



# 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 December 2016

| S.No. | Particulars   | Numbers |
|-------|---|---------|
| 1.    | Number of customer grievances unresolved as at 30 September 2016;       | -       |
| 2.    | Number of customer grievances received during the quarter;              | 327     |
| 3.    | Number of customer grievances redressed during the quarter;             | 316     |
| 4.    | Number of customer grievances unresolved as at 31 December 2016;        | 11      |
| 5.    | Number of customer grievances unresolved beyond three month of receipt; | -       |
|       | Reason for delay (Complaint wise)                                       |         |
|       | 1.  |         |
|       | 2.  |         |
|       | 3.  |         |

Compliance Officer

**Stock Exchange Office:**

529, Pakistan Stock Exchange Building, I.I. Chundrigar Road, Karachi 74000, Pakistan.  
Tel: 32446611-13,  
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**Islamabad Office:**

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**Lahore Office:**

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

**Faisalabad Office:**

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Landline: 92-41 2620361-67  
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**Abbottabad Office:**

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Landline: 0992-408215-17  
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