



ZAFAR SECURITIES (PVT.) LTD.

TRE Certificate Holder Pakistan Stock Exchange Ltd
Corporate Member Pakistan Mercantile Exchange Ltd

Service Level Agreement

1. Customer Support Services

Zafar Securities (Pvt) Ltd. will provide the following Customer Support Services:

- Customer Service Help Desk – see Section 2.
- A dedicated Account Manager to assist with non-technical and commercial queries.
- Access to the Online BOS trading Terminal.
- Timely availability of any ad hoc service and/or software upgrades.

Zafar Securities (Pvt) Ltd. will use reasonable endeavors to maintain system availability for the provision Services, with a target availability of 99.75% on our Payment Pages integration method and a guaranteed uptime of 100% on our Xpay and Zafar Securities (Pvt) Ltd. API integration methods.

2. Help Desk

Customer Service Help Desk: 09:30am to 4:30pm, Monday to Friday (excluding official holidays) – any support or integration queries. Outside these hours and bank holidays, no support will be provided.

Zafar Securities (Pvt) Ltd. will provide Help Desk services to respond to customer service and technical questions and enquiries. The staff will be knowledgeable personnel with appropriate technical and communication skills. They will aim to assist in resolving BOS related issues and to impart necessary relevant technical knowledge or understanding related to any Zafar Securities (Pvt) Ltd. Service.

Such personnel shall be contactable via the appropriate Telephone and fax numbers and via mail and e-mail. The appropriate contact details for all Help Desk communication are as follows:

Telephone: +92 42 36372470-2
Fax: +9242 36368195
E-mail: info@zafarstocks.com

Mail Customer Support
Zafar Securities (Pvt) Ltd.
519, Lahore Stock Exchange Bldg.
Lahore 54000
Pakistan

The following information will be required when reporting an incident to the Help Desk:

- Zafar Securities (Pvt) Ltd. Client code and authorized PIN Code.
- Authorised person's contact name.
- Short Description of the nature of the problem.
- Email address (if incident not reported via email) and customer contact telephone number.

Zafar Securities (Pvt) Ltd. will provide the client with a unique case reference number and a classification and estimated resolution time. This will be communicated via our on-line reporting facility.

519, LSE Building, 19-Khayaban-e-Aiwan-e-Iqbal, Lahore-54000 Phones: 92-42-36368522-44 Fax: 92-42-36368195E-mail: info@zafarstocks.com URL: www.zafarstocks.com



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The following information will be needed when a status update is required on any previously reported incident: Zafar Securities (Pvt) Ltd. the relevant case reference number.

Upon the successful resolution of the incident, Zafar Securities (Pvt) Ltd. will notify the client via e-mail, and the case will be closed.

3. Faults, Priorities and Responses

For the purpose of prioritizing and escalating Zafar Securities (Pvt) Ltd. faults, faults will be categorized as either Critical, Serious, Degraded or Minimal.

3.1 Incident Severity Level Table

Classification Criteria

Level 1

Critical The Services are at a standstill. The Zafar Securities (Pvt) Ltd. Trading System including Rates and Payments System are unavailable.

Level 2

Serious The Trading System are significantly impaired and key business processes, such as Trading cannot be conducted without significant delay, but Rates and Payment systems are available.

Level 3

Degraded Trading System is available however Rates and Payment service are unavailable.

Level 4

Minimal Minor incidents and enquiries.

The target time for Zafar Securities (Pvt) Ltd. to respond to all faults is outlined below, the target time being from fault notification. Zafar Securities (Pvt) Ltd. will update the Customer at the target interval indicated until a solution is found.

Classification Step 1 – Identify Source Step 2 – Temporary Fix Step 3 – Fix

Level 1

Critical 30 minutes Immediate and continuing best efforts but in no event more than 2 hours (on a 24X7 basis)
Within 1 calendar day

Level 2

Serious 60 minutes 2 hours (on a 24X7 basis) Within 2 calendar days

Level 3

Degraded 5 hours 1 calendar day (on a 24X7 basis) Within 3 calendar days



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Level 4

Minimal 1 business day On a time available basis As appropriate

The following shall define the actions to be taken per the problem's assigned level:

- Step 1 represents the acknowledgment of the problem and the beginning of the information gathering process. Zafar Securities (Pvt) Ltd. will notify the client on identification of the problem if a case has not already been reported and classified.
 - Step 2 represents the target time frame during which the problem is being actively addressed and a temporary patch, correction, or workaround is provided. The goal will be to provide a fix or a work-around for a problem as soon as possible. Critical problems will be worked on continually until a satisfactory problem resolution can be reached.
 - Step 3 represents the target time within which a permanent solution will be available which meets Zafar Securities (Pvt) Ltd.'s quality standards.
- In addition it is emphasised that any security related fault that is brought to the attention of Zafar Securities (Pvt) Ltd. will be prioritised as critical.

4. Escalation

4.1 Incident Escalation

Incidents reported to Zafar Securities (Pvt) Ltd. Help Desk will be escalated in line with the details below. Zafar Securities (Pvt) Ltd. management will be made aware of issues according to the below timeframes. Elapsed time represents the number of clock hours that have passed since the issue was first classified by Zafar Securities (Pvt) Ltd.. Resolution is deemed to have been achieved if a temporary fix is created.

Zafar Securities (Pvt) Ltd. Support Manager – if incident is not resolved within target time.

IT Manager – if Level 1 or 2 are not resolved within 1hr of target resolution time, Level 3 within 6hrs of target resolution time.

Chief Executive Officer – If Level 1 or 2 and not resolved within 2hrs of target time, Level 3 within 12hrs of transaction time.

5. Service availability

The Zafar Securities (Pvt) Ltd. target system availability is:

BOS – 99.5%

Zafar Securities (Pvt) Ltd. Payment Pages – 99.99%.

Scheduled outage for system maintenance will be communicated to the Client as and when required via email

6. General Disclaimer

As Zafar Securities (Pvt) Ltd. does not control the availability of internet, Client ISPs or your networks, the System will not be deemed unavailable if the source of the problem lies with the networks controlled by these entities.


Once Zafar Securities (Pvt) Ltd. has been made aware of a problem relating to its system, the burden of proof as to where the problem lies, Zafar Securities (Pvt) Ltd. Zafar Securities (Pvt) Ltd. will take all commercially reasonable



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efforts to find a speedy resolution of any problems. In the event a Third Party is responsible, Zafar Securities (Pvt) Ltd. will communicate such information as it has available to the client.

Further Zafar Securities (Pvt.) Ltd. or any of its employees will not be held responsible for any loss arising from the use of the BOS Trading terminal specifically for fluctuation in rates and or arising from delay or non-availability of the system for any reason whatsoever.


Syed Asim Zafar

