

JAVED IQBAL SECURITIES (PVT) LTD

Your complaint. A clear way forward.

Client guidelines for registering, documenting, tracking
and escalating a brokerage complaint.

[CLIENT COMPLAINT GUIDE](#)

START HERE

Send your complaint in writing

Use your registered email where possible. Explain what happened, identify your client code, attach the available evidence and state the remedy you want.

COMPLAINT EMAIL

complaints@jisecurities.com

PUBLISHED PHONE

+92 321 123 4566
Ask for complaint registration assistance.

SUPPORT EMAILS

jispl@outlook.com
jispl@jisecurities.com

Need urgent help? If you suspect unauthorized trading or account access, call promptly, request protective action and send a written complaint immediately.

01 / PREPARE

Build your complaint file

A short, factual account and relevant records help the reviewer understand the issue.

1 Identify yourself

Provide your full name, trading account/client code, registered mobile and email. Add CDC account details if the matter concerns securities holdings or transfers.

2 Describe the events in order

State the event date and time, the date you discovered the issue, the security symbol, quantity, price and disputed amount, where relevant.

3 Attach the evidence you already have

Use trade confirmations, ledger entries, CDC statements, bank receipts, order IDs, screenshots and earlier correspondence. Keep the original files.

4 Explain the outcome you seek

Examples: investigate an order, explain a charge, reconcile a deposit, correct a statement, trace a withdrawal or provide a written decision.

PROTECT YOUR PERSONAL INFORMATION

Never send passwords, PINs or OTPs. Mask unrelated bank transactions. Provide identity documents only through an official channel when reasonably required for verification. An authorized representative should attach written authority.

02 / SUBMIT

Choose your submission route

Email creates a written record. Telephone and office visits can support the submission.

A. EMAIL THE COMPLAINT

To: **complaints@jisecurities.com**

Subject: Complaint | Client code | Brief issue

Attach evidence, list the files and request written acknowledgment and a complaint reference.

B. CALL FOR ASSISTANCE

Phone: **+92 321 123 4566**

Ask to speak to the complaint/compliance desk. Note the call date, time and person spoken to.

Follow up by email to preserve the details in writing.

C. HAND DELIVER OR SEND A LETTER

Address to: **Complaint / Compliance Desk**

Javed Iqbal Securities (Pvt) Ltd

Room # 7 & 8, Pakistan Stock Exchange Building, Mezzanine Floor,
19 Khayaban-e-Aiwan-e-Iqbal, Lahore, 54000, Pakistan.

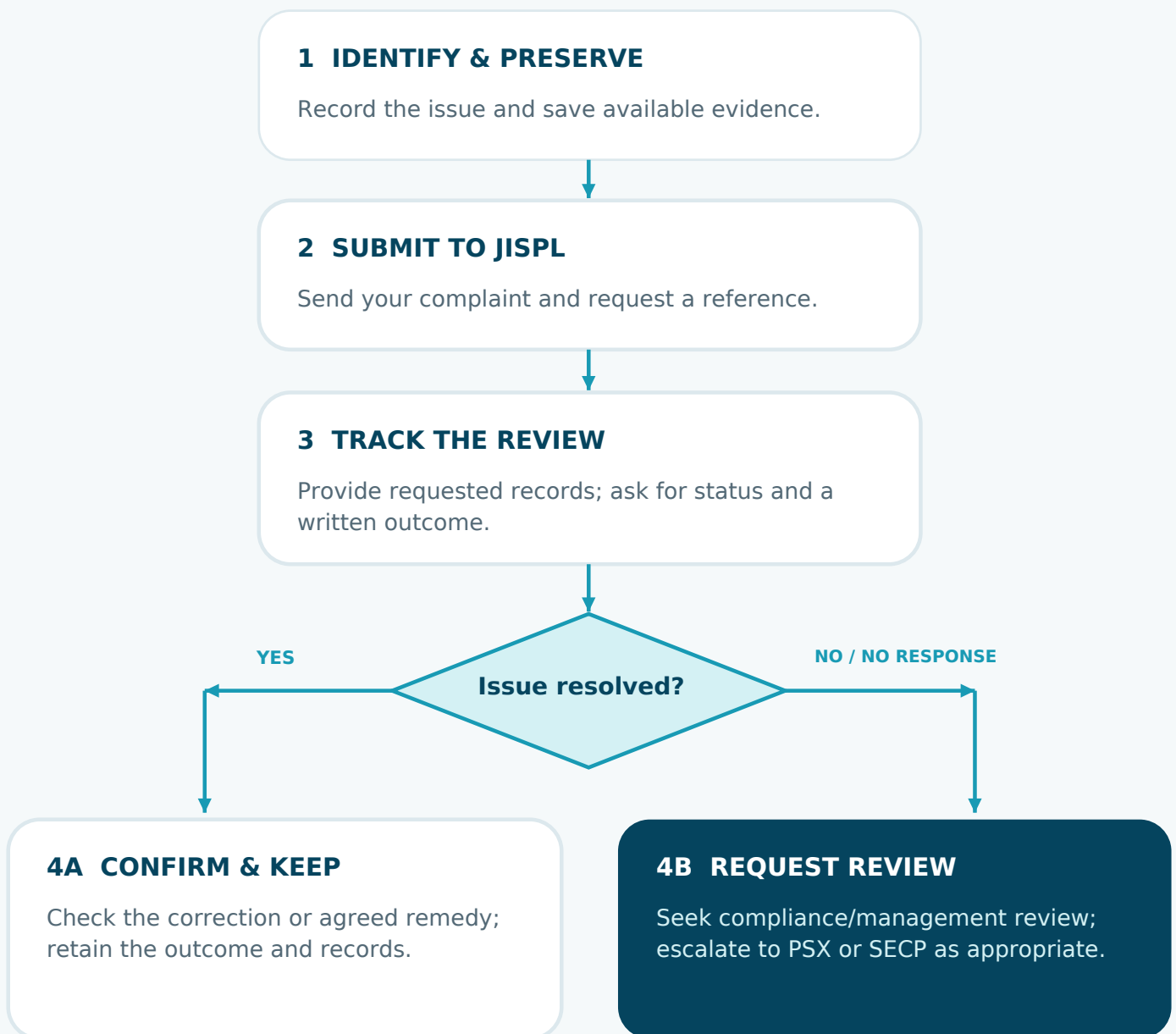
Keep a stamped receiving copy or courier delivery evidence.

If delivery fails: use the published support emails jispl@outlook.com or jispl@jisecurities.com and ask for routing to the complaint desk. A general website inquiry should be clearly labelled as a formal complaint.

03 / FOLLOW THE FLOW

From concern to resolution

A practical process chart: retain a written record at every stage.



Urgent concern? Call and send written notice promptly. Do not wait for the routine review if continued access or transactions may cause further harm.

04 / EXAMPLES

Match evidence to the issue

Illustrative scenarios only. These are not actual client cases or findings.

1

Disputed trade

A contract note shows an order you say you did not authorize.

Evidence: Order ID, security, quantity, execution time, contract note and relevant instructions.

Request: Request investigation and preservation of order logs and available call records.

2

Withdrawal delay

A requested withdrawal has not reached the registered bank account.

Evidence: Request date, amount, acknowledgment and relevant bank entry.

Request: Ask for status, reason for delay and payment reference, if processed.

3

Deposit not credited

A bank transfer appears in your bank record but not your trading ledger.

Evidence: Transfer receipt, date, amount, bank reference and ledger extract.

Request: Request tracing and reconciliation of the payment.

4

Unexpected charge

Commission or another charge differs from your understanding.

Evidence: Contract note, ledger entry and agreed tariff or relevant correspondence.

Request: Ask for the calculation, applicable tariff and correction if an error is established.

Also report: account access problems, securities transfer discrepancies, missing statements, margin disputes, corporate action queries or staff conduct concerns. Give facts and avoid unsupported allegations.

05 / COPY OR COMPLETE

Complaint submission form

Copy this structure into an email, or print and complete the spaces below.

To: complaints@jisecurities.com

Subject: Formal complaint | Client code: _____ | Issue: _____

Full name / client code

Registered mobile / email

Event date / time and date discovered

What happened? Include transaction or order reference.

Amount / security / quantity (if applicable)

What resolution are you requesting?

Evidence attached / earlier complaint reference

I confirm that the information above is accurate to the best of my knowledge. Please acknowledge receipt, provide a complaint reference and advise the next steps.

Signature (for printed submissions): _____ Date: _____

06 / ESCALATE & KEEP RECORDS

If the issue remains unresolved

Ask for a written explanation and keep the original submission, replies and evidence together.

PSX: INVESTOR COMPLAINTS

For an unresolved broker-related matter, use PSX Investor Complaints and its prescribed complaint/claim process.

Email: investor.complaints@psx.com.pk

[Open the official PSX Investor Complaints page](#)

SECP: COMPLAINTS & QUERIES

Use the official SECP-XS portal. Register or sign in, follow the portal instructions, explain the matter and attach the relevant records.

<https://xs.secp.gov.pk/>

Escalation file: include your client details, original complaint, proof of delivery, JISPL reference and replies, supporting records and the remedy sought. Disclose any existing proceedings about the same issue.

PSX arbitration is a separate formal route for eligible disputes under Chapter 18. Use the current PSX rules, forms and directions. Internal follow-up does not suspend applicable filing deadlines. No fixed JISPL response deadline is asserted in this guide.

SOURCE & DOCUMENT NOTES

JISPL website: jisecurities.com/index1.html; Contact, About Us and Investor Grievances sections. Complaint email, telephone, office and support emails reproduced as published; channel operation was not tested. Website logo, deep teal (#05445E), turquoise (#189AB4), pale aqua (#D4F1F4) and rounded card layout adapted for print.

External routes checked against the official PSX Investor Complaints page and SECP-XS portal. Prepared 15 October 2026 (Pakistan). Version 1.0. This client guide does not replace applicable rules or establish a guaranteed outcome.