



# 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 31 March 2019

S.No.	Particulars	Numbers
1.	Number of customer grievances unresolved as at 31 December 2018;	04
2.	Number of customer grievances received during the quarter;	304
3.	Number of customer grievances redressed during the quarter;	305
4.	Number of customer grievances unresolved as at 31 March 2019;	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, 533-534, Pakistan Stock  
Exchange Building, I.I. Chundrigar  
Road, Karachi-74000, Pakistan.  
Tel: (92-21) 32446611-20, 32426652  
Fax: 32426429

**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:**  
Room # 03, 1st Floor,  
Mezan Executive Tower,  
Liaquat Road, Pakistan.  
Landline: 92-41 2620361-67  
Fax: 92-41 2620368

**Abbottabad:** Room # 1 & 2, 2nd Floor,  
Al-Zaman Plaza, Near to Ayub Teaching  
Hospital, Main Mansehra Road,  
Abbottabad, Pakistan.  
PABX : 0992-381431-33  
Fax: 0992-408218