

# FAQ's

## Frequently Asked Questions

You can simply contact us through our Contact number or our website or you can also visit us personally. Our equity dealer will guide you through the process.

### **1. What types of services does Concap desk provide?**

We provide a complete package including first hand market information, high quality research and fast execution and settlement of transactions.

### **2. Why should I choose Continental Capital Management (Pvt) Ltd.?**

Continental Capital Management (Pvt) Limited as it ranks amongst the top brokerage houses in the industry. It has been in the market for over 2 years and has created goodwill for itself.

### **3. Is there a minimum amount I need to invest to open an account?**

Minimum requirement to open a account is PKR 50,000.

### **4. How can I purchase/sell investments?**

Once you open an account and entitlement is obtained, orders may also be placed over the telephone with the equity trader assigned for your service.

### **5. After an investment sale, in how much time will I have access to the proceeds?**

Settlement policy in stock transactions is Trade Date plus 1 Business days

### **How do I open an account?**

opening an account with Continental Capital Management (Pvt.) Ltd. (CONCAP) consists of the following simple steps:

1. You read, understand and accept our Terms and Conditions before submitting an application.
2. You submit an Individual or Joint Account Application in any one of the following ways: At our Offices, or through one of our sales representatives; or Download, complete and mail the web Individual/Joint Account Application to our mailing address; or Request an Account Application Pack through the mail
3. You enclose the minimum deposit along with your application. The deposit may be in the form of shares registered in your name, or cash. (see question on minimum deposit).
4. The Application should be mailed to our following address:  
New Accounts  
**Continental Capital Management (Pvt.) Ltd.**  
7th Floor , 708 Business & Finance Centre,  
I.I Chundrigar Road Karachi - 74000  
Pakistan.  
phone No: 021-32446724
5. Upon receipt of fully completed application forms, and the minimum deposit, your account is opened and activated. We inform you through a letter that contains your Account Name and Number and the name of your CONCAP Relationship Manager.
6. You start trading in the account.

### **What is a margin deposit?**

Clients allowed by CONCAP to trade in excess of their cash or portfolio balances are required to maintain a margin deposit in order to cover the level of trading exposure. The margin is the client's equity in the value of the portfolio or trading position. The client's trading limit is set at a multiple of the margin deposit. Margins can be in the form of cash and/or shares. However, margin shares must be on our list of marginable stocks.

### **Where are my funds held?**

Your cash balance will be held by CONCAP, and will be reflected in your account statement.

What types of accounts can be opened with CONCAP?

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The following types of accounts can be opened:

- Individual account
- Joint account for two persons

Institutional accounts for joint stock companies, mutual funds, trusts etc. (must be opened in person at our offices).

## **Security Information**

### **What safeguards protect my account?**

There is presently no statutory government established fund that compensates investors for monetary loss suffered through broker defaults. The KSE has established an Investors Protection Fund under the Investors Protection Fund Regulations. Details may be obtained from the KSE.

The choice of broker is an investor's primary safeguard. At CONCAP, client interest is protected through:

- In-depth research
- Efficient execution
- Integrity/client confidentiality
- Institutional capital backing
- Internal controls/compliance
- Quality of human resources