# Frequently

**Asked Questions**

## What is your current rating with the Pakistan Credit Rating Agency and/or VIS Credit Rating Agency?

Amanah is presently undergoing the process of finalizing a rating agency to be decided at the board meeting in the month of August 2021.

## What level of service do you offer currently; are you a full-service or discount broker?

Amanah Investments Limited provides end-to-end services to our clients in the regular market at the Pakistan Stock Exchange. We provide a state of the art platform for our clients trading decisions and keep them updated through our platform immediate information regarding corporate data. With the capital analytics icon on our automated trading systems clients can keep themselves updated on latest company information and technical tools.

## How many years has your firm been in business?

Amanah has been operating in the Brokerage Services sector since 2014.

## Do you offer online trading services and if you have an app readily available for that?

Yes. Amanah Investments allows access through KiTS , the standard online trading application for mobile devices and desktop computers provided by the Pakistan Stock Exchange.

## Will I be able to open a demo account before starting my actual trades?

We value our customers greatly, and as such, all necessary assistance will be provided by our dedicated customer care department to train you to use the trading platform effectively. Furthermore, our help-line will be available to you at any time in case you need further assistance. We currently will not be able to grant you access to a Demo Account

## What documents will you require for opening my account?

To open an account, you will be required to submit documents as per guidelines set by the relevant regulatory authorities. The required documents are stated below

Enclosures (for individuals):

* + Attested copies of the National Identity Card of the applicant.
	+ Attested copies of National Identity Card of the Joint Holders and or Nominee(s) (if applicable)

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* + Attested copies of passports of the applicant, Joint Holders and or Nominee(s) (in case of non-residents)
	+ Copy of the letter of authorization from the Account Holder(s) of the person authorized to trade in my/our accounts (if other than the account holder).
	+ A list of the Transaction fee, Commission to be charged by the Broker and other CDC charges to be levied.

Enclosures (for corporate entities):

* + A certified true copy of Board Resolution (specimen provided as per Annexure-A below).
	+ Certified true copies of Memorandum & Articles of Association.
	+ List of authorized signatories.
	+ List of nominated persons allowed placing orders.

(You may be able to able to further see required documentation and required processes on our website)

ADD RDA REQUIREMENTS AND DETAILED FOR IDIVIDUAL NON RESIDENT PAKISTANIS

## What are the account opening charges, if any?

A minimal account opening charged is places to cover the cost of ancillary charges such as fees, Bond paper charges, and other operational-related costs.

## How much commission do you charge for each trade?

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## How do I receive the confirmation of order execution?

Customers are intimated through their official authorized email address provided by them while opening an account. NCCPL has an additional notification system to intimate customers through SMS.

## Are there any other charges in addition to the commission, annual maintenance, overnight funding?

At Amanah Investments, we do not provide overnight funding and don’t charge account maintenance charges. We only collect commission on the trades. As we do not have any over draft facilities or margin trading there is no concept of charging penalties and interest.

## Is there any deposit & withdrawal fee, and how much time does it take for processing, both deposit & withdrawal?

There are neither deposit nor withdrawal fees. Customers can deposit or withdraw subject to the client’s ledger balance and future obligations such as Capital gains Tax etc.,. Time taken for processing depends on the transaction, typically in two days following the T+2 trade settlement mechanism in Pakistan.

## Is there a minimum amount required for opening my account with your brokerage firm?

We do not enforce a strict minimum investment policy. We do however recommend that individuals begin trading with a minimum of Rs. 100,000/- (Kindly read our risk assessment policy)

## What’s instruments will I be able to trade through your platform; will

**appreciate a detailed reply; stocks, ETF’s, Mutual Funds, future & options markets, etc?**

Amanah is striving to become Pakistan’s first Shariah Compliant Brokerage house. As such, it must abide by Shariah Principles in its trading practices. We do not trade in non-compliant stocks or in interest based margin-financing. We cannot facilitate trade of certain shares deemed non-compliant on grounds of the nature of their business (banking, insurance, etc.). We will be happy to provide you a list of our Shariah adviser approved securities.

## Will I be able to open both long and short positions on these instruments?

We do facilitate long only positions. Given our adherence to Shariah Principles, we are prohibiting from taking a short position.

## How often do you generate the account statements?

It is mandatory to send account statements to clients every quarter. However, with our clients’ needs are at the forefront of our services, and so in favor of more frequent updates, we provide our customers with monthly account statements if they request. However daily statements of trade summary, holdings and short ledger is sent on every trade execution day of that client.

## Do you offer insurance on my investment, in case your firm liquidates or fails to continue providing service, or in the worst case, protection to fraud or theft (cybercrime, etc.)?

In accordance with SECP regulations we must maintain a certain Net Capital Balance, Liquid Capital Balance, and Base Minimum Capital to assure the regulator of the safety of our clients’ investments. Hence no such requirement for us. Kindly do understand that client assets are secured in client sub account of the Central Despositry Company of Pakistan. Secondly client monies are kept in separate client account.