

INTRODUCTION OF COMPLAINT MANAGEMENT SYSTEM

Pakistan Stock Exchange Limited (PSX) is pleased to introduce the upgraded version of the Complaint Management System (CMS) to facilitate investors in lodging trade-related complaints against the Securities Brokers and tracking the status thereof.

CMS is a dedicated, secure and user-friendly online portal developed as part of PSX's ongoing drive to promote digitization and enhance user experience through streamlined workflows. This digital portal, designed for the investors in the first phase, provides the following salient features:

- Lodge complaints electronically from anywhere on 24/7 basis;
- Upload supporting documents securely;
- Monitor real-time status/progress of the complaints;
- Maintain record of correspondences at a central place;
- Receive timely notifications and updates on pending complaint;
- Raise queries directly through the portal in case of any clarification or assistance needed.

The investors are strongly encouraged to utilize the CMS portal for registering their trade-related complaints or disputes for efficient handling.

To lodge a complaint, please visit: <https://cms.psx.com.pk>

In case of any query or clarification, please feel free to reach out to us through any of the following modes:

1. **Mailing Address:** Regulatory Affairs Division, 2nd Floor, Stock Exchange Building, Stock Exchange Road, Pakistan Stock Exchange Limited.
2. **E-mail Address:** investor.complaints@psx.com.pk
3. **Helpline:** 021-32471627, +9221 111-00-11-22 Ext: 4563 & 4566



AJEET KUMAR
Chief Regulatory Officer

Cc:

1. The Director/HoD, PRDD, SMD, SECP
2. The Director/HoD, Supervision Division, SECP
3. The Chief Executive Officer, PSX
4. The Chief Executive Officer, CDC
5. The Chief Executive Officer, NCCPL
6. The Chief Executive Officer, PMEX
7. The Chief Executive Officer, E-Clear
8. The Chief Executive Officer, IFMP
9. The Chief Executive Officer, Secretary General, PSBA
10. All Securities Brokers
11. PSX Website