



National Clearing Company of Pakistan Limited
8th Floor, Pakistan Stock Exchange Building, Stock Exchange Road, Karachi

NCCPL/CM/JUNE-21/06

June 8, 2021

NOTICE FOR ALL AUTHORIZED INTERMEDIARIES

Guidelines on Acknowledgement of Confirmation Received Regarding Unique KYC Number ('UKN') Issuance and Tagging via SMS

Dear Authorized Intermediaries (AI),

This is with reference to NCCPL Circular No. NCCPL/CM/DECEMBER-20/08 dated December 07, 2020 and subsequent Circular No. NCCPL/CM/JANUARY-21/05 dated January 08, 2021 pertaining to recent amendments to CKO Regulations 2017 ('Regulations') regarding online account opening and simplified customer onboarding,

Under the new CKO regime, CKO sends SMS confirmation against issuance of UKN and tagging of UKN on mobile number provided in KYC Application Form by the resident Individual Pakistani Customer. Such customers are required to acknowledge UKN issuance/tagging confirmations within 15 working day in the manner stipulated within the SMS and which entails;

- For UKN issuance confirmation, Customer is required to respond with capital letter "Y" only without inverted commas,

Above is applicable where customer has provided mobile number registered under their own Unique Identification Number ('UIN'). Where the customer has provided mobile number registered under UIN other than customer's and/or number is registered against more than one UIN, then the customer is required to respond with "Y Four-digit code received in NCCPL confirmation message" only without inverted commas. Example, Y 4286.

- For UKN tagging confirmation, Customer is required to respond with capital "Y Four-digit code received in NCCPL confirmation message" only without inverted commas.

Failure to provide acknowledgement within stipulated time period results in necessary restrictions being placed as per the Regulations. Furthermore, AIs shall ensure customer has responded to confirmation message while ensuring following matters at their end for deliverance of SMS response to NCCPL;

- Customer has responded using KYC provided mobile number.

- Customer has responded in the manner as prescribed within SMS confirmation message received from NCCPL and ensuring response is made with correct code, where applicable.
- There is sufficient balance in the mobile phone to ensure delivery of SMS response (SMS sent using SMS packages opted by customer will not ensure delivery of response to NCCPL).
- Customer having Dual Sim cellphones may require to remove KYC provided mobile number sim from designated sim slot and administer sim in second slot to respond.
- Where the response remains undelivered, customer may revisit their SMS settings in their respective cellphones to ensure outgoing messages are being sent using their registered mobile number.
- Where customer has sufficient balance and the response is still not delivering, customer is required to approach their respective cellular service provider.

Please note all SMS delivered are received by NCCPL and any issues encountered while responding to SMS are either linked with above stated matters or should be taken up with respective cellular service providing company.

The mode and manner by which customers respond are subject to change upon discretion of NCCPL and any changes shall be duly notified to AIs.

For any further queries or concerns, please feel free to contact the Customer Support Department at UAN 021-111-111-622

Regards,

Sd
Emad Jamshed
Manager – CKO

Sd
Adnan Akhtar
Senior Manager – PD & CSS

CC:

1. Executive Director/HOD - Policy, Regulation and Development Department – SMD Securities & Exchange Commission of Pakistan - Islamabad
2. Chief Executive Officer - Pakistan Stock Exchange Limited
3. Chief Executive Officer - Central Depository Company of Pakistan Limited
4. Managing Director - Pakistan Mercantile Exchange Limited (For Circulation to all
5. Authorized Intermediaries of PMEX)
6. Pakistan Stock Brokers Association