**Investor Portal**

**SECP Online Complaint Lodge:**

<http://www.secp.gov.pk/form_Complaint_Online.asp>

**PSX Online Complaint Lodge:**

<http://csir.psx.com.pk/?type=2>

**CDC Access:**

<https://www.cdcaccess.com.pk/>

**Customer's Grievances / Queries Details:**

**Customer's Grievances / Queries Details Quarter Ended 31 March 2017**

|  |  |  |
| --- | --- | --- |
| **Sr. No** | **Particulars** | **Numbers** |
| **1** | **Number of customer grievances unresolved as at 31 December**  **2016;** | **NIL** |
| **2** | **Number of customer grievances received during the quarter;** | **NIL** |
| **3** | **Number of customer grievances redressed during the quarter;** | **NIL** |
| **4** | **Number of customer grievances unresolved as at 31 March**  **2017;** | **NIL** |
| **5** | **Number of customer grievances unresolved beyond three**  **month of receipt;** | **NIL** |
| **Reason for delay (Complaint wise)** |  |
| **1** |  |
| **2** |  |
| **3** |  |
| **4** |  |

**Detail of Action (s) taken by the Exchange and the Commission against the Company:**

**NIL**

**Detail of Contact Person:**

**Irshad Ahmed,**

**Compliance Officer, Cell No: 0300-4413729, Telephone No: 042-36303878, email: irshadch@rahatonline.com**