

Procedure for Issuance of Transaction Order Book and Amendments of Registered Address

Providing secure and dependable services to our valued Investor Account Holders has always been one of the prime focuses of CDC. In line with this effort, please find below few important points for your knowledge and understanding:

1. Issuance of Transaction Order Book [TO Book]

a. At the time of opening a new Investor Account

Once you open an Investor Account, account opening package including a TO Book is dispatched to your registered mailing addresses.

b. Additional TO Book *[Other than the Issuance against lost or stolen TO Books]*

If you require an additional TO Book subsequent to the initial TO book sent to you at the time of account opening, the requisition slip should be submitted to CDC duly signed by the authorized signatory(ies). The TO Book will be sent to your registered mailing address.

If you submit a written request for personal receiving (self or authorized representative) of the TO Book, the following process will be followed:

i. Personal Receiving by Account Holder(s)

The TO Book can be personally received by the Account Holder(s) or authorized attorney by visiting the relevant CDC branch office along with their valid original CNIC / NICOP / Passport.

ii. Personal Receiving by Authorized Representative

In case where the TO Book is to be personally received by the authorized representative of the Account Holder, the representative should bring a written request duly signed by the authorized signatory(ies) of the Investor Account to the respective CDC branch office along with his/her valid original CNIC / NICOP / Passport. In case of a corporate account, an authority letter on the company letter head will be required.

However, in such a scenario, the TO Book will be handed over to the representative after contacting the respective Investor Account Holder on the registered contact numbers or by sending email on the registered email address. If contact is not established on the registered contact numbers and no reply is received from the registered email address, delivery of TO book will not be made till the receiving of confirmation from the account holder.

c. Lost / Stolen TO Book or Requisition Slip

If the TO Book / Requisition Slip has been lost or stolen, a new TO Book can be requested by submitting an undertaking [as per the prescribed format] along with a written request. In case of corporate accounts, request should be made on the company letter head.

i. Personal Receiving by Account Holder(s)

The TO Book can be personally received by the Account Holder(s) or authorized attorney by visiting the relevant CDC branch office along with their valid original CNIC / NICOP / Passport.

In case where the operating instruction in the Account is either or survivor, any of the joint holder(s) or authorized attorney may visit CDC Branch Offices. In the case of joint operating instructions, all joint account holders should visit CDC Branch Offices along with their valid original CNIC / NICOP / Passport respectively to collect the TO Book.

ii. Delivery through Dispatch

In case if the TO Book is required to be dispatched through courier, CDC shall confirm from the respective Investor Account Holder on the registered contact numbers or by sending email to the registered email address.

If contact is not established on the registered contact numbers and no reply is received from the registered email address, TO book will not be dispatched till the receiving of confirmation from the account holder.

Note:

1. Please note that in the case of Lost / Stolen TO Book or Requisition Slip, request for personal receiving though authority letter will not be entertained for both individual as well as corporate Investor Account Holders.
2. The prescribed format as referred in para C above can be obtained from the nearest office of CDC or website www.cdcpakistan.com.

2. Amendments in Registered Address *[for Individual Account Holders Only]*

Account Holders [individual] may request CDC to update his Registered Address [Permanent/Mailing] by providing a written request signed by the authorized signatory(ies). The request should be sent along with the copy of the CNIC/NICOP/Passport of the Principal Account Holder which reflects the same address as required to be updated or supported with any other evidence such as, original paid utility bill, etc.