

Nachfolger (Pvt.) Ltd. – Member P.M.E.X – MEM327

Mechanism for Lodging a Complaint

Valued Client

If you have any grievance regarding your trading account being maintained with Nachfolger, please follow the following course of action:-

Lodgment of Complaint via Email

You will send an email, from your registered email ID, stating the entire grievance, and attach any supporting documents, at either of the following official email IDs:-

1. nachfolger.pk@gmail.com
2. info@nachfolger.com.pk

A representative of Nachfolger will acknowledge the receipt of your email, within 5 working days, via email, and initiate the investigation into your complaint.

The company will try to resolve / settle your complaint, if warranted after investigation, at the earliest possible.

1st Point of Escalation:-

If you think your complaint is not being resolved in due course, the 1st point of escalation will be the Company's Director, whose email ID is:-

- saqibsaleemraja@ymail.com

2nd Point of Escalation:-

If you are still not satisfied with the resolution of your complaint, you may escalate the matter to PMEX, by emailing to support@pmex.com.pk.

3rd Point of Escalation:-

If you are still not satisfied with the resolution of your complaint, you may further escalate the matter to SECP, by lodging your complaint at the following link:-

- <https://sdms.secp.gov.pk/~sdmsadmn/ach/open.php>

Note:-

SECP will not entertain any direct complaint, without exhausting the first two forums for resolution of your grievance.

For your complaint to be taken up by SECP, you must follow the following sequence of escalation:-

1. Nachfolger
2. PMEX
3. SECP

Note:-

As our valued customer, you are always encouraged to reach out to Nachfolger, verbally, and discuss your issue, complaint, feedback or suggestion.

We will try to resolve your matter in a professional and equitable manner.