**FREQUENTLY ASKED QUESTIONS**

**1. How do I get started with Rahat Securities Limited?**

You can simply contact us through our hotline number 042-36303876-78 or our website www.rahatonline.com or you can also visit us personally. Our equity dealer will guide you through the process.

**2. What types of services does Rahat Securities desk provide?**

We provide a complete package including first hand market information, fast execution and settlement of transactions.

**3. Why should I choose Rahat Securities Limited?**

Rahat Securities Limited as it ranks amongst the top brokerage houses in the industry. It has been in the market for over 21 years and has created goodwill for itself.

**4. Who is your typical client?**

Any individual/corporate willing to take exposure in the capital markets and wants to get firsthand knowledge of Pakistan Stock Exchange.

**5. Is there a minimum amount I need to invest to open an account?**

Minimum requirement to open account is PKR 25,000/=.

**6. How can I purchase/sell investments?**

Once you open an account and entitlement is obtained, orders may also be placed over the telephone with the equity trader assigned for your service.

**7. After an investment sale, in how much time will I have access to the proceeds?**

Settlement policy in stock transactions is Trade Date plus 2 business days.

**8. What is the procedure to cancel pending orders during system failure?**

In case of IBTS System Failure due to any Reason, investors can always use our Call Center services to place, cancel, or inquire about their pending orders. Our Trade Officers can perform this on your behalf after your instructions. Investor can call us on our 042-36303876-78, 36652615-16 to avail Order Placement / Cancellation facility.

**9. How do you notify clients about their order executions?**

Customers may view their order status directly by logging on to their online trading accounts or we have this practice to send them the order confirmation email containing details about their executed transactions, at the day end.

**10. How are my orders processed and settled via internet?**

Your orders placed through the internet (via Trading Terminal Application or Call Centre) are received at our server and immediately sent to the PSX via Fix Protocol for further processing.

If accepted, the order is queued for execution and upon successfully matching the rates of corresponding buyer/seller (as the case may be), it gets executed.

Although transaction is done on real time basis but the delivery of the securities is received in your CDC Sub Account on the 2nd working day after the transaction has been executed (in case of buying) and vise-versa in selling.

**11. What are the risks of securities trading?**

All the risks related to the securities trading have been appended in the Brokerage Account Agreement of the Rahat Securities Account Opening Form, which can be accessed by clicking on its hyperlink.

**12. Where do I find the relevant rules and regulations governing securities trading, information regarding rights and obligations of the Investors, relevant legal provisions for Investor Protection, complaint handling and arbitration procedures, etc?**

We have the PSX Rule Book in the Download Section of our website, which contains all the relevant information. However, if you require any specific details, you may call us at our Call Centre 042-36303876-78 or email us at [info@rahatonline.com](mailto:info@rahatonline.com) for further assistance.