



## GUIDELINES FOR CLIENTS OF COMMODITIES

### Do's

1. Verify the authenticity of a Broker and its branches from the list of registered brokers from PMEX website (<https://www.pmem.com.pk/pmem-broker>)
2. Carefully read and understand the terms and conditions along-with Risk Disclosure Document
3. Ensure that all information is accurately filled in the Account Opening Form and a signed copy of the form is retained for future reference
4. In case of any change in information provided in the Account Opening Form, immediately communicate in writing to Broker
5. Only deposit payments to PMEX through cross cheque or online transfer from your own bank account registered with PMEX
6. Ensure that Broker sends daily, weekly, monthly account balance and activity statements to know the trade activity and cash balances in the trading account
7. Ensure that Broker sends SMS alerts for trades and cash movement in the trading account
8. Approach PMEX in case of any complaint that remains unresolved by the Broker

### Dont's

1. Do not deal with Brokers or their branches not registered with PMEX
2. Do not give wrong, contradictory or incomplete information in the Account Opening Form
3. Do not issue cross cheque pay order demand draft or any other instrument in the name of Broker, or any of its employee/authorized representative
4. Do not deposit payments in cash in your account
5. Do not deposit payments through third party cheque or online transfer from third party account
6. Do not get misled by alluring advertisements, rumors, hot tips or the promises of assured returns by the Brokers or their authorized representatives
7. Do not share personal ID and password provided by the Exchange with the Brokers or their authorized representatives
8. Do not surrender the right of receiving cash and trade balances reports via email and SMS
9. Do not start trading before reading and understanding the Risk Disclosure Document provided by PMEX
10. 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