020;	02
2.	Number of customer grievances received during the quarter;	506
3.	Number of customer grievances redressed during the quarter;	505
4.	Number of customer grievances unresolved as at 30 June 2020;	03
5.	Number of customer grievances unresolved beyond three months of receipt;	02
	Reason for delay (Complaint wise)	
	1. In both cases, we have responded to the clients and PSX, however, the same will remain unresolved till the client withdraw his complaint or opt to proceed further.	
	2.	
	3.	

Compliance Officer

Stock Exchange Office:
529, Pakistan Stock Exchange Building, I.I. Chundrigar Road, Karachi 74000, Pakistan.
Tel: 32446611-13,
Fax: (92-21) 32426429

Nazimabad Office:
Suite # 2/A, 2nd Floor, JF Homes, Plot # D-1/1, Block-D, (Near Masjid Bab-ul-Elm, Five Star Chowrangji), North Nazimabad, Karachi
PABX : 92 21 36630646 - 8

Islamabad Office:
302, 303 ISE Tower, Jinnah Avenue, Blue Area, Islamabad.
UAN: (051) 111-253-111
Fax: (92-51) 2894323

Lahore Office:
Room # 512-513, 5th Floor, Stock Exchange Building, Lahore.
UAN: (042) 111-253-111
Fax: (92-42) 36280745

Faisalabad Office:
03, 1st Floor, Mezan Executive Tower, Liaqat Road, Pakistan.
Landline: 92-41 2620361-67
Fax: 92-41 2620368

Abbottabad Office:
1 & 2, 2nd Floor, Zaman Plaza, Near to Ayub Teaching Hospital, Main Mansehra Rd, Abbottabad, Pakistan. PABX : 0992-414121-22
Fax : 0992-408218