

FAQs.

1. **WHAT TYPES OF SERVICES DOES BRAINS SECURITIES DESK PROVIDE?**

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

2. **WHY SHOULD I CHOOSE BRAINS SECURITIES PVT LIMITED?**

BRAINS SECURITIES Private Limited as it ranks amongst the top brokerage houses in the market. It has been in the market for over 3 years and has created goodwill for itself.

3. **IS THERE A MINIMUM AMOUNT I NEED TO INVEST TO OPEN AN ACCOUNT?**

Minimum requirement to open a account is PKR 20,000.

4. **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.

5. **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

6. **HOW CAN I SIGN UP FOR BRAINS SECURITIES (PVT.) LIMITED?**

You can download our Account Opening Form from our website [www .BRAINSSECURITIES.COM](http://www.BRAINSSECURITIES.COM). Our forms are also available at BRAINS SECURITIES (Pvt.) Limited Office.

7. **CAN MY ACCOUNT BE REFUSED TO BE OPENED?**

Yes, BRAINS SECURITIES (Pvt.) limited reserves the right to refuse any account without assigning any reason.

9. **HOW LONG DOES IT TAKE TO ACTIVATE/OPEN AN ACCOUNT?**

It depends on how quickly information is sent in. The registration process usually takes: 1 – 2 working days for cheque OBC (Outbound Cheque) may take up to 4 working days after receiving the original bank deposit slip. Kindly mention “New account” on the bank deposit slip specially designed for BRAINS SECURITIES (Pvt.) Limited customers.

10. HOW CAN I DEPOSIT INITIAL AMOUNT IN BRAINS SECURITIES (PVT) LIMITED ACCOUNT?

You may send your cheque / Pay order/DD in favor of “BRAINS SECURITIES (Pvt.) Limited” by mail or drop it personally at office of BRAINS SECURITIES (Pvt.) Limited. BRAINS SECURITIES (Pvt.) Limited Head Office address is as following; BRAINS SECURITIES (Pvt) Limited Room no. 509 – Stock Exchange Building, Lahore.

11. CAN I OPEN AN ACCOUNT WITH SHARES/SECURITIES?

Yes you can open your account with 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.

12. DO YOU OFFER MUTUAL FUNDS?

No. We do not offer mutual funds.

13. HOW CAN I CLOSE BRAINS SECURITIES (PVT.) LIMITED ACCOUNT?

You will need to write a letter addressed to BRAINS SECURITIES (Pvt.) 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.

14. I CAN'T LOGIN. ERROR MESSAGE SHOWS “CONNECTION FAILED”, WHAT SHOULD I DO?

Connection to our server may fail because either our server is down due to some technical reasons or for general/periodic maintenance or because you are behind a firewall. Change your firewall settings to allow the software to access the Internet. Similarly, if you are using a Local Area Network (LAN) connection, you may need to open certain ports (TCP/IP). If you still cannot connect, feel free to call us at (92 42) 36315772-4.

15. 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 (92 42) 36315772 -4

16. 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 BRAINS SECURITIES (Pvt.) Limited (SSL) consists of the following simple steps:

You read, understand and accept our Terms and Conditions before submitting an application.

You submit an Individual or Joint Account Application in any one of the following ways:

1. At our Office, or through one of our sales representatives; or
2. Download, complete and mail the web Individual/Joint Account Application to our mailing address; or
3. Request an Account Application Pack through the mail

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:

New Accounts
BRAINS SECURITIES(Pvt.) Ltd.

509, 5th Floor
LSE Building
Lahore Stock Exchange Road
Lahore-54000
Pakistan.

Upon receipt of fully completed application forms, and the minimum deposit, your account is opened and activated. We inform you through a letter/email that contains your Account Name and Number and the name of your SSL Relationship Manager.
You start trading in the account.

What is a margin deposit?

Clients allowed 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 SSL, and will be reflected in your account statement.

What types of accounts can be opened with SSL?

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The following types of accounts can be opened:

- Individual account
- Joint account for two persons
- Institutional accounts for joint stock companies, mutual funds, trusts etc. (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 PSX 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 SSL, client interest is protected through:

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

