



AL Habib Capital Markets (Pvt.) Ltd. (AHCML)

Customer Complaint Process

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Index

1. Objective of the policy
2. Definition of a complaint
3. How can a complaint be made?
4. The information needed by us
5. Help when making a complaint
6. Feedback to customers
7. Documentation
7. Our Six point complaint process

1. Objective of the policy

AL Habib Capital Markets (Pvt.) Ltd. (AHCML) shall have internal procedures to ensure the proper handling of complaints received from customers and to ensure that appropriate remedial actions of those complaints is promptly taken.

This policy has been designed to provide guidance to both, AHCML's customers and its staff in a manner in which AHCML receives and manages complaint. We are committed to being consistent, fair and impartial when handling customer complaints.

The objective of this policy is to ensure:

- Customers are aware of AHCML's complaint lodgment and handling process;
- Both, AHCML's customer and staff understand the complaints' handling process;
- Customers' complaint is investigated impartially with a balanced view of all information or evidence;
- AHCML takes all reasonable steps to actively protect Customers' personal information; and
- Customers' complaint is considered on its merits taking into account individual circumstances and needs;

2. Definition of a complaint

In this policy, a complaint means any discrepancy in any document provided by AHCML to its customers or any immoral or unethical conduct by an AHCML employee in relating to services provided by AHCML.

3. How can a complaint be made?

If a customer is dissatisfied with service provided by AHCML or finds any discrepancy in any document, the Customer should in the first instance consider speaking directly with the staff member(s) he/she has been dealing with. If the Customer is uncomfortable with this or believes the relevant staff member is unable to address his/her concerns than the customer can lodge a complaint with AHCML in any one of the following ways:

- By telephoning us on 32270808-13
- By writing us at GF-01, Techno City, Hasrat Mohani Road, Karachi, Pakistan
- By emailing us at info@ahcml.com
- In person, by speaking to the Chief Operating Officer or Head of Internal Audit

4. The information needed by us

When we are investigating Customer's complaint(s) we will cross check information provided by the customer versus information available on our record and accordingly evaluate the circumstances. We may contact the Customer to clarify details or request additional information where necessary. To quickly and efficiently resolve customer complaint we may ask for the following information:

- The name of the person the Customer has been dealing with;
- The nature of the complaint;
- Details of any steps Customer may have already taken to resolve the complaint;
- Details of conversations Customer may have had with AHCML employee that may be relevant to Customer complaint; and
- Copies of any documentation which may support the Customer's complaint;

5. Help when making a complaint

The person receiving or managing Customer complaint should provide any assistance that the Customer may need. However if the Customer considers further assistance, he/she may contact:

Mr. Ghulam Hussain	Mr. Mehdi Imam
Chief Operating Officer, AHCML	Manager Internal Audit, AHCML
GF-01, Techno City, Hasrat Mohani Road, Karachi	GF-01, Techno City, Hasrat Mohani Road, Karachi
32270808-13 Ext # 102	32270808-13 Ext # 106
ghulam.hussain@ahcml.com	mehdi.imam@ahcml.com

6. Feedback to customers

AL Habib Capital Markets (Pvt.) Ltd. (AHCML) is committed to resolving Customer issues at the first point of contact. However, this may not be possible in all circumstances, in which case a more formal complaints process will be followed.

Once Customer complaint has been received, AHCML will undertake an initial review of Customer complaint. There may be circumstances during the initial review or investigation of Customer complaint where we may need to clarify certain aspects of complaint or request additional documentation from Customer. In such circumstances we will explain the purpose of seeking clarification or additional documentation and provide feedback on the status of Customer complaint at that time.

Once AHCML has finalized Customer complaint, we will take appropriate remedial action and inform the Customer of our findings and any action we have taken.

We will do this in writing and not later than thirty (30) days of receipt thereof and when called upon by the Securities and Exchange Commission of Pakistan (SECP) or the Pakistan Stock Exchange (PSX) or any other regulatory body to do so shall redress the grievances of our Customer within the time specified.

The Customer has the right to make enquiries about the current status of complaint at any time by contacting us in writing.

7. Documentation

AHCML shall maintain records regarding customer grievances received by it and redressal of such grievances.

AHCML shall at the end of each quarter submit information about the number of customer grievances received, redressed and those remaining unresolved beyond three months of receipt to the SECP along-with reasons thereof for delay.

8. Our Six point complaint process

We acknowledge:

We acknowledge receipt of Customer complaint.

We review:

We undertake an initial review of Customer complaint and determine what if any additional information or documentation may be required to complete an investigation. We may need to contact Customer to clarify details or request additional information where necessary.

We investigate:

We investigate Customer complaint objectively and impartially, by considering the information Customer has provided us, our actions in relation to Customer dealings with us and any other information which may be available, that could assist us in investigating Customer complaint.

We respond:

Following our investigation we will notify Customer of our findings and any actions we may have taken in regards to Customer complaint.

We take action:

Where appropriate we amend our business practices or policies.

We record:

We will record complaint for continuous improvement process and monitoring through regular review, Customer personal information will be recorded in accordance with relevant privacy legislation.