

## **INTERACTIVE VOICE RESPONSE (IVR) FACILITY FOR CDC SUB ACCOUNT HOLDERS**

Dear Sub-Account Holders

The Central Depository Company of Pakistan Limited (CDC) offer Interactive Voice Response (IVR) System for Sub-Account Holders which enable them to avail a number of facilities conveniently through telephone.

This service aims at opening new channels for Sub-Account Holders to access their securities portfolio electronically. With CDC Access Services, Sub-Account Holders can access their account information at any time from anywhere in the world.

User Guide for activation and usage of CDC-IVR Facility is attached.

Initial steps for activation of service are as under:

- ✍ Generate T-Pin by calling CDC Call Centre # 0800-23275. IVR Account will be blocked after the generation of T-Pin
- ✍ In order to activate (unblock) the account you would submit with us the attached IVR Registration Form duly signed and stamped (in case of corporate client).

For Queries Contact:

- ✍ CDC - Customer Support Services - 0800-23275
- ✍ TSL - Custodial Services - 5679568

# Interactive Voice Response (IVR) User Guide (Sub Account Holders)

CDC now brings your account information on your finger tips with round-the-clock telephonic service. All you need to do is remember your CDC Relationship Number and a T-PIN code and access your CDC Sub-Account by dialing a toll free number - 0800 CDCPL in Pakistan. † For any assistance you may contact to your participant.

† +92-21-4326038 for overseas callers

## Your CDC Relationship ID

The Relationship number is the combination of CDC-Participant ID and your Sub Account Number.

1	-	0	0	6	2	0	-	0	0	5	5	1	0
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Prefix would remain the same for all Sub-Account Holders

CDS Participant ID

Sub-Account Number

Leading zeros should be put in before Account Number e.g. A/c # 5510 would be 005510 and likewise

## How to activate your CDC IVR Account?

### Step 1- T-PIN Generation

- ? Call 0800-CDCPL (23275)
- ? After selecting the language preference, press 1 for self service
- ? Enter your CDC Relationship Number in self service menu
- ? Generate your 4-digit T-PIN

### Step 2 - IVR Activation

- ? Fill out CDC **IVR Registration Form** (available with your participant)
- ? Submit **IVR Registration Form** duly signed by the authorized signatory (ies) to your participant. Please also affix the company stamp in case you are a corporate client.

# How to use CDC IVR Services?

☎ Dial 0800-CDCPL (23275)

☎ Language selection

## **Main Menu**

Press **1** for **self service**

Press **2** to get **general information about CDC**

## **Self Service**

? Enter your **12-digit CDC Relationship Number**

? Enter your **4-digit T-PIN**

### **Press 1 - Account Inquiries**

? Press **1** for **balance of a specific security** by providing security symbol †

? Press **2** for **balance of last three active securities**

? Press **3** for **balance of all securities\***

? Press **4** for **Account Activity Report\***

† same as used for trading purposes, available at CDC website [www.cdcpakistan.com](http://www.cdcpakistan.com)

### **Press 2 - Change T-PIN**

#### **Any Time during the call, you may:**

Press **0** to contact **CDC Relationship Officer**

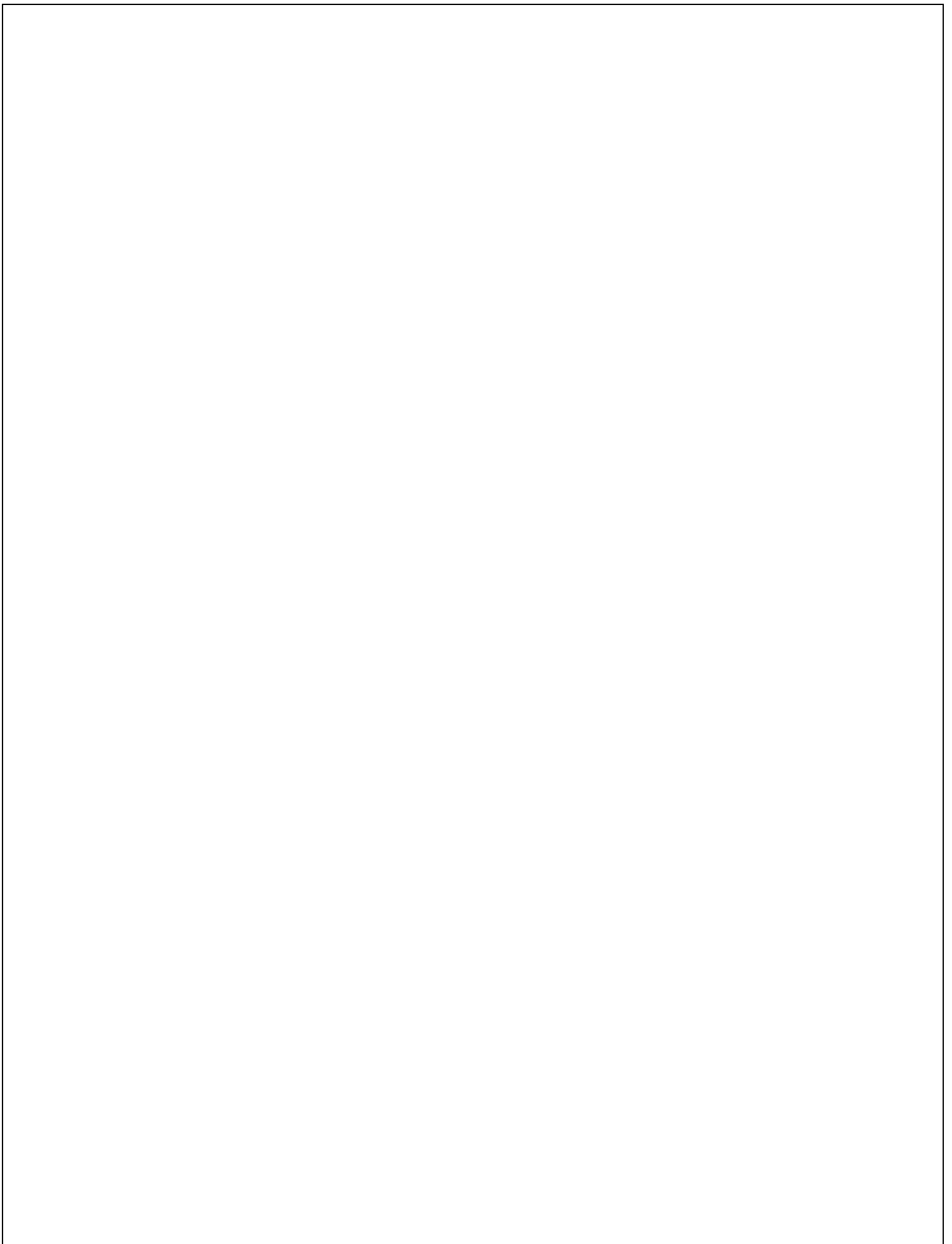
Press **8** to go back to the **previous menu**

Press **9** to go back to the **main menu**

Press ☎ to enter a different CDC Relationship ID.

### **Resetting of TPIN**

In order to reset T-PIN, you may contact to your participant





## IVR Registration Form - Sub Account Holders

**Dated:** \_\_\_/\_\_\_/\_\_\_

I/We hereby apply to avail the facility of an Interactive Voice Response System provided by the Central Depository Company of Pakistan Limited. My/our particulars are as under:

CDC Relationship Number:	1	-	0	0	6	2	0	-												
The relationship number is the combination of prefix 1, your CDC-Participant ID and Sub-Account Number. Prefix would remain the same for all Sub-Account Holders																				
CDC – Participant ID	0	0	6	2	0	Sub-Account No.:														
Title of Account:																				
PLEASE USE BLOCK LETTERS																				
Contact Person:																				
Applicable only for corporate entities																				
CNIC Number:*																				
All the above information should be same as appearing in CDS																				
<b>Information for activation of IVR facility *</b>																				
Date of Birth: (dd-mm-yy)																				
Mother's Maiden Name:																				
PLEASE USE BLOCK LETTERS																				
Mobile Number:																				
E-Mail Address:																				

\* In case of Corporate Entity, kindly provide the information of contact person. Please also affix Company Stamp.

In case of Individual, kindly provide the information of principal account holder.

I/We hereby agree that the information provided in this form is correct to the best of my/our knowledge.

	<u>Name</u>	<u>Signatures</u>
Authorized Signatory ‡		
Authorized Signatory ‡		
Authorized Signatory ‡		
Authorized Signatory ‡		

‡ As per operating instructions of the account.

**For Office Use Only:**

Receiving Date:		Received By:	
Activation Date:		Activated By:	

**Disclaimer**

The main objective of providing information, reports and account maintenance services through Interactive Voice Response System is to facilitate the CDS Elements and Investor-Accountholders in more advantageous and modern way and CDC shall not be liable to any CDS Elements and Investor-Accountholders or to any other person or persons for providing and making available such service and all CDS Elements and Investor-Accountholders and such other person or persons shall indemnify CDC, its Directors, Officers and employees for the time being in office and hold them harmless against any losses, damages, costs and expenses incurred or suffered by them as a consequence of using the said facility.

