



"ANNEXTURE-A"

## "CUSTOMER GRIEVANCES DETAIL"

Quarter Ended: MARCH 31, 2019

| S.# | PARTICULARS   | NUMBER |
|-----|---|--------|
| 1   | Number of customer grievances as on December 31, 2018                       | 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 on March 31, 2019               | NIL    |
| 5   | Number of customer grievances unresolved beyond three months of the receipt | NIL    |
|     | Reasons for delay (complaint-wise):   |        |
|     | 1.  |        |
|     | 2.  |        |
|     | 3.  |        |
|     | Add more reasons, if needed   |        |

COMPLIANCE OFFICER

Corporate Office :  
Bukhari Tower, 16-C, 4th Floor,  
Khayaban-e-Bukhari, DHA,  
Phase VI, Karachi.

Stock Exchange :  
Room 101 & 105,  
New Building Pakistan Stock Exchange,  
Stock Exchange Road, Karachi.