



ISO 27001 Certified

## National Clearing Company of Pakistan Limited

8th Floor, Pakistan Stock Exchange Building, Stock Exchange Road, Karachi

NCCPL/ CM /MARCH-16/10

March 29, 2016

### Induction of Call Center & CRM Solution

Dear Clearing Members,

In pursuance to our commitment to provide our Clearing Members and other prestigious clients with an efficient and in-time support, we are pleased to inform you that National Clearing Company of Pakistan Limited (NCCPL) is going to launch an automated Call Center & Customer Relationship Management (CRM) Solutions, effective from Monday, 4<sup>th</sup> of April, 2016.

The launch of this solution would bring change in the existing manual query resolution process by replacing it with automated system which has the capability to lodge, track and resolve the queries / complaints in the most time efficient manner.

A dedicated **Universal Access Number (UAN) 111-111-622** has been assigned which would directly connect the caller to our Customer Support Representative readily available for the facilitation. Participants / Clients are requested to communicate their queries / complaints to NCCPL by using the said UAN instead of dialing any other contact numbers.

Please note that callers, other than Karachi location, are requested to dial area code "021" before dialing UAN and select the option to connect with our representative of desired location.

For any further queries or concerns, please feel free to contact the Customer Support Services of your respective locations.

City	Telephone Number	Fax Number
Karachi	021-32460811-19 Ext. 214, 217 & 218 Dir. 021-32438531-32-33	021-32462825
Lahore	042-36280815-7	042-36280818
Islamabad	051-2895460-62	051-2895463

Regards,

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**Rehan Saif**

Head of PD & CSS

CC:

1. Executive Director – Policy, Regulation and Development – SMD  
Securities & Exchange Commission of Pakistan – Islamabad
2. Managing Director – Pakistan Stock Exchange Limited