

# Frequently Asked Questions

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## **How do I get started with PEARL Securities Limited?**

You can simply contact us through our PABX : +92-21-32461468-70 or our website or you can also visit us personally. Our equity dealer will guide you through the process.

## **What types of services does we provide?**

We provide a complete package including first hand market information, high quality research and fast execution and settlement of transactions.

## **After an investment sale, in how much time will I have access to the proceeds?**

Settlement policy in stock transactions is Trade Date plus 2 business days.

## **What is a Margin Call Alert?**

Margin call alerts can be simply explained as a message sent to the client when his session holdings or exposure exceeds his actual cash (Not Trading Limit) by a margin of 30%.

This generally happens when a client using a margin account, utilizes almost his entire trading limit and the value of the scrips held are declining in price per share. As the price declines, it reflects negatively on the actual cash holding (Not Trading Limit). Scrips are organized in nature by classes under margin values (Class A to E that varies from 20% Margin to 100% No Margin). These can be found under 'Portfolio' in the client account.

When the price of a share falls, according to the percentage amount of margin associated to it, deductions are made from the actual cash limit. When the actual cash is reduced by 30%, margin call alerts are sent to clients to either sell off their exposure or a portion of the exposure in order to square off their position.

## **What types of services does PEARL Securities provide?**

We provide a complete package including first hand market information, high quality research and fast execution and settlement of transactions.

## **Why should I choose PEARL Securities Limited?**

PEARL Securities Limited as it ranks amongst the top brokerage houses in the industry. It has been in the market for over 2 years and has created goodwill for itself.

## **Is there a minimum amount I need to invest to open an account?**

Minimum requirement to open account is PKR 50,000.

## **How can I purchase/sell investments?**

Once you open an account and entitlement is obtained, orders may also be placed over the telephone with the equity trader assigned for your service.

## **After an investment sale, in how much time will I have access to the proceeds?**

Settlement policy in stock transactions is Trade Date plus 2 business days

## **How can I sign up for PEARL Securities Limited?**

You can download our Account Opening Form from our website <http://www.Pearlsecurities.com> Our forms are also available at PEARL Securities Limited Office.

## **Can my account be refused to be opened?**

Yes, PEARL Securities limited reserves the right to refuse any account without assigning any reason.

## **What is the minimum amount required for opening an account?**

Minimum amount required to setup an account is Rs.50,000.

## **How long does it take to activate/open an account?**

It depends on how quickly information is sent in. The registration process usually takes: 4 - 6 working days for cheque OBC (Outbound Cheque) may take up to 15 working days Depositing cash will take 3 - 4 working days after receiving the original bank deposit slip. Kindly mention "New account" on the bank deposit slip specially designed for PEARL Securities Limited customers.

## **Can I open an account with shares/securities?**

Yes you can open your account with Physical shares and you can also transfer your shares from CDC Investor account or from your account with any other broker as well. The minimum amount of Rs.5000/- through cash or cheque is also required for opening of account through shares.

## **Do you offer mutual funds?**

No. We do not offer mutual funds.

## **How can I close my PEARL Securities Ltd account?**

You will need to write a letter addressed to PEARL Securities Limited requesting the closure of your account. If you have any debit balance you will be required to clear it first. Along with the Account Closing Request, as a mandatory requirement you need to provide Tax Clearance Certificate from Federal Board of Revenue (FBR), Government of Pakistan. The Account Closing Request must have to be submitted at our head office or can be sent through Fax or courier.

## **I can't login. Error message shows "Connection failed", what should I do?**

It may be due to that you are behind a firewall, change your settings to allow the software to access the internet. If you still cannot connect feel free to call our I.T. department at +9221-32473956

## **How can I place my orders, in case of failure to access my online account?**

You can call to your respective equity trader/relationship manager or in case of his absence you may call to our customer support representative at +9221-32429670

## **What are the risks involved in Electronic/Online Trading?**

Electronic/Online Trading contain many risks and may from time to time be adversely affected (inter alia) by network congestion, equipment failure, software failure, system breakdown, loss of connectivity, power failure, adverse market conditions, partial execution of order and /or technical glitches/failures (including but not limited to connectivity failures). Neither the Broker nor any of its directors or officers, its management, its branch offices, offices of supervisory jurisdiction and their respective registered representatives and employees, would be responsible or liable in any manner for any losses or damages that may be suffered by the client(s) including those due to the misuse of the Account Holder(s) information and affairs by unscrupulous persons. The client(s) shall fully assume all risks connected and involved with Electronic/Online Trading. The client(s) shall represent that they are knowledgeable investor(s) and that they have conducted analysis and consulted with professionals as they deemed necessary in order to fully understand the risk involved in online trading and that they are financially suitable for engaging in such trading activity.

## **How do I open an account?**

Opening an account with PEARL Securities Ltd consists of the following simple steps:

1. You read, understand and accept our Terms and Conditions before submitting an application.
2. You submit an Individual or Joint Account Application in any one of the following ways:
3. At our Offices, or through one of our sales representatives; or
4. Download, complete and mail the web Individual/Joint Account Application to our mailing address; or
5. Request an Account Application Pack through the mail
6. You enclose the minimum deposit along with your application. The deposit may be in the form of shares registered in your name, or cash. (see question on minimum deposit).

## **The Application should be mailed to our following address:**

PEARL Securities Ltd, Suit # 204, 2nd Floor, Business & Finance Centre, I.I Chundrigar Road, Karachi, Pakistan

## **Upon receipt of fully completed application forms, and the minimum deposit,**

your account is opened and activated. We inform you through a letter that contains your Account Name and Number and the name of your PEARL Securities Manager Operations.

## **What is a margin deposit?**

Clients allowed by PEARL Securities to trade in excess of their cash or portfolio balances are required to maintain a margin deposit in order to cover the level of trading exposure. The margin is the client's equity in the value of the portfolio or trading position. The client's trading limit is set at a multiple of the margin deposit. Margins can be in the form of cash and/or shares. However, margin shares must be on our list of marginable stocks.

## **Where are my funds held?**

Your cash balance will be held by PEARL Securities, and will be reflected in your account statement.

## What types of accounts can be opened with PEARL Securities?

The following types of accounts can be opened:

- Individual account
- Joint account for two persons
- Institutional accounts for joint stock companies. (must be opened in person at our offices).

## SECURITY INFORMATION

What safeguards protect my account?

There is presently no statutory government established fund that compensates investors for monetary loss suffered through broker defaults. The KSE has established an Investors Protection Fund under the Investors Protection Fund Regulations. Details may be obtained from the PSX.

The choice of broker is an investor's primary safeguard. At PEARL Securities, client interest is protected through:

- In-depth research
- Efficient execution
- Integrity/client confidentiality
- Institutional capital backing
- Internal controls/compliance
- Quality of human resources