

### Guidelines for Customers of Futures Brokers

DO'S	DON'TS
<ol style="list-style-type: none"> <li>1. Verify the authenticity of a Broker and its branches from the list of registered brokers from PMEX website (<a href="https://www.pmax.com.pk/existing-Treholders/">https://www.pmax.com.pk/existing-Treholders/</a>).</li> <li>2. Do Your research before deciding to invest your money in the futures market.</li> <li>3. Carefully read and understand the terms and conditions along-with Risk Disclosure Document.</li> <li>4. Ensure that all information is accurately filled in the Account Opening Form and a signed copy of the form is retained for the future reference.</li> <li>5. In case of any change in information provided in the Account Opening Form, immediately communicate in writing to Broker.</li> <li>6. Only deposit payments to PMEX as per Automated Direct Funds Model through cross cheque/Pay Order/RTGS (Over the counter – OTC) or online transfer (Sub-Collection Account- SCA) from your own bank account registered with PMEX.</li> <li>7. Ensure that Broker sends daily, weekly, monthly account balance and activity statements to know the trade activity and cash balances in the trading account.</li> <li>8. Ensure that SMS alerts for deposits, withdrawals and trades are received on mobile number registered with PMEX.</li> <li>9. Approach PMEX in case of any complaint that remains unresolved by the Broker.</li> </ol>	<ol style="list-style-type: none"> <li>1. Do not deal with Brokers or their branches not registered with PMEX.</li> <li>2. Do not give wrong, contradictory or incomplete information in the Account Opening Form.</li> <li>3. Do not give cash or issue cross cheque, pay order, demand draft or any other instrument in the name of Broker, or any of its employee/authorized representative.</li> <li>4. Do not deposit payments in cash in your account.</li> <li>5. Do not deposit payments through third party cheque or online transfer from third party account.</li> <li>6. Do not get misled by alluring advertisements, rumors, hot tips or the promises of assured returns by the Brokers or their authorized representatives.</li> <li>7. Do not invest/deposit more funds than you can afford to lose.</li> <li>8. Do not share personal ID and password of trading account provided by the Exchange with the Brokers or their authorized representatives.</li> <li>9. Do not execute any trade on advice/direction of the Broker or any of its employee/authorized representative.</li> <li>10. Do not enter incorrect information while filling out deposit slip (Over the counter – OTC) or adding Sub-Collection Account (Online Transfer) during funds deposit. Any claim due to any error by the customer or banks shall not be considered/entertained by PMEX.</li> <li>11. Do not surrender the right of receiving cash and trade balances reports via email and SMS.</li> <li>12. Do not start trading before reading and understanding the terms and condition and Risk Disclosure Document.</li> <li>13. Do not give deposit by whatever name called, to any Broker or any of its employee/ authorized representative against fixed or guaranteed returns on deposits as the same is illegal and any claim in respect of such deposits would not be considered/entertained by PMEX.</li> </ol>