



Service Request Procedures for CDS Elements

Operations & Customer Support Services

|CENTRAL DEPOSITORY COMPANY OF PAKISTAN LIMITED

|CDC HOUSE, 99-B, BLOCK B, S.M.C.H.S, MAIN SHARAH-E-FAISAL, KARACHI |



PREFACE

This document covers the Service Request Procedures for CDS Elements. All CDS Elements are requested to follow these procedures for submitting a request to CDC for resolution of queries.

The term Elements in this document refers to Account Holder, Participant, Eligible Pledgee, and Issuer/RTA of Eligible Securities and as defined in CDCPL Regulations.



TABLE OF CONTENTS

CDS SOFTWARE/HARDWARE CONFIGURATION _____	4
STATIC IP MAINTENANCE _____	5
PASSWORD MAINTENANCE _____	5
ELEMENT ACCOUNT MAINTENANCE _____	6
UPDATION IN ELEMENT REGISTRATION DETAILS _____	9
ANNEXURES _____	10

NOTES:

1. Elements are requested to kindly ensure the following before sending a written request to CDC:
 - Request letter is original and on company's letterhead.
 - Request letter is signed by the authorized signatory (ies).
 - Complete details are provided in the request as mentioned in the detail of each query type.
2. Service requests mentioned in this document are to be addressed to:

For Karachi based Elements

Mr. Abdul Basit Kothari

Senior Manager Operations & Customer Support Services

Central Depository Company of Pakistan Limited

Head Office, CDC House, 99-B, Block 'B', S.M.C.H.S.

Main Shakra-e-Faisal, Karachi – 74400.

Karachi Branch Office:

Mezzanine Floor, Pakistan Stock Exchange Building

I.I Chundrigar Road, Karachi.

Phone: (92-21) 32416774, Fax: (92-21) 32444491

For Lahore based Elements

Mr. Zafar Iqbal Amin

Branch Manager

Central Depository Company of Pakistan Ltd

Mezzanine Floor, South Tower, LSE Plaza,

19-Khayaban-e-Aiwan-e-Iqbal, Lahore.

Phone: (92-42) 36362061-66

For Islamabad based Elements

Mirza Zaffar Hussain

Branch Manager

Central Depository Company of Pakistan Limited

Room No. 410, 4th Floor

ISE Towers, 55-B Jinnah Avenue, Blue Area Islamabad.

Phone: (92-51) 2895456-9, Fax: (92-51) 2895454

A. CDS SOFTWARE/HARDWARE CONFIGURATION

In order to connect to the Central Depository System (CDS), CDS Elements are required to acquire a terminal as per minimum **Hardware/Software configuration** promulgated by CDC from time to time.

1. Change of Hard Drive & HDD Serial/Change of Terminal Location/Change of Terminal

CDS terminals are tagged for security reasons and Elements can access CDS only through their designated terminals. Therefore, in case of a change in HDD Serial of Element's CDS terminal, Elements are required to timely intimate CDC regarding the same to avoid any disruption in accessing the CDS. In this regard, a request letter duly signed by the authorized signatory(ies) mentioning the following information is required:

- Element ID
- HDD Serial (if accessible)
- Preferred Installation Date
- Installation Location
- Contact Person's Name and Number

Upon receipt of the above mentioned request letter, HDD Serial is updated in CDS and installation is carried out if required. Element is informed about the change by our customer support representative.

2. Re-installation of CDS on Element's Terminal

Reinstallation of CDS maybe required when the software of CDS at Element's Terminal is corrupted, deleted or due to failure of Operating System/Hard Disk. The Elements, in such cases can submit a request letter for re-installation of CDS (on company's letterhead) duly signed by the authorized signatory(ies) mentioning the following information:

- Element ID
- Preferred Installation Date
- Installation Location
- Contact Person's Name and Number

Upon receipt of the above mentioned request letter, re-installation is carried out on Element's terminal and the customer support representative contacts the Element to confirm the successful login.

3. Installation of CDS on Additional Terminal¹

Elements may request CDC in writing (on company's letterhead) duly signed by the authorized signatory (ies) for installation of CDS additional terminal. The request letter should cover the following information:

- Element ID
- Preferred Installation Date
- Installation Location
- Contact Person's Name and Number

Upon receipt of the above mentioned request letter, installation is carried out on additional terminal at Element's premises and 2FA Hard Token² is provided. The Element is required to keep the system ready on installation date as per minimum **Hardware/Software Configuration** mentioned in **Technical Requirements and Procedures for Connecting CDC Business Applications** by CDC.

¹The connectivity charges are Rs. 10,000/- per month for each additional terminal.

²2FA Hard Token device charges are applicable.

4. De-installation of CDS from Additional Terminal

Elements are required to provide a request letter (on company's letterhead) duly signed by the authorized signatory(ies) requesting CDC about De-installation of CDS from Additional terminal.

After CDC receives the request, de-installation is carried out on Elements' terminal and 2FA Hard Token is repossessed.

5. Lost/Damaged 2FA Hard Token

Elements are required to provide a request letter duly signed by the authorized signatory(ies) for a new 2FA Hard Token.

Upon receipt of the request, a new 2FA Hard Token is issued and the charges are billed to the Element as per CDC Schedule of Charges.

B. Static IP maintenance

CDC introduced Static IP (Internet based connectivity) through which client can connect CDS application. In order to update static IP address with CDC, a written request clearly mentioning the Static IP address along with 2FA Hard Token device serial number duly signed by the authorized signatory(ies) would be required to update the same.

Alternatively, Elements may consider other channel for CDS connectivity (i.e. Multi-net Network) which CDC also supports.

Change of Static IP / Addition of Alternate Static IP

Element is required to provide a request letter duly signed by the authorized signatory(ies) for change/addition of Static IP. Upon receipt of the above mentioned request, the Element is informed in writing once the change has been incorporated as well as in case of any discrepancy.

C. PASSWORD MAINTENANCE

In order to ensure only authorized access to CDS, the Users are required to follow **CDS Password Policy** to log on to the system.

1. Reset of CDS Password & Unblocking of CDS User ID

In case the user forgets the password or CDS user ID is locked after five permissible number of invalid login attempts, the Element can request for reset of CDS password by providing a request letter (on company's letterhead) duly signed by the authorized signatory(ies) mentioning the complete user IDs.

Upon receipt of the above mentioned request, password reset is carried out and the customer support representative contacts the Element to confirm the successful login.

Once the password is reset by CDC, the user is required to change the password and provide a separate request for unblocking of user IDs as per Annexure – C10 (on company's letterhead), duly signed by the authorized signatory(ies).

Upon receipt of the request, user IDs are unblocked and the customer support representative contacts the Element to confirm the successful login.

D. ELEMENT ACCOUNT MAINTENANCE

Element Account Maintenance represents all activities/requests related to change in existing information of the Elements within CDS.

1. Change of Management

Element is required to provide the following documents to CDC in order to incorporate change of management in CDS:

- Request letter for the change of management duly signed by the CEO/Company Secretary.
- Board Resolution (BR) as per Annexure – C19 for canceling the previous authorities and defining new authorized signatories.
- Form-29 certified by CEO/Company Secretary and acknowledgement of the same by the Registrar of Companies.
- Specimen signatures of all the authorized signatory(ies) (existing & new) on Signature Card³. The signature card should be duly stamped and the special instructions should be mentioned as per board resolution.

Upon receipt of the above mentioned documents, the Element is informed in writing once the requisite change(s) has been incorporated as well as in case of any discrepancy.

2. Change of Company Name

Element is required to provide the following documents to CDC in order to incorporate change of company name in CDS:

- Request letter for the Change of Company Name, duly signed by the Authorized Signatory(ies)
- Certified True Copy of Certificate of Incorporation on Change of Company Name.

Upon receipt of the above mentioned documents, the Element is informed in writing once the requisite change has been incorporated as well as in case of any discrepancy.

³ Signature Card should be in original and can be collected/requested from CDC offices.

3. Change of Company Status

Element is required to provide the following documents to CDC in order to incorporate change in company status in CDS:

- Request letter for Change of Company Status, signed by the authorized signatory(ies).
- Certified True Copy of ‘Certificate of Incorporation on Change of Status’ from SECP.

Upon receipt of the above mentioned documents, the Element is informed in writing once the requisite change has been incorporated as well as in case of any discrepancy.

4. Opening an Additional House Account

Element is required to provide a request letter duly signed by the authorized signatory(ies) mentioning the valid reason for opening an Additional House Account.

Upon receipt of the above mentioned request letter, the Element is informed in writing once the additional House Account is opened as well as in case of any discrepancy.

5. Change of Suffix/Additional details in Additional House Account Title

Element is required to provide a request letter duly signed by the authorized signatory(ies) mentioning the reason for the change in the title of Additional House Account.

Upon receipt of the above mentioned request letter, the Element is informed in writing once the change has been incorporated as well as in case of any discrepancy.

6. Change in Access Policy Option

Element can request for change in access policy option by providing a request letter duly signed by the authorized signatory (ies). Element can choose the desired option from ‘**User Access Policy Options – Guidelines**’.

Once the Access Policy Option is changed, customer support representative intimates the Element to change the password and provide a request for unblocking of CDS user authorities as per Annexure “C13” in original duly signed by the authorized signatory(ies).

Upon receipt of the request, user ids are unblocked and the customer support representative contacts the Element to confirm the successful login.

7. Change in Authorized Signatory(ies)

All CDS Accounts are operated and maintained by authorized signatory(ies) according to the ‘Operating Instructions’ of the Element. It is therefore imperative that any change in the signatory(ies) is promptly communicated to CDC.

Elements are required to intimate to CDC regarding any change in their authorized signatory(ies) as soon as the change takes place.

Documents required for Change in Authorized Signatory(ies):

- A request Letter (on company's letterhead) duly signed by the authorized signatory(ies) intimating the change in authorized signatory(ies).
- **Where authorities are delegated by way of Board Resolution** - Certified true copy of Board Resolution as per [Annexure – C20 (a), C20 (b) & C20(c)]. Please ensure that the Board Resolution is certified in original by Company Secretary/CEO on company's letterhead and corporate seal is affixed.
- **Where authorities are delegated by way of Power of Attorney [Annexure C20(d)]** - Attested copy of Principal Power of Attorney together with an attested copy of sub power of Attorney (where applicable). The Power of Attorney should include CDC specific clauses.
- Specimen signatures of all the authorized signatories (existing & new) on Signature Card⁴. Please ensure that the signature card is stamped and operating/signing instructions are mentioned as per Board Resolution.
- Attested copies of CNIC/NICOP of the Authorized signatories

Upon receipt of the above mentioned documents, the Element is informed in writing once the signature record is updated as well as in case of any discrepancy.

8. Blocking of Signatory

Elements signature record is handled critically and CDC keeps high vigilance in this regard to avoid unauthorized access and misuse of CDS. Therefore, Elements are advised to immediately intimate CDC in case of any change in status of authorized signatory(ies) by providing a request letter signed by the authorized signatory(ies)/ CEO/Company Secretary, enabling CDC to block the signatory(ies).

Further, to minimize the risk CDC may block signatory(ies) on the basis of public notice by the company/Notice from Stock Exchange/Newspaper Advertisement etc. and Element is informed in writing about the blocking.

⁴ Signature Card should be in original and can be collected/requested from CDC offices.

E. UPDATION IN ELEMENT REGISTRATION DETAILS

The Registration Details are the details of an Element entered at the time of account setup in CDS. Any updates/amendments in these details are only carried out upon the respective Element's (written) request signed by the authorized signatory(ies) along with the required documents. Below are some of the requests:

- Name of Contact Person
- Designation of Contact Person
- Contact Numbers
- Email Address
- Correspondence Address
- Nominee Details
- National Tax Number⁵
- IBAN related details

Upon receipt of the documents, the Element is informed in writing once the requisite change(s) has been incorporated as well as in case of any discrepancy.

⁵ Certified True Copy of NTN Certificate is required along with the request letter.



ANNEXURES



Annexure “C10”

(On Company’s Letterhead)
(Original request required)

To	:	Head of Operations Central Depository Company of Pakistan Limited Karachi.
Element Type	:	<input type="checkbox"/> Participant/A/c Holder <input type="checkbox"/> Pledgee <input type="checkbox"/> RTA
Element Name	:	_____
Element Id	:	_____

We are writing to confirm as follows:

- We have requested for reset of password of our CDS User(s) IDs: _____
- We have changed the password(s) (date : _____ time : _____) of our CDS User(s) IDs: _____.

- We have sole control over CDS login/access authority with the combination of our User Identification and password of the following CDS User(s):
 - (i) User Id No. _____
 - (ii) User Id No. _____
 - (iii) User Id No. _____
 - (iv) User Id No. _____
 - (v) User Id No. _____
 - (vi) User Id No. _____
 - (vii) User Id No. _____
 - (viii) User Id No. _____

Regards,

Authorized Signatory(ies)

1) _____
NAME *SIGNATURE*

2) _____
NAME *SIGNATURE*



(On Company’s Letterhead)
(Original request required)

To	:	Head of Operations Central Depository Company of Pakistan Limited Karachi.
Element Type	:	<input type="checkbox"/> Participant/A/c Holder <input type="checkbox"/> Pledgee <input type="checkbox"/> RTA
Element Name	:	_____
Element Id	:	_____
Re	:	Change of Option Confirmation

We are writing to confirm as follows:

- We have Opted for CDS User Access Policy Option # _____
- We have changed the password(s) (date : _____ time : _____) of our CDS User(s) IDs: _____.
- We have sole control over CDS login/access authority with the combination of our User Identification and password of the following CDS User(s):
 - (ix) User Id No. _____
 - (x) User Id No. _____
 - (xi) User Id No. _____
 - (xii) User Id No. _____
 - (xiii) User Id No. _____
 - (xiv) User Id No. _____
 - (xv) User Id No. _____
 - (xvi) User Id No. _____

*** Undertaking:** We undertake to inform you of any change in the User Details of the CDS User Establishment Form to enable you to block the authority of any User whose authority is revoked by us, in the CDS and until the authority of any of the User(s) is revoked by us and the revocation is communicated to and accorded by you in the system, we shall be responsible for all the acts of such User(s).

Regards,

Authorized Signatory(ies)

1) _____	_____
<i>NAME</i>	<i>SIGNATURE</i>
2) _____	_____
<i>NAME</i>	<i>SIGNATURE</i>



Annexure “C19”

(On Company’s Letterhead)

Board Resolution

[For Change of Management]

“RESOLVED THAT the signing authorities of the following signatory(ies) for the company’s Issuer ID _____ pertaining to (Type of security of the issuer)/Participant Account ID_____/Pledgee Account ID _____ shall now appear as:

- Mr.
- Mr.
- Mr.
- Mr.

FURTHER RESOLVED THAT the Mr. _____, Mr. _____, Mr. _____, and Mr. _____, be and are hereby authorized and empowered singly*/jointly* to represent the Company to CDC on all matters pertaining to the implementation and performance of the Issuer/Participant/Pledgee Agreement, to deal, liaise and correspond with CDC and to fulfil all responsibilities and obligations of the Company under the Central Depositories Act, 1997 and the Central Depository Company of Pakistan Limited Regulations from time to time, and to do all other incidental and ancillary acts, things and deeds.

FURTHER RESOLVED THAT all the previous Board Resolutions in this regard shall stand cancelled.

CERTIFIED TRUE COPY

It is hereby certified that the above resolution was duly passed by the Board of Directors of the Company in its meeting held on (date of meeting)/through circular resolution dated (date of circular resolution) and the same has been entered in the minutes book of the company in accordance with the Articles of Association of the company.

Company Secretary/CEO

Affix corporate seal

***Delete as applicable**

Annexure“C20(a)”

(On Company’s Letterhead)
BOARD RESOLUTION

[For Addition of Signatory(ies)]
Issuer/Participant/Pledgee

“RESOLVED THAT [Name of person(s)] be added as authorized signatory(ies) for company’s *Issuer ID _____ pertaining to (Type of Security of the Issuer) / *Participant ID _____ / *Pledgee ID _____ maintained with the Central Depository Company of Pakistan Limited.”

FURTHER RESOLVED THAT [Name of person(s) and title] be and is/are hereby authorized and empowered singly*/jointly* with the existing authorized signatory(ies) to represent the Company to CDC on all matters pertaining to the implementation and performance of the *Issuer/*Participant/*Pledgee Agreement, to deal, liaise and correspond with CDC and to fulfil all responsibilities and obligations of the Company under the Central Depositories Act, 1997 and the Central Depository Company of Pakistan Limited Regulations from time to time, and to do all other incidental and ancillary acts, things and deeds.

CERTIFIED TRUE COPY

It is hereby certified that the above resolution was duly passed by the Board of Directors of the Company in its meeting held on (date of meeting)/through circular resolution dated (date of circular resolution) and the same has been entered in the minute’s book of the company in accordance with the Articles of Association of the company.

Company Secretary/CEO

Affix corporate seal

***Delete as applicable**

Annexure“C20(b)”

(On Company’s Letterhead)
BOARD RESOLUTION

[For Replacement of Signatory(ies)]
Issuer/Participant/Pledgee

“RESOLVED THAT Name of person(s) be replaced with the Name of Person(s) as authorized signatory(ies) for company’s *Issuer ID _____ pertaining to (Type of Security of the Issuer) / *Participant ID_____ / *Pledgee ID_____ maintained with the Central Depository Company of Pakistan Limited.”

FURTHER RESOLVED THAT [Name of person(s) and title] be and is/are hereby authorized and empowered singly*/jointly* with the existing authorized signatories to represent the Company to CDC on all matters pertaining to the implementation and performance of the *Issuer *Participant/*Pledgee Agreement, to deal, liaise and correspond with CDC and to fulfil all responsibilities and obligations of the Company under the Central Depositories Act, 1997 and the Central Depository Company of Pakistan Limited Regulations from time to time, and to do all other incidental and ancillary acts, things and deeds.

CERTIFIED TRUE COPY

It is hereby certified that the above resolution was duly passed by the Board of Directors of the Company in its meeting held on (date of meeting)/through circular resolution dated (date of circular resolution) and the same has been entered in the minute’s book of the company in accordance with the Articles of Association of the company.

Company Secretary/CEO

Affix corporate seal

***Delete as applicable**

Annexure “C20(c)”

(On Company’s Letterhead)
BOARD RESOLUTION

[For Deletion of Signatory(ies)]
Issuer/Participant/Pledgee

“RESOLVED THAT [name of persons] be deleted as authorized signatory(ies) for company’s *Issuer ID _____ pertaining to (Type of Security of the Issuer) / *Participant ID _____ / *Pledgee ID _____ maintained with the Central Depository Company of Pakistan Limited.”

CERTIFIED TRUE COPY

It is hereby certified that the above resolution was duly passed by the Board of Directors of the Company in its meeting held on (date of meeting)/through circular resolution dated (date of circular resolution) and the same has been entered in the minute’s book of the company in accordance with the Articles of Association of the company.

Company Secretary/CEO

Affix corporate seal

Annexure “C20(d)”

Suggested Power of Attorney for the purposes of CDC Accounts

1. To apply with the Central Depository Company of Pakistan Limited (CDC) for the admission of the Bank in the Central Depository System ("CDS") in the capacity of Participant/Account Holder and for the aforesaid purpose, to sign and execute for and on behalf of the Bank, the Participant/Account Holder Admission Form and to enter into the Participant/Account Holder Agreement (CDC Agreement") on CDC's standard terms and to sign, execute and deliver other documents in connection therewith and to do any other act deed or thing for and on behalf of the Bank in respect of Bank's application for admission to the CDS in the capacity of Participant/Account Holder.

To represent the Bank to CDC on all matters pertaining to the implementation and performance of the CDC Agreement to deal, liaise and correspond with CDC and to fulfill all responsibilities and obligations of the Bank under the Central Depositories Act 1997 and the Central Depository Company of Pakistan Limited Regulations from time to time and to do all other incidental and ancillary acts, things and deeds.