

Circular No.: PMEX/MKT, BD&CSS/2020/21

April 13, 2020

Submission of 'Customer Grievances Details' as required under the Futures Brokers (Licensing and Operations) Regulations, 2018

Attention of all brokers is drawn to clause 26(4) of the Futures Brokers (Licensing and Operations) Regulations, 2018 ("Regulations") which is reproduced below:

"26. Customer Complaints:-

(4) A futures broker shall at the end of each quarter submit information about the number of customer grievances received, redressed and those remaining unresolved beyond three months of the receipt to the futures exchange along with the reasons thereof for delay."

In view of the above, all brokers are advised to submit the aforementioned information to the Exchange latest by 30th of the subsequent month of every quarter at compliance@pmex.com.pk as per the format attached herewith as Annexure "A"

For further information and assistance, please feel free to contact our Customer Support Services by phone on 021-111-11-7639 (PMEX), or by email at support@pmex.com.pk.

Best Regards,



Syed Mumtaz Ali
Chief Regulatory Officer

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ANNEXURE - "A"

ON THE LETTERHEAD OF THE BROKERAGE HOUSE
"CUSTOMER GRIEVANCES DETAIL"
Quarter Ended _____

Sr. No.	Description	Number
1	Number of customer grievances as on December 31, 2019	
2	Number of customer grievances received during the quarter	
3	Number of customer grievances redressed during the quarter	
4	Number of customer grievances unresolved as on March 31, 2020	
5	Number of customer grievances unresolved beyond three months of the receipt	
	<i>Reasons for delay (complaint-wise):</i>	
	1.	
	2.	
	3.	
<i>Add more reasons, if needed</i>		

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COMPLIANCE OFFICER

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