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KARACHI STOCK EXCHANGE PROACTIVE ROLE IN BUILDING INVESTORS CONFIDENCE

(Karachi, March 27, 2015): Karachi Stock Exchange plays a proactive role in enhancing and maintaining investors' faith and confidence by resolving their complaints related to KSE's listed companies or its TRE Certificate Holders. In this context, KSE has developed an Online Complaint Management System (CMS) that enables investors to lodge their e-complaints pertaining to their trade related issues with TRE Certificate Holders.

The Complaint Management System (CMS) is designed to facilitate investors by creating electronic log for each separate complaint. An Investor's complaint is entered into CMS by creating User ID and Password. Within the system, investors are able to view the status of their complaint, change the password, lodge new complaint and can also modify their profiles. Investors can access the online complaint registration form by accessing on **URL: <http://csir.kse.com.pk>** or Investor Complaints, under the link, Investor Centre, available on KSE's **website: www.kse.com.pk**

Since the automation of the Complaint registration process, the time span required by investors to lodge their complaint with relevant details is considerably reduced and accordingly, has enabled the Exchange to process and resolve complaints in a speedier manner. This reduces the correspondence time investors require to share details about the nature of their complaint and corresponding actions (if any) taken by them. The guidance document is available on the CMS making it easier and user friendly.

The CMS also enables the TRE Certificate Holders to lodge complaints against their clients with whom trade related disputes are not settled amicably.

In the year 2014, the Exchange in addition to the launch of CMS, noticeably reduced the stock of outstanding trade related complaints and by the end of March 2015 it was reduced to 13 in toto. The nature and amount of complaints received at the Exchange varied from investor to investor and, depending on their nature, these were resolved either through Mediation or Arbitration. In cases where the complaints were against former Members/ TRE Certificate Holders they were settled after due verification by Independent Chartered Accountant Firms.



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Karachi Stock Exchange on a continuous basis maintains a Permanent Arbitration Panel which includes Industry Experts, TRE Certificate Holders and senior management staff of the Exchange as its members. The Permanent Arbitration Panel consists of minimum number of twenty members, provided TRE Certificate Holders should not be more than five and industry experts should not be less than ten. The Industry experts of the panel consist of eminent persons from the field of law, trade, commerce, industry, arbitration, securities market or the fields ancillary to the stock market. The list of the Permanent Arbitration Panel of the Exchange can be accessed at KSE's website; www.kse.com.pk

The Apex Regulator (SECP) and the Frontline Regulator (Karachi Stock Exchange) have common objective to build the confidence of investors in the Capital Market and safeguard investors' interest.

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