

Custody of Physical Gold

All the market participants are hereby informed about the process of taking custody of Physical Gold from the Exchange:

- Step 1.** The Customer will log into the PMEX Back Office Portal and place Gold Withdrawal Request. For a valid Gold Withdrawal Request, sufficient cash balance must exist in Customer's account to allow deduction of Gold delivery charges, etc.
- Step 2.** The Broker will approve Customer's Gold Withdrawal Request in PMEX Back Office Portal.
- Step 3.** The Broker will also email the scanned copy of an Authority Letter signed by Broker's Authorized Signatories to support@pmex.com.pk specifying the identity and contact details of the Customer and the Broker's Authorized Person to take custody of Physical Gold.
- Step 4.** Upon receipt of Gold Withdrawal Request and the scanned copy of Authority Letter, the PMEX staff will coordinate with Broker to agree the location and time to ensure delivery within 05 working days.
- Step 5.** The Customer and the Broker's Authorized Person, accompanied with the original Authority Letter and original and copies of their CNICs, will meet with PMEX staff at the agreed location and time.
- Step 6.** PMEX staff will verify the identity of Customer and Broker's Authorized Person.
- Step 7.** PMEX staff will hand over the Physical Gold to the Customer in the presence of the Broker's Authorized Person against the acknowledge receipt from Customer and Broker.

Once the Gold is handed over to a customer, it will not be taken back for custody or sale.

For further information/assistance, please call our Customer Support Services on 021-111-11- PMEX (7639) from 07:30AM to 11:00PM on trading days or send email to support@pmex.com.pk.

Best regards,



Zaki ur Rehman
Acting Head of Business