

FAQ's

How can I sign up for Alfalah CLSA Securities (Pvt) Ltd.?

You can download our Account Opening Form from our website in downloads.

What is Trading Terminal?

Trade terminal is a software based Internet share/stock trading service. A Trading Terminal account provides a 24-hours connection to access to your account balances and portfolio holdings, statements, stock quotes, news and research.

Who can sign up for Trading Terminal?

Any person who wishes to trade on the Pakistan Stock Exchange can sign up for Trading Terminal.

How do I sign up for Trading Terminal?

You can sign-up by filling our Account Opening Form either online by clicking the Open an Account button available at top right of this page or can come at office for filling an AOF. The whole process takes just a few minutes. For further assistance, please call the Trading Terminal Call Center @ +92-21-111-237-111

Why should I join Trading Terminal?

The electronic service provides valuable and timely information of your account that can help you and your Broker work more closely to reach your financial goals.

Can I trade electronically with Trading Terminal?

Yes, if you are signed up for trading terminal and have received a user ID and password from us. And after signing up for trading terminal, you can place trades online only.

What is the minimum amount required for opening an account?

Minimum amount required to setup an account is Rs.25, 000.

How can I deposit initial amount in Alfalah Securities (Pvt) Ltd. account?

You may send your cheque / Pay order/DD in favor of "Alfalah Securities (Pvt) Ltd." by mail or drop it personally at office our Head Office.

Is account information on Trading Terminal secure?

Absolutely! When you visit the Trading Terminal site and provide your ID and password, your session is encrypted secure level.

What kind of customer service can I expect from Trading Terminal?

The customer support of Trading Terminal is available during working hours at +92-21-111-237-111 to sort out any problems that you may face. If you have any query related to online trading terminal you can contact Online Trading Customer Support Officers.

How to Cancel the Pending Orders during a system failure?

A. In case of system failure affecting orders, the customer complaints received from traders and customer support are forwarded to online Helpdesk.

B. OHD checks the orders placed on KATS.

C. In case where orders are executed, the customers are informed accordingly through OHD. D. In case where orders are not executed, OHD requests the IT department to cancel the pending orders.

E. Subsequent to cancellation of pending orders the customers will be informed of cancelled orders through OHD.

What is a stock market?

Stock exchange is an integral part of a country's capital market as it aids in capital formation through sale of securities most notably shares. It also provides marketability of securities by providing a secondary market for trading. Hence, it's a place where securities of listed companies can be bought and sold thereby bringing together companies and investors in one place.

What are shares and how do they differ from bonds?

Shares are the most commonly traded securities on the stock exchanges. A share represents ownership in the company and hence is referred to as an 'equity instrument'. The amount of ownership is restricted to the extent of shares purchased. Bonds on the other hand represent the amount of funds 'lent' out to the company. Hence, it is referred to as a 'debt instrument' and entitles the holder a fixed rate of interest.

What are dividends?

Dividends are returns on shareholding. The return is paid by the company out of its profits. This return may be in the form of cash or additional shares referred to as 'bonus shares'. Dividends are announced by the company usually once or twice a year depending upon companies' policies.

What is a primary market and a secondary market?

A primary market is a market where securities which have never been issued before are offered to the public. This initial public offering (IPO), also called the primary issue and is therefore a transaction between the issuing company and the investor. A buyer of the initial issue may consider selling the security to another party. This transaction is done on the secondary market where the outstanding securities are traded amongst investors.

What is the difference between a 'listed' and 'unlisted' company?

A listed company is one whose securities are listed on an exchange. The share price of a listed company is quoted and traded on a stock exchange. Unlisted company is one whose securities are

not listed on an exchange. Its shares are therefore not available for trading to the general public. Private limited companies are examples of unlisted companies.

What is a right share?

In order to raise additional funding may a company issue right shares to the existing share - holders. A right issue therefore allows shareholders to buy shares of an issue before it is offered to the public usually at a discounted price. The new shares are usually issued in proportion to the existing investors holdings.

What is the Central Depository System?

A Central Depository System (CDS) is an electronic book entry system for custody and transfer of securities. CDS was introduced to replace the manual system of physical handling and settlement of shares at the stock exchange. The CDS is managed by the Central Depository Company (CDC) which is incorporated under the Central Depositories Act 1997. Investors can open their accounts directly with CDC called Investor Accounts or open sub accounts with a brokerage firm. With the introduction and implementation of the CDS and automated trading system, trading and settlement of securities has become efficient.