



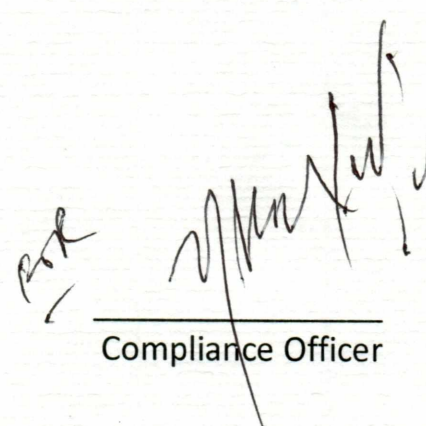
# AKD Securities Limited

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 2021

S.No.	Particulars	Numbers
1.	Number of customer grievances unresolved as at 31 Dec 2020;	01
2.	Number of customer grievances received during the quarter;	307
3.	Number of customer grievances redressed during the quarter;	305
4.	Number of customer grievances unresolved as at 31 March 2021;	03
5.	Number of customer grievances unresolved beyond three months of receipt;	00
	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,  
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 Chowrangi), 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