



# **CLIENT AGREEMENT TERMS & CONDITIONS OF BUSINESS**

**FinQuotes Financial (Cyprus) Ltd is regulated by CySEC  
License No. 418/22**

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'FinPros.eu' is a domain owned and operated by 'FinQuotes Financial (Cyprus) Ltd', a Cyprus Investment Firm regulated by the Cyprus Securities and Exchange Commission (CySEC) under license number 418/22, with principal place of business at 6 Laiou Street, Anna City Court Block A, CY3015, Limassol, Cyprus.

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# **CLIENT AGREEMENT TERMS & CONDITIONS OF BUSINESS**

## **1. GENERAL**

- 1.1. 'FinPros.eu' is a domain owned and operated by 'FinQuotes Financial (Cyprus) Ltd', a Cyprus Investment Firm regulated by the Cyprus Securities and Exchange Commission (CySEC) under license number 418/22, with principal place of business at 6 Laiou Street, Anna City Court Block A, CY3015, Limassol, Cyprus (the "**Company**").
- 1.2. The Company is authorized, licensed and regulated as a Cyprus Investment Firm ('**CIF**') by the Cyprus Securities and Exchange Commission ("**CySEC**") under license number 418/22 and is operating in accordance with the Markets in Financial Instrument Directive 2014/65/EU and its implementing measures ("**MIFID II**") and Regulation 2014/600/EU ("**MiFIR**"), as transposed into Cyprus law by Cyprus Law 87(I)/2017 regarding the provision of investment services, the exercise of investment activities and the operation of regulated markets and its implementing measures (the "**Investment Services Law**").
- 1.3. The Company provides online and mobile financial services to you (the "**Company's Services**"), which are subject to the following Agreement (the "**Agreement**"). You should carefully read and accept the Agreement in its entirety prior to your use of the Company's Services. Please note that this Agreement constitutes a legally binding agreement between you and the Company.
- 1.4. In addition to this Agreement, please review the Company's '**Privacy Policy**', '**Conflict of Interest Policy**', '**Best Interest and Order Execution Policy**', '**Leverage and Margin Policy**', '**Complaints Handling Policy and Procedures**', '**Client Categorization Policy**', '**Investor Compensation Fund Leaflet**' and 'Risk Disclosure Statements', as well as other rules and policies relating to the Company's Services, available on the Company's Site, which are duly incorporated herein by reference, together with such other policies of which you may be notified of by the Company from time to time.

**1.5. IF YOU DO NOT AGREE WITH THE TERMS PROVIDED HEREIN, OR IN ANY OF THE AGREEMENTS AND/OR POLICIES REFERRED HEREINABOVE, YOU SHOULD IMMEDIATELY CEASE USING THE COMPANY'S SERVICES.**

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## 2. DEFINITIONS

2.1. In this Agreement, the following words and phrases shall (unless the context otherwise requires) have the meanings set out beside them:

- **“Access Data”** shall mean the Username and Password given by the Company to the Client for accessing the Company’s electronic systems.
- **“Account”** shall mean a personal account opened by an individual, solely for such individual to enable such individual to use the Services provided by the Company.
- **“Affiliate”** shall mean in relation to the Company, any entity that directly or indirectly controls or is controlled by the Company, or any entity directly or indirectly under common control with the Company; and “control” means the power to control, directly or indirectly, direct, or the presence of any ground to manage the affairs of the Company or entity.
- **“Algorithmic Trading”** is defined as ‘trading in financial instruments where a computer algorithm automatically determines individual parameters of orders such as whether to initiate the order, the timing, price or quantity of the order or how to manage the order after its submission, with limited or no human intervention, and does not include any system that is only used for the purpose of routing orders to one or more trading venues or for the processing of orders involving no determination of any trading parameters or for the confirmation of orders or the post-trade processing of executed transactions’;

whereby, a system shall be considered as having no or limited human intervention where, for any order or quote generation process or any process to optimize order-execution, an automated system makes decisions at any of the stages of initiating, generating, routing or executing orders or quotes according to pre-determined parameters’.

- **“Alter Transactions”** shall mean any modification to the Client’s account Margin by way of Deposit or Withdrawal, or the modification of the transaction open/close rate, commissions, charges, open/close times, profit or loss, or any other parameters of a transaction.
- **“Applicable Regulations”** shall mean:
  - a) CySEC Rules or any other rules of a relevant regulatory authority having powers over the Company;

- b) the Rules of the relevant Underlying Market;
  - c) Law 87(I)/2017 regarding the provision of investment services, the exercise of investment activities and the operation of regulated markets, as amended from time to time; and
  - d) all other applicable laws, rules and regulations of Cyprus or of the European Union from time to time.
- **"Account Opening Application"** shall mean the application completed by the Client online in order to apply for the Company's Services under this Agreement, via which the Company will obtain amongst other things information for the Client's identification and due diligence, his/her categorization and appropriateness, in accordance with the Applicable Regulations.
  - **"Ask"** shall mean the higher price in a Quote at which the price the Client may buy.
  - **"Asset(s)"** shall mean a resource with economic value which is derived from a contractual claim of what it represents such as commodities, bonds, and shares.
  - **"Banned Jurisdiction(s)"** shall mean all countries, other than those listed in the 'Cross Border Services to Member States' section and the 'Provision of Services to Countries Outside EU' section of the Company's information page on the CySEC website, at [CYSEC License URL], as well as Belgium and any other jurisdiction we may from time to time designate as a **"Banned Jurisdiction"**.
  - **"Balance"** shall mean the total financial result in the Client Account after the last Completed Transaction and depositing/withdrawal operation at any period of time.
  - **"Base Currency"** shall mean the first currency in the Currency Pair against which the Client buys or sells the Quote Currency.
  - **"Bid"** shall mean the lower price in a Quote at which the Client may sell.
  - **"Business Day"** shall mean any day, other than a Saturday or a Sunday, or December 25, or January 1 or any other Cyprus or international holidays to be announced on the Company's Site.
  - **"CFD"** shall mean a contract for difference, *i.e.*, a financial instrument, which is derived, based on the fluctuation in the price of the underlying asset.
  - **"Client"** shall mean anyone who registers via the Site and opens an Account. Any reference in the Agreement or any part thereof to a person includes individuals and legal entities.

- **“Client Account”** shall mean the exclusive personalized account of the Client consisting of all Completed Transactions, Open Positions and Orders in the Company’s Online Trading System, the balance of the Client money and deposit/withdrawal transactions of the Client money.
- **“Client Terminal”** shall mean the platform trading facilitates including (but not limited to) web and mobile traders, which are used by the Client in order to obtain information on underlying markets in real-time, to make technical analysis of the markets, make Transactions, place / delete / modify Orders, as well as to receive notices from the Company and keep record of Transactions.
- **“Closed Position”** shall mean the opposite of an Open Position.
- **“Company’s Online Trading System”** shall mean the Software used by the Company which includes the aggregate of its computer devices, software, databases, telecommunication hardware, a trading platform, all programs and technical facilities providing real-time Quotes, making it possible for the Client to obtain information of Underlying Markets in real time, make technical analysis on the markets, enter into Transactions, place / delete / modify Orders, receive notices from the Company and keep record of Transactions and calculating all mutual obligations between the Client and the Company. The Company’s Online Trading System consists of the Server and the Client Terminal.
- **“Completed Transaction”** shall mean two counter deals of the same size (opening a position and closing a position): buy then sell and vice versa.
- **“Corporate Action(s)”** means an event which may result in a change to the Deliverable Securities that you hold, such as a rights entitlement issue, including but not limited to stock splits, reorganizations and/or mergers, take- over offers, dividends (may relate to CFDs as well), name and/or symbol changes, option symbol changes and option deliverables and available insurance coverage, including, but not limited to instances of: (i) stock split, (ii) consolidation, (iii) rights issue, (iv) merger and takeover, (v) dividends, and(vi) the limitation of insurance coverage.
- **“CRS”** it is an abbreviation of Common Reporting Standards
- **“Trading Conditions”** shall mean the principal trading terms in CFDs (for example these may include Margin, Spread, Swaps, Lot Size, Initial Margin, Necessary Margin, Hedged Margin, Normal Market Size, the minimum level for placing Stop Loss, Take Profit and Limit Orders, financing charges, ticket fees for Swap Free Client Accounts, Company Costs, charges, minimum deposit requirements for different types of Client



Accounts etc.) for each type of CFD and / or type of Client Account as determined by the Company from time to time in its discretion. The Trading Conditions appear on the Site of the Company.

- **“Currency of the Client Account”** shall mean the currency that the Client Account is denominated in.
- **“Currency Pair”** shall mean the object or Underlying Asset of a CFD Transaction based on the change in the value of one currency against the other. A Currency Pair consists of two currencies (the Quote Currency and the Base Currency) and shows how much of the Quote currency is needed to purchase one unit of the Base Currency.
- **“CySEC”** means the Cyprus Securities and Exchange Commission, the Company’s national regulator.
- **“CySEC Rules”** shall mean the Directives, Circulars, Decisions, Guidelines, Rules, Regulations and notes of CySEC.
- **“Deliverable/Transferable Securit(y)ies”** shall mean classes of securities negotiable on the capital markets, but excluding instruments of payment. The Company considers that instruments are negotiable on the capital markets when they are capable of being traded on the capital markets, including classes of securities which are negotiable on the capital, except for instruments of payment, such as:
  - a) Shares in companies and other securities equivalent to sharers in companies, partnerships or other entities and depositary receipts in respect of shares;
  - b) Bonds or other forms of securitized debt, including receipts in respect of such securities;
  - c) Any other securities giving the right to acquire or sell any such transferable securities or giving rise to a cash settlement determined by reference to transferable securities, currencies, interest rates or yields, commodities or other indices or measures.
- **“Derived Data”** shall mean information which has been created and/or modified by the Company (e.g., as a result of combining, processing, changing, converting and/or manipulating such Information and/or part of such information) to such a degree that it cannot be recognized as being derived from, reverse engineered, disassembled or decompiled or otherwise traced back to such information, other than by the Company, without an extraordinary amount of time and effort.

- **“Eligible Counterparty”** shall mean an “Eligible Counterparty” for the purposes of the CySEC Rules, as determined in the Company’s Client Categorization Policy.
- **“ESMA”** means the European Securities Market Authority
- **“Equity”** shall mean the Balance plus or minus any Floating Profit or Loss that derives from an Open Position and shall be calculated as:  $Equity = Balance + Floating Profit - Floating Loss$ .
- **“Error Quote”** or **“Spike”** shall mean an error Quote having the following characteristics:
  - a) a significant Price Gap; and
  - b) in a short period of time the price rebounds with a Price Gap; and
  - c) before it appears there have been no rapid price movements; and
  - d) before and immediately after it appears that no important macroeconomic indicators and/or corporate reports are released.
- **“Event of Default”** shall have the meaning given in paragraph 21.
- **“Expert Advisor”** shall mean a mechanical online trading system designed to automate trading activities on an electronic trading platform/system. It can be programmed to alert the Client of a trading opportunity and can also trade his/her account automatically managing all aspects of trading operations from sending orders directly to the Company’s Online Trading System to automatically adjusting stop loss, trailing stops and take profit levels.
- **“FATCA”** – it is an abbreviation of the United States’ Foreign Account Tax Compliance Act.
- **“FFI”** – it is an abbreviation of Foreign Financial Institution
- **“Financial Instrument(s)”** shall mean the Financial Instruments in the Company’s CIF license appearing on CySEC’s website ([www.cysec.gov.cy](http://www.cysec.gov.cy)).
- **“Floating Profit/Loss”** shall mean current profit/loss on Open Positions calculated at the current Quotes (added any commissions or fees if applicable).
- **“Force Majeure Event”** shall have the meaning as set out in paragraph 22.1.
- **“Free Margin”** shall mean the amount of funds available in the Client Account, which may be used to open a position or maintain an Open Position. Free Margin shall be

calculated as: Equity less (minus) Necessary Margin (Free margin = Equity- Necessary Margin).

- **“He/She”** shall mean he or she, as appropriate; words denoting the singular shall include the plural and vice versa and words denoting a given gender shall include any other gender.
- **“Hedge”** or **“Hedging”** shall mean any trade which is executed and has the intent or effect of reducing the risk of adverse price movements in another trade.
- **“High Frequency Algorithmic Trading”** is defined as ‘an algorithmic trading technique characterized by:
  - a) infrastructure intended to minimize network and other types of latencies, including at least one of the following facilities for algorithmic order entry: co-location, proximity hosting or high-speed direct electronic access;
  - b) system-determination of order initiation, generation, routing or execution without human intervention for individual trades or orders; and
  - c) high message intraday rates which constitute orders, quotes or cancellations;”

whereby, a ‘high message intraday rate’ is understood as ‘the submission on average of any of the following:

- a) at least 2 messages per second with respect to any single financial instrument traded on a trading venue;
  - b) at least 4 messages per second with respect to all financial instruments traded on a trading venue”; and
  - c) where only messages concerning financial instruments for which there is a liquid market are to be included in the calculation.
- **“Illegal Activity”** shall mean illegal, unlawful, fraudulent, money laundering or other improper activities, as well as breaking into the Site, or attempting to do the same.
  - **“Indicative Quote”** shall mean a Quote at which the Company has the right not to accept any Instructions or execute any Orders.
  - **“Internet Latency”** shall mean any kind of delay that happens in data communication over a network.

- **“Introducer”** shall mean a third party who introduces prospective Clients to the Company.
- **“Instruction”** shall mean an instruction from the Client to the Company to open or close a position or to place or delete an Order.
- **“KYC Process”** shall mean any "Know your Client" process required to be made by the Company under the Prevention and Suppression of Money Laundering and Terrorist Financing Laws of 2007 to 2021, as amended from time to time, and all Applicable Regulations, including, without limitation, the Directive of 2020 of CySEC for the Prevention and Suppression of Money Laundering and Terrorist Financing, which are designed to identify the Client, verify the identity of the Client, perform back-ground checks on the Client, construct an economic profile of the Client and assess the appropriateness of the Services to the Client.
- **“Leverage”** shall mean a ratio in respect of Transaction Size and Initial Margin. 1:100 ratio means that in order to open a position, the Initial Margin is one hundred times less than the Transactions Size.
- **“Licensor(s)”** has the meaning attributed to it in paragraph 52 of this Agreement.
- **“Long Position”** shall mean a buy position that appreciates in value if Underlying Market prices increase. For example, in respect of Currency Pairs: buying the Base Currency against the Quote Currency.
- **“Lot”** shall mean a unit measuring the Transaction amount specified for each Underlying Asset of a CFD.
- **“Lot Size”** shall mean the number Underlying Assets in one Lot.
- **“Margin”** shall mean the necessary guarantee funds so as to open or maintain Open Positions for each type of CFD.
- **“Margin Call”** shall mean the situation when the Company informs the Client to deposit additional Margin when the Client does not have enough Margin to open or maintain open positions.
- **“Margin Level”** shall mean the percentage of Equity to Necessary Margin ratio. It is calculated as:  $\text{Margin Level} = (\text{Equity} / \text{Necessary Margin}) \times 100\%$ .
- **“Margin Trading”** shall mean Leverage trading when the Client may make Transactions having less funds on the Client Account in comparison with the Transaction Size.

- **“Market Data”** means Price and trade-related data for a Financial Instrument reported by Execution/data Venue such as an exchange; Market Data allows Clients to view Prices, data and historical trends for Financial Instruments such as Shares, fixed-income products, derivatives, and currencies.
- **“Matched Positions”** shall mean Long and Short Positions of the same Transaction Size opened on the Client Account for the same CFD.
- **“Necessary Margin”** shall mean the necessary margin required by the Company to maintain Open Positions, for each type of CFD.
- **“Normal Market Size”** shall mean the maximum number of units of the Underlying Asset that are transmitted by the Company for execution for each type of CFD.
- **“Open Position”** shall mean any position, which has not been closed, a Long Position or a Short Position, which is not a Completed Transaction.
- **“Order”** shall mean an instruction from the Client to the Company to open or close a position when the price reaches the Order Level.
- **“Order Level”** shall mean the price indicated in the Order.
- **“Parties”** shall mean the parties to this Client Agreement – the Company and the Client.
- **“Pip Hunting”** shall mean the situation when the Client opens a position and closes it in a very short time in order to achieve profit.
- **“Politically Exposed Persons”** shall mean:
  - a) natural persons who are or have been entrusted with prominent public functions, which means: heads of State, heads of government, ministers and deputy or assistant ministers; members of parliaments; members of supreme courts, of constitutional courts or of other high-level judicial bodies whose decisions are not subject to further appeal, except in exceptional circumstances; members of courts of auditors or of the boards of central banks; ambassadors, chargés d’affaires and high-ranking officers in the armed forces; members of the administrative, management or supervisory bodies of State-owned enterprises. None of the categories set out in the above shall be understood as covering middle ranking or more junior officials. Further, where a person has ceased to be entrusted with a prominent public function

within the meaning of the above definition for a period of at least one year, such persons shall not be considered a Politically Exposed Person.

- b) The immediate family members of such persons as set out under definition (a), which means: the spouse; any partner considered by national law as equivalent to the spouse; the children and their spouses or partners; and the parents.
  - c) Persons known to be close associates of such persons as set out under definition (a), which means: any natural person who is known to have joint beneficial ownership of legal entities or legal arrangements, or any other close business relations, with a person referred to in definition (a); any natural person who has sole beneficial ownership of a legal entity or legal arrangement which is known to have been set up for the benefit de facto of the person referred to in definition a).
  - d) Political exposure does not refer to middle ranking or junior officials.
- **“Price Gap”** shall mean the following:
    - a) the current Quote Bid is higher than the Ask of the previous Quote; or
    - b) the current Quote Ask is lower than the Bid of the previous Quote.
  - **“Professional Client”** shall mean a “Professional Client” for the purposes of CySEC Rules, as specified in the Company’s Client Categorization Policy.
  - **“Quote”** shall mean the information of the current price for a specific Underlying Asset, in the form of the Bid and Ask prices.
  - **“Quote Currency”** shall mean the second currency in the Currency Pair, which can be bought or sold by the Client for the Base Currency.
  - **“Quotes Base”** shall mean Quotes Flow information stored on the Server.
  - **“Quotes Flow”** shall mean the stream of Quotes in the Company’s Online Trading System for each CFD.
  - **“Request”** shall mean a request from the Client to the Company given to obtain a Quote. Such a Request does not constitute an obligation to make a Transaction.
  - **“Retail Client”** shall mean a “Retail Client” for the purposes of the CySEC Rules, as specified in the Company’s Client Categorization Policy.

- **“Scalping”** shall mean the form of trading strategy through which the Client, either solely acting or acting with others (internally by using other trading accounts held with the Company or by sharing the same IP address, or externally by using other trading accounts held with other brokers), performs and/or tries to perform numerous transactions within a very short time (for example up to three minutes), hedging positions (partially or fully) by holding open position on the opposite side of a trade, or by holding a position in a spot asset and the opposite position in the future of that asset, or buying at Bid price and selling at Ask price so as to gain the Bid/Ask difference, or in general a trading activity pattern that indicate that the Client aims to benefit financially without being genuinely interested in trading in the markets and/or taking any market risk.
- **“Services”** shall mean the services and activities covered by the Company’s CySEC license, from time to time offered at the Site and/or through the System.
- **“Settlement Date”** means the date on which the funds and Deliverable Security must exchange hands between buyer and seller; as opposed to the transaction date (trading date) on which an Order on a Financial Instrument is executed.
- **“Short Position”** shall mean a sell position that appreciates in value if underlying market prices fall. For example, in respect of Currency Pairs: selling the Base Currency against the Quote Currency. Short Position is the opposite of a Long Position.
- **“Site”** shall mean any website and/or mobile site and/or mobile application and/or online page owned, operated or hosted by the Company.
- **“Slippage”** shall mean the difference between the expected price of a Transaction in a CFD, and the price the Transaction is actually executed at. Slippage often occurs during periods of higher volatility (for example due to news events) making an Order at a specific price impossible to execute, when market orders are used, and also when large orders are executed when there may not be enough interest at the desired price level to maintain the expected price of trade.
- **“Spread”** shall mean the difference between Ask and Bid of an Underlying Asset in a CFD at that same moment.
- **“Swap”** or **“Rollover”** shall mean the interest added or deducted for holding a position open overnight and is considered as additional fees. Swaps or Rollovers shall also include other fees or adjustments induced by corporate actions, such as cash dividends and/or other adjustments that might affect the underlying position of CFDs.

- **“System”** has the meaning attributed to it in paragraph 17 of this Agreement.
  - **“Trailing Stop”** shall mean a stop-loss order set at a percentage level below the market price - for a long position. The trailing stop price is adjusted as the price fluctuates. A sell trailing stop order sets the stop price at a fixed amount below the market price with an attached “trailing” amount. As the market price rises, the stop price rises by the trail amount, but if the pair price falls, the stop loss price does not change, and a market order is submitted when the stop price is hit.
  - **“Transaction”** shall mean any CFD transaction transmitted for execution on behalf of the Client, or entered into with the Client, or executed on behalf of the Client under this Agreement.
  - **“Transaction Size”** shall mean Lot Size multiplied by number of Lots.
  - **“Underlying Asset”** shall mean the underlying asset in a CFD, which may be Currency Pairs, equity indices, metals, commodities and forwards, or any other asset available for CFD trading with the Company according to the Company’s discretion from time to time.
  - **“Underlying Market”** shall mean the relevant market where the Underlying Asset is traded.
  - **“US Reportable Persons”** – In accordance to FATCA, a US Reportable person is:
    - a) a US citizen (including dual citizen), b) a US resident alien for tax purposes, c) a domestic partnership, d) a domestic corporation, e) any estate other than a foreign estate, f) any trust, if: (i) a court within the United States is able to exercise primary supervision over the administration of the trust; (ii) one or more United States persons have the authority to control all substantial decisions of the trust; and/or (iii) any other person that is not a foreign person
  - **“we”, “our” or “us”** shall mean the Company, its subsidiaries, affiliates, employees, directors, officers, agents, suppliers, consultants and/or contractors.
  - **“you” or “your” or “the Client”** shall mean any user of the Site who registers and opens an account with us.
- 2.2. Capitalized terms not specifically defined in this paragraph shall have the meaning awarded to them in the body of this Agreement.
- 2.3. Capitalized terms not specifically defined herein shall, where relevant, have the meaning awarded to them in the relevant document incorporated in this Agreement by reference.



2.4. References to this Agreement shall be to this Agreement together with all documents incorporated by reference to this Agreement forming an integral part of the same.

### **3. SUBORDINATION TO THE AGREEMENT AND BINDING EFFECT**

3.1. Anyone registered at the Site, in accordance with the procedure specified hereafter, or participating in one of the Site's proposed activities, or uses the information published on the Site, accepts upon himself/herself, in free will and consent, the Agreement's authority, agrees to be bound by the Agreement, undertakes to act pursuant to the Agreement's stipulations and to the rules specified therein, as they will be updated from time to time, without any reservation.

### **3.2. IF YOU DO NOT AGREE WITH THE PROVISIONS OF THIS AGREEMENT, YOU SHOULD IMMEDIATELY STOP USING OUR SERVICES.**

3.3. This Agreement is legally binding between the Parties and shall conclusively govern the relationship between the Parties. Pursuant to and in accordance with the Distance Marketing of Consumer Financial Services Law N.242(1)/2004 of Cyprus implementing the EU Directive 2002/65/EC, under which this Agreement is concluded as a distance contract, according to the terms herein, signing of this Agreement is not necessary, the electronic acknowledgement of Client can be deemed as an equivalent method with the signature and the Agreement shall nevertheless constitute a legally binding and enforceable agreement between the Parties as if it were a printed agreement duly signed by both parties.

3.4. Where a Client, at any time during the term of this Agreement, prefers to have this Agreement signed, he/she must send two (2) signed copies of this Agreement to the Company, stating its postal address and a countersigned copy will be sent back to that address

### **4. REGULATION**

4.1. This Agreement and all transactions are subject to the Applicable Regulations so that, nothing in this Agreement shall exclude or restrict any obligation which We have to you under Applicable Regulations, We may take or omit to take any action We consider necessary to ensure compliance with any Applicable Regulations, all Applicable Regulations and whatever We do or fail to do in order to comply with them will be binding on you, and such actions that we take or fail to take for the purpose of compliance with any Applicable Regulations shall not render Us or any of Our Directors, Officers, Employees or agents liable.

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4.2. If a regulatory body takes any action, which affects a Transaction, then it is in the Company's reasonable discretion to consider desirable to correspond with such action or to mitigate any loss incurred because of such action. Any such action shall be binding on you. If a regulatory body makes an enquiry in respect of any of your transactions, you agree to co-operate with us and to supply promptly any information requested in regards to the enquiry, if required.

### 5. WHO MAY ACCESS AND USE THE COMPANY'S SITE, SERVICES & PRODUCTS

5.1. Using the Services is permitted solely to if you comply with all of the following:

a) On the date of registration, you are eighteen (18) years old or of 'legal age' as determined by the laws of the country where you live (whichever is higher); Our Site, Services and Products are not intended for persons under eighteen (18) years old or under the 'legal age' as determined by the laws of the country where they live; any Account(s) found to be controlled by individuals under eighteen (18) years old or under the 'legal age' as determined by the laws of the country where they live will be terminated immediately.

b) you are the owner of a valid payment method (or authorized to use a valid payment method by the owner of that valid payment method); and

c) you do not violate any law or regulation because of using the Services. In this context, it will be stressed, that if you reside or are present in any jurisdiction that prohibits using the Services offered at the Site, you shall not participate in the prohibited activity.

5.2. The Services are intended only for users who are not prohibited by the laws of any applicable jurisdiction from using our Services, to whom the Company is authorized to provide services to and to whom the Company has taken all the necessary measures to ensure compliance with the domestic legislative requirements. The Company does not intend to enable you to contravene applicable law.

5.3. The Company reserves the right and is entitled at any time, in its sole discretion, to restrict the offering of our Services (as described herein) to certain jurisdictions, including, but not limited to, the Banned Jurisdictions in terms of engagement with actual or prospective Clients. Please refer to the Banned Jurisdictions definition set out in this Agreement for further information as to these jurisdictions.

- 5.4. You represent, warrant and agree to ensure that your use of the Site and/or the Services will comply with all applicable laws, statutes and regulations. The offering or availability of the Services shall not be deemed or interpreted as an offer or invitation by us to use the Services, if you reside in a place in which such use is currently forbidden by law, or where the Company, in its sole discretion, elects not to offer Services. You shall be solely responsible for determining whether your use of the Site and/or Services is legal in the place where you live and/or use the Site and/or Services. We make no representations or warranties, expressed or implied, concerning the legality of the Services and/or of the Site and/or of any person's participation in the Services through this Site, and shall not be responsible for any illegal use of the Site by you. It is your responsibility to ensure that you comply with any and all laws applicable to you before registering or participating in any of the Services through this Site. You should consult with legal counsel in the applicable jurisdiction about the legality of your use of the Site and/or the Services.
- 5.5. The Company reserves the right, at any time, to request from you evidence of age and reserve the right to suspend or cancel your Account and exclude you, temporarily or permanently, from using the Services if satisfactory proof of age is not provided or if the Company suspects that you are underage and such satisfactory proof is not provided by you within three (3) days of requesting such proof. In any such instance, the Company reserves the right to close your Account and the balance in your Account will be dealt with in accordance with the decision of the Company.
- 5.6. Employees, directors and officers of the Company, as well as members of their families, affiliates or subsidiaries, and all other persons connected, directly or indirectly, to the computer systems or the security systems employed by the Company, as well as any person involved in the operation of this Site and the establishment thereof, including, but not limited to advertising, promotion and fulfilment agencies, insurers and legal advisers, webmasters and web suppliers and family members thereof, are not entitled to participate in any of the Services. For good sake's order, it is clarified that person who is not entitled to participate as aforesaid - as well as any other person who substitutes such excluded person - is also not entitled to any of the money afforded or referred to by this Site, and the Company reserves the right to close its account and seize any funds held in such account.
- 5.7. The Company reserves the right, in its sole discretion, not offer services to Clients whom the Company deems not suitable to access and/or use its Services and/or products.

### 6. CLIENT ACCOUNT OPENING PROCEDURE

- 6.1. After each prospective Client fills in and submits a duly completed Account Opening Application together with all the identification documentation requested by the Company, the Company will perform all internal Company checks (including without limitation anti-money laundering checks and appropriateness tests) and the Company will send the prospective Client a notice informing him/her whether he/she has been accepted as a Client of the Company or not. The Agreement will take effect and commence on the date on which the Client receives a notice from the Company informing him/her that he/she has been accepted as the Company's Client and that a Client Account has been opened. It is understood that the Company is not to be required (and may be unable under Applicable Regulations) to accept any person as its Client until all documentation it requires has been received by the Company, properly and fully completed by such person, and all internal Company checks (including without limitation anti-money laundering checks and appropriateness tests) have been completed to the Company's satisfaction. The Company reserves the right to reject any Client and will have no obligation to inform the Client of the reason.
- 6.2. In the event that the Client is accepted by the Company as its Client, the Company will open a Client Account, which will be activated upon the Client depositing the minimum initial deposit, as this is stated on the Company's Site, or any other amount in other currency (according to the Currency of the Client Account) as determined by the Company in its sole discretion, from time to time.

### 7. CLIENT CATEGORIZATION

- 7.1. According to Applicable Regulations, the Company will treat the Client as a 'Retail Client', 'Professional Client' or 'Eligible Counterparty' ("ECP"), depending on the information provided by the Client in the Account Opening Application and according to the method of Categorization as this method is explained under the title "Client Categorization Policy". By accepting this Agreement, the Client accepts the application of such methods. The Company will inform the Client of the applicable client Categorization.
- 7.2. The Client accepts that when classifying the Client and dealing with the Client, the Company will rely on the accuracy, completeness and correctness of the information provided by the Client in the Account Opening Application and the Client has the responsibility to immediately notify the Company in writing if such information changes at any time or appears to be incorrect or incomplete any time thereafter.

- 7.3. The Company gives different levels of regulatory protection to each Client category and hence to Clients within each category. In particular, Retail Clients are afforded the most regulatory protection; Professional Clients and ECPs are considered to be more experienced, knowledgeable, sophisticated, and able to assess their own risk and are thus afforded fewer regulatory protections.
- 7.4. The Client has the right to request a different Categorization, thus, to increase or decrease the level of regulatory protections afforded. Where a Client requests a different Categorization (either on an overall level or on a product level), the Client needs to meet certain specified quantitative and qualitative criteria (for more details as to the procedure please refer to the Client Categorization Policy). However, if the abovementioned criteria are not met, the Company reserves the right to choose whether to provide services under the requested Categorization.
- 7.5. It is understood that the Company has the right to review the Client's Categorization and change his/her Categorization if this is deemed necessary (subject to Applicable Regulations).

## 8. SUITABILITY AND APPROPRIATENESS TEST

- 8.1. It is understood that when providing the Client with reception, transmission, and Order execution Services, the Company is not required to assess the 'suitability' of the Financial Instrument in which the Client wishes to transact, nor the service(s) provided or offered. As a result, the Client will not benefit from the protection of the Applicable Regulations as regards the assessment of 'suitability'.
- 8.2. The Company is, however, obliged under Applicable Regulations to obtain information about the Client's knowledge and experience in the investment field so that it can assess whether the service or product envisaged is 'appropriate' for the Client. If the Client elects not to provide such information to the Client, or if the Client provides insufficient information, the Company will not be able to determine whether the service or product envisaged is appropriate for the Client. The Company shall assume that information about his/her knowledge and experience provided from the Client to the Company is accurate and complete, and the Company assumes no responsibility to the Client if such information is incomplete or misleading or changes or becomes inaccurate and the Company will be deemed to have performed its obligations under Applicable Regulations, unless the Client has informed the Company of such changes.

### 9. RIGHT TO CANCEL/COOLING OFF

9.1. If you are a **'Consumer'** (and not a corporate Client), you are entitled, under the Distance Marketing of Financial Services Law, subject to the provisions of Paragraph 9.2 below, to cancel the Agreement by giving us notice in writing within a fourteen (14) calendar day cancellation period. You need not give us any reason for the cancellation and, subject to the provisions of Paragraph 9.2 below, the right to cancel applies, even if you have already received Services from us before the cancellation period expires. The fourteen (14) calendar day period for cancellation begins on the **'Effective Date'** the Agreement starts to apply to you (see further below).

9.2. You should be aware, however, that, since the price of each transaction or contract entered into via our online trading facility may depend on fluctuations in the underlying instruments or assets, which are outside of our control and which may occur during the cancellation period, **you have no right to cancel the agreement under Paragraph 9.1 above, if any Order placed by you and/or any Transaction entered into by you, has been executed before we receive your notice of cancellation.**

9.3. Following a valid cancellation, we will return any amounts you have deposited with us prior to receipt of the cancellation notice, subject to our right of set-off for any properly incurred charges incurred prior to cancellation.

9.4. If you do not exercise your right of cancellation, this Agreement will continue in effect in accordance with the terms hereof, until either you or we exercise our right to terminate our Client relationship in accordance with the terms hereof. There is no minimum or fixed duration of the Agreement.

### 10. SERVICES

10.1. Subject to the Client's obligations under the Agreement being fulfilled, the Company may at its discretion offer the following Investment Services to the Client:

- a) Reception and transmission of orders in relation to one or more Financial Instruments;
- b) Execution of orders on behalf of clients;

10.2. In addition, the Company may, in its discretion offer the following Ancillary Services to the Client:

- a) Safekeeping and administration of Financial Instruments, including custodianship and related services;
- b) Granting credits or loans to one or more Financial Instruments, where the firm granting the credit or loan is involved in the transaction;
- c) Foreign exchange services where these are connected to the provision of Investment Services;

10.3. The term "Financial Instruments" is defined in in Section C of Annex I to MiFID and includes, without limitation, the following:

- a) Transferable securities.
- b) Money-market instruments.
- c) Units in collective investment undertakings.
- d) Options, futures, swaps, forward rate agreements and other derivatives contracts relating to securities, currencies, interest rates or yields or other derivative instruments, financial indices of financial measures which may be settled physically or in cash.
- e) Options, futures, swaps, forward rate agreements and any other derivative contracts relating to commodities that must be settled in cash or may be settled in cash at the option of one of the parties (otherwise than by reason of a default or other termination event).
- f) Options, futures, swaps, and any other derivative contract relating to commodities that can be physically settled, provided, that they are traded on a regulated market and/or a multilateral trading facility.
- g) Options, futures, swaps, forwards and any other derivative contracts relating to commodities, that can be physically settled not otherwise mentioned in the above bullet point and not being for commercial purposes, which have the characteristics of other derivative financial instruments, having regard to whether, among other things, they are cleared and settled through recognized clearing houses or are subject to regular margin calls (see Articles 38(1), (2) and (4), Commission Regulation (EC) 1287/2006 (the "MiFID Regulation")).
- h) Derivative instruments for the transfer of credit risk.
- i) Financial contracts for differences.

- j) Various other options, futures, swaps, forward rate agreements and derivative contracts where the conditions in in Articles 38(3) and (4) of the MiFID Regulation are met.

10.4. The Company offers its Services to Clients on an **'execution-only basis'**, for Orders placed in relation to the Financial Instruments offered by the Company, as described in **paragraphs 10.1 through 10.3 above.**

10.5. As the Company is dealing with Clients on an 'execution-only basis', it will not make personal recommendations or advise on the merits of purchasing, selling, or otherwise dealing in particular investments or executing particular Orders or Transactions, their taxation consequences or the composition of any account or any other rights or obligations attaching to such Orders or Transactions. Clients should bear in mind that any explanation provided by the Company as to the terms of an Order or Transaction or its performance characteristics does not itself amount to advice on the merits of the investment.

10.6. All orders and/or Transactions the Company executes on behalf of its Clients will be transmitted for execution directly to the Company's liquidity provider(s) on a 'Straight Through processing (STP)' basis and executed in accordance with the terms of the Company's 'Best Interest and Order Execution Policy' (as amended or extended from time to time), full details of which are available on the Company's Online Trading System ("**Order Execution Policy**"). The Company's 'Order Execution Policy' is part of this Agreement and is incorporated herein by reference, and shall be applicable to all Orders and/or Transactions executed on behalf of the Company's Clients, to the extent that it does not impose and/or does not seek to impose any obligations on the Company, which the Company would not otherwise have, but for the Cyprus Investment Services and Activities and Regulated Markets Law of 2017 (Law 87(I)/2017).

10.7. Any such Orders and/or Transactions will be entered into by the Client alone as a Principal and not as an agent on behalf of someone else, unless the Company has otherwise agreed with the Client in advance and in writing. Other than with respect to the transmission of Clients' Orders for execution directly to the Company's liquidity provider(s) on a Straight Through processing (STP) basis via the Company's Online Trading System, the Company shall not have any responsibility or liability, either to its Clients or to its Clients' underlying Principals or customers (if any) and the Clients alone will be responsible for the performance of their obligations. If a Client were to act on behalf of underlying Principals or customers, whether or not the Client identifies such



underlying principals or customers, the Company shall not be obliged to accept the said underlying Principals or customers as its Client and, consequently, shall be entitled to consider and treat the Client as the sole Principal in relation to such Orders and/or Transactions. Notwithstanding any other provisions of this Agreement and/or any agreements by and between the Company and its Clients, including, without limitation, these Terms and Conditions of Business, if a Client does have underlying Principals and customers, the Client in question will at all times and under all circumstances remain liable for, and will ensure that all legal, financial and regulatory obligations are fulfilled in respect of such underlying Principals or customers, including, without limitation, all "Know Your Customer" ("**KYC**") and "Anti-Money Laundering" ("**AML**") checks and monitoring, so that the Client will not be in breach of any of these Terms and Conditions of Business or render the Company in breach of any legal or regulatory provision by provision of its Services under these Terms and Conditions to the Client.

10.8. This also means that the Services described in **paragraphs 10.1 through 10.3 above** will involve transactions in Financial Instruments that are not admitted to trading in a Regulated Market, Multilateral Trading Facility (MTF) or Organized Trading Facility (OTF). By accepting this Agreement, the Client expressly acknowledges, and gives its express consent for executing such transactions outside a Regulated Market, Multilateral Trading Facility (MTF) or Organized Trading Facility (OTF).

10.9. The Company reserves the right, in its sole discretion, at any time, to withdraw the whole or any part of its Services on a temporary or permanent basis and the Client expressly agrees that the Company will have no obligation to inform the Client of the reason.

## 11. INVESTMENT ADVICE & MARKET COMMENTARY

11.1. The Company will not advise the Client about the merits of an Order and/or Transaction or give the Client 'investment advice'. The Client expressly acknowledges, accepts and agrees that the Services do not include the provision of 'investment advice' and the Client alone will operate the Client Account, place Orders and take relevant decisions based on the Client's own judgement.

11.2. The Company will not provide legal, tax or other advice relating to the Client's Account. The Client should seek independent advice regarding his/her Account.

11.3. The Client hereby expressly acknowledges, accepts and agrees not to hold the Company responsible or liable in relation to the Client's decisions regarding the Client's Account.

- 11.4. The Company may, from time to time and in its own discretion, provide the Client (or in newsletters which it may post on its Site or provide to subscribers via its Site or otherwise) with information, recommendations, news, market commentary or other information, but not as a service. Where it does so:
- a) the Company will not be responsible for such information and/or the Client's reliance on such information;
  - b) the Company gives no representation, warranty or guarantee as to the accuracy, correctness or completeness of such information or as to the tax or legal consequences of any related Transaction;
  - c) this information is provided solely for informative purposes to enable the Client to make his/her own investment decisions and does not amount to investment advice or unsolicited financial promotions to the Client whatsoever or in any circumstances;
  - d) if the document contains a restriction on the person or category of persons for whom that document is intended or to whom it is distributed, the Client agrees that he/she will not pass it on to any such person or category of persons;
  - e) the Client accepts that prior to dispatch, the Company may have acted upon it itself to make use of the information on which it is based. The Company does not make representations as to the time of receipt by the Client and cannot guarantee that he/she will receive such information at the same time as other clients.
  - f) if the information contains a restriction on the person or category of persons to whom that information is intended or to whom it is distributed, the Client agrees that the Client will not pass on the information to any such person or category of persons restricted to receive such information;
  - g) the Client accepts that in case of restrictions, in the jurisdiction where the Client resides or which the Client is a citizen, for such information, the Client will disregard such information and consider it as null.
- 11.5. It is understood that market commentary, news, or other information provided or made available by the Company are subject to change and may be withdrawn at any time and without prior notice.

## **12. MARKET DATA/DERIVED DATA**

- 12.1. Any Market Data/Derived Data, which the Company provides to you, or that you access through our Site and/or Online Trading System is provided and/or made accessible to you for convenience and information purposes only and does not amount to 'investment advice'. Any Market Data/Derived Data that are provided or made accessible to you, are provided without any liability and you should not rely upon such Market Data/Derived Data in any way. In particular, any Price quoted in the Market Data/Derived Data may differ from the execution Price you actually obtain.
- 12.2. Market Data/Derived Data constitutes valuable confidential information and therefore, may be the exclusive property of the Company, its Liquidity Provider(s) and/or the exchange and/or data provider(s), which operates the Market. Accordingly, you may use such Market Data/Derived Data only for your own trading purposes under the rules of the relevant exchange and/or data provider and you may not redistribute such Market Data/Derived Data in any way unless explicit permission is granted to you by the Company, its Liquidity Provider(s) and/or the specific exchange and/or data provider that operates the Market. You should consult the relevant exchange and/or data provider for full details.
- 12.3. You acknowledge and agree that you will not use any Market Data/Derived Data we make available to you, for any purpose other than for your information purposes only, and you agree not to redistribute the Prices we make available to you or to any other person, regardless of whether such redistribution is for commercial and/or other purposes.

## **13. CURRENCY CONVERSIONS**

- 13.1. The Company is entitled, without prior notice to the Client, to effect any currency conversions, which it deems necessary or desirable in order to make a deposit into the Client Account in the Currency of the Client Account, comply with its obligations, exercise its rights under this Agreement, or complete any specific Transaction or Order. Any such conversion shall be made by the Company at reasonable exchange rates as the company shall select, having regard to the prevailing rates.
- 13.2. The Client will bear all foreign currency exchange risk arising from any Order and/or Transaction or the exercise by the Company of its rights under the Agreement or any law.

## **14. COMMISSIONS, CHARGES AND OTHER COSTS**

- 14.1. The provision of Services is subject to the payment of costs, fees, commissions, daily funding for CFDs, charges to the Company (the “**Costs**”), which are set out in the Trading Conditions/Contract Specifications or on the Company’s Site. In addition to Costs, other commissions and charges may be due by the Client directly to third parties. The Client shall be obliged to pay all such costs.
- 14.2. Certain types of Costs may appear as a percentage of the value of the CFD; therefore, the Client has the responsibility to understand how Costs are calculated. In the event that Trading Conditions in the Client’s Trading Account mismatch the Trading Conditions on the Company’s Site, the Trading Conditions will prevail. The Company may, in its sole discretion, while making reasonable efforts for post notification, alter affected transactions.
- 14.3. When providing a Service to a Client, the Company may pay or receive fees, commissions or other non-monetary benefits from third parties or Introducers to the extent permissible under Applicable Regulations. To the extent required by Applicable Regulations, the Company will provide information on such benefits to the Client on request.
- 14.4. Details of any taxes (if any), which the Company is required to pay on the Client’s behalf, will be stated on Confirmations issued to the Client. The Client may also be liable for other taxes, which are not collected by the Company, and the Client should seek independent expert advice if he/she is in any doubt as to whether he/she may incur any further tax liabilities. Tax laws are subject to change from time to time.
- 14.5. The Company does not provide any tax advice. It is the Client’s sole responsibility to remain informed at all times as to his/her tax liabilities arising out of his/her trading activity. Furthermore, the Client shall be solely responsible for all filings, tax returns and reports on any Transactions which should be made to any relevant authority, whether governmental or otherwise, and for payment of all taxes (including, but not limited to, any transfer or value added taxes), arising out of or in connection with any Order and/or Transaction.
- 14.6. The Client undertakes to pay all stamp duties and other expenses relating to this Agreement and any documentation, which may be required for the currying out of the transactions under this Agreement. Notwithstanding the foregoing, and without derogating from the Client’s sole and entire responsibility to perform any tax payments, stamp duty, expenses or pay any other levy, if and when necessary, the Client shall pay

the Company, immediately when so requested by the latter, and the Company is entitled to debit the Account with any value added tax or other tax, contribution, levy, stamp duty, expense or charge which may be payable as a result of any Order and/or Transaction or any act or action of the Company under this Agreement (except for taxes payable by the Company in relation to the Company's income profits).

- 14.7. The Company may vary its Costs from time to time. The Company will send a written notice to the Client informing of any changes, before they come into effect. The variation will take effect from the date, which the Company specifies in its notification to the Client. The Company will endeavor to provide the Client with at least five (5) Business Days' prior notice of such alteration, save where such alteration is based on a change in interest rates or tax treatment or if it is otherwise impractical for the Company to do so.
- 14.8. Swaps are calculated based on charges the Company has from its Liquidity Providers. All Transactions in CFDs conducted through the Company relate to open-ended margined products that require funding on a daily basis.
- 14.9. Any amount, which is not paid in accordance with the above paragraphs or elsewhere in this Agreement on the due date therefore, shall bear interest at the Applicable Rate plus 4% per annum, for each day for which such amount remains unpaid.

## 15. CONFIRMATIONS AND STATEMENTS

- 15.1. Information on Order(s) status, Client Account status, Trade Confirmations and messaging facility between the Parties will be sent to the Client either in electronic form by e-mail to the email address which the Company will have on record and/or provided via the internal mail system of the Company's Online Trading System. The Client is obliged to provide the Company with e-mail address for the purpose of the above paragraph.
- 15.2. It is the Client's responsibility to inform the Company of any change to his/her email address (or any other relevant personal information), the non-receipt of a Confirmation, or whether any Confirmations are incorrect before settlement.
- 15.3. If the Client has a reason to believe that the Confirmation is inconsistent or if the Client does not receive any Confirmation (though the Transaction was made), the Client shall contact the Company. Trade confirmations shall, in the absence of manifest error, be deemed conclusive unless the Client notifies the Company in writing to the contrary within forty-eight (48) hours following the Day of receipt of the said Trade Confirmation.

- 15.4. If the Company holds Client money, it shall send to the Client at least once per year a statement of those funds, unless such a statement has been provided in any other periodic statements provided to the Client.
- 15.5. The Company will provide the Client with an online access to his/her Client Account via the Company's Online Trading System, which will provide the Client with sufficient information in order to manage the Client's Account and for the Company to comply with CySEC Rules in regards to Client reporting requirements; therefore, the Company may not be always provide the Client with a separate annual statement.

### **16. LANGUAGE**

- 16.1. The Company's official language is English and the Client should always read and refer to the main Site for all information and disclosures about the Company and its activities. Translation or information provided in languages other than English is for informational purposes only and do not bind the Company or have any legal effect whatsoever, the Company having no responsibility or liability regarding the correctness of the information therein.

### **17. SITE, COMPANY'S ONLINE TRADING SYSTEM AND SAFETY**

- 17.1. The Client will not proceed and avoid proceeding in any action that could probably allow the irregular or unauthorized access or use of the Company's Online Trading System. The Client accepts and understands that the Company reserves the right, in its sole discretion, to terminate or limit the Client's access to the Company's Online Trading System or part of it, if the Company suspects that the Client allowed such use.
- 17.2. When using the Company's Online Trading System, the Client will not, whether by act or omission, do anything that will or may violate the integrity of the Company's computer system or the Company's Online Trading System or cause any such system(s) to malfunction.
- 17.3. The Client is solely responsible for providing and maintaining the compatible equipment necessary to access and use the Company's Online Trading System.
- 17.4. The Client is permitted to store, display, analyze, modify, reformat and print the information made available to him/her through the Company's Site or Company's Online Trading System. The Client is not permitted to publish, transmit, or otherwise reproduce that information, in whole or in part, in any format to any third party without the Company's prior express and written consent. The Client must not alter, obscure or

remove any copyright, trademark or any other notices that are provided in connection with the information. The Client represents and warrants that he/she will not use the Company's Online Trading System in contravention of this Agreement, that he/she will use the Company's Online Trading System only for the benefit of his/her Client Account and not on behalf of any other person, and that he/she will not use (or allow another person to use) any software, program, application or other device, directly or indirectly, to access or obtain information through the Company's Online Trading System or automate the process of accessing or obtaining such information.

- 17.5. The Client agrees to keep secret and not to disclose any Access Data to any other person.
- 17.6. The Client should not write down his/her Access Data. If the Client receives a written notification of his/her Access Codes, he/she should destroy the notification immediately.
- 17.7. The Client agrees to notify the Company immediately if he/she knows or suspects that his/her Access Data have or may have been disclosed to any unauthorized person. The Company will then take steps to prevent any further use of such Access Data and will issue the Client with replacement Access Data. In these circumstances, the Client will be unable to place any Orders via the Company's Online Trading System until he/she receives the replacement Access Data.
- 17.8. The Client agrees that he/she will co-operate with any investigation the Company may conduct into any misuse or suspected misuse of his/her Access Data.
- 17.9. The Client acknowledges that the Company bears no responsibility if unauthorized third persons have access to information, including electronic addresses, electronic communication, personal data and Access Data when the above are transmitted between the parties or to any other party, using the internet or other network communication facilities, post, telephone, or any other electronic means.

### **18. PERSONAL DATA, CONFIDENTIALITY, RECORDING OF TELEPHONE CALLS AND RECORDS**

- 18.1. For the purpose of providing the Services to the Client the Company may collect Client's data directly from the Client (via his/her completed Account Opening Application or otherwise) or from other persons including, for example, credit reference agencies, fraud prevention agencies and the providers of public registers.
- 18.2. The Company will use store process and handle personal data provided by the Client (in case of a natural person) in connection with the provision of the Services in accordance

with the 'General Data Protection Regulation' (GDPR) (EU) 2016/679 and any local legislation in force from time to time in respect of the processing of the personal data (the "**Data Protection Laws**"). For the purpose of the Data Protection Laws, the Company is considered the Controller of the personal data it collects and process in relation to the Client.

- 18.3. By accepting these terms and conditions, the Client expressly acknowledges and agrees that the Company shall collect and process personal data provided by the Client in connection with the Services offered by the Company and for the purpose of its legal obligations. The Company may share Clients' personal data with third parties in order to provide the Client with the Services and improve Company's product and Services, but will ensure that such personal data will not be used for any purpose other than in connection with the provision of the Services and for marketing purposes, provided that a prior consent has been obtain by the Client. When the Company does share personal data of the Clients, it is acting in line with Data Protection Laws and the Company's Privacy Policy. The Company will not disclose Client's personal data to any third party without the Client's prior consent and/or without having a legal basis to do so. In that regard, the provisions of the Company's '**Privacy Policy**' shall apply.
- 18.4. Information already in the public domain, or already possessed by the Company, without a duty of confidentiality, will not be regarded as confidential.
- 18.5. Such records and transcripts produced by the Company shall remain the property of the Company and the Client accepts that they may be used by the Company as evidence, such as in the event of any dispute or in case of requests by an authority.

### **a) Rights of the Client (Data Subject):**

- 18.6. Data Protection Laws afford the Client under certain circumstances, the following rights in relation to his/her personal data:
- **Right to access personal data.** This enables the Client to receive a copy of the personal data that the Company holds about the Client and to check the lawfully processing of the personal data;
  - **Right to correct personal data that the Company holds about the Client.** This enables the Client to have any incomplete or inaccurate data the Company holds about the Client corrected, though we may need to verify the accuracy of the new data the Client provided to the Company.



- **Right to Request erasure of personal data.** This enables the Client to ask us to delete or remove personal data where there is no good reason for the Company to continue to process it. The Client also has the right to ask the Company to delete or remove Client's personal data where the Client has successfully exercised his/her right to object to processing, where the processing was unlawful or where the Company is obliged erase Client's personal data to comply with local laws.

18.7. The Company reserves its right not always to comply with the request of erasure for specific legal reasons, which will be notified to the Client, if applicable, at the time of the request.

- **Right to object to the processing of personal data.** This right is granted where the Company is relying on a legitimate interest (or those of a third party) and there is an impact on the fundamental rights and freedoms of the Client.

The Client has also the right to object where the Company is processing his/her personal data for direct marketing purposes. In some cases, the Company may demonstrate that it has compelling legitimate grounds to process Client's personal information, which may override the Client's rights and freedoms.

- **Right to request restriction of processing of personal data.** This enables the Client to request the suspension of the processing of his/her personal data in the following cases:
  - i. if the Client wishes the Company to establish the data's accuracy; or
  - ii. where Company's use of the data is unlawful, but the Client do not want the erasure of the data; or
  - iii. where the Client requires the Company to hold the data, even if the Company no longer requires it, but the Client needs to establish, exercise or defend legal claims; or
  - iv. if the Client has objected to the use of his/her personal data, but the Company needs to verify whether it has overriding legitimate grounds to use such personal data.
- **Right to Request the transfer of personal data to the Client or to a third party.** The Company will provide to the Client, or a third party as per Client's request, his/her personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which the Client initially

provided with consent for the Company to use or where the Company used the information to perform a contract with the Client.

- **Right to withdraw consent at any time where the Company is relying on consent to process Client's personal data.** However, this will not affect the lawfulness of any processing carried out before the withdrawal of the consent. If the Client withdraws his/her consent, the Company may not be able to provide certain products or services. The Company shall notify the Client accordingly at the time of withdrawal of the consent.

18.8. The Client must read and acknowledge Company's 'Privacy Policy' available at the Company's Site, the terms of which are incorporated herein by reference.

**b) Disclosure of Personal Data:**

18.9. The Company has the right to disclose Client's personal data, including recordings and documents of a confidential nature, in the following circumstances:

- a) where required by applicable law or a competent Court;
- b) where requested by CySEC or any other regulatory authority having control or jurisdiction over the Company or the Client or their associates or in whose territory the Company has Clients;
- c) to relevant authorities to investigate or prevent fraud, money laundering or other illegal activity;
- d) to execution venues or any third party as necessary to carry out Client Instructions or Orders and for purposes ancillary to the provision of the Services;
- e) to credit reference and fraud prevention agencies and other financial institutions for credit checking, fraud prevention, anti-money laundering purposes, identification or due diligence of the Client;
- f) to the Company's professional advisors, provided that in each case the relevant professional shall be informed about the confidential nature of such information and commits to abide by the relevant confidentiality obligations as well;
- g) to other service providers who create, maintain or process databases (whether electronic or not), offer record keeping services, email transmission services, messaging services or similar services which aim to assist the Company collect, storage, process and use Client information or get in touch with the Client or improve the provision of the Services under this Agreement;

- h) to data reporting service providers;
  - i) to other service providers for statistical purposes in order to improve the Company's marketing, in such a case the data will be provided in an aggregate form provided a Client's consent is obtained;
  - j) to market research call centres that provide telephone or email surveys with the purpose to improve the services of the Company, provided a Client's consent is obtained;
  - k) where necessary in order for the Company to defend or exercise its legal rights;
  - l) at the Client's request or with the Client's consent;
  - m) to an Affiliate of the Company;
  - n) to a nominee, third party, depository, Authorized Organization.
- 18.10. If the Client is an individual, the Company is obliged to supply the Client, on request, with a copy of the personal data, which it holds about the Client (if any).
- 18.11. The Company will not charge a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.
- 18.12. By entering into this Agreement, the Client will be consenting to the transmittal of the Client's personal data outside the European Economic Area, in each instance in accordance with the provisions of Data Protection Laws.
- 18.13. Telephone conversations between the Client and the Company may be recorded by the Company for service quality assurance and regulatory reasons and recordings will be the sole property of the Company. The Client accepts such recordings as conclusive evidence of the Orders/Instructions/Requests or conversations so recorded. The Client accepts that the Company may, for the purpose of administering the terms of the Agreement, from time to time, make direct contact with the Client by telephone, fax, email, letter or otherwise.
- 18.14. Under Applicable Regulations, the Company will keep records containing Client's personal data, trading information, account opening documents, communications and anything else, which relate to the Client, for at least five (5) years following the termination of this Agreement.

- 18.15. In particular, without limiting the foregoing, the Client acknowledges that, where relevant, the Company is required to comply with the Intergovernmental Agreement between Cyprus and the United States and has taken all reasonable steps to be in compliance with FATCA. The Client further acknowledges that the Company, as an FFI, is required to disclose information in relation to any US reportable persons to the relevant authorities, as per the reporting requirements of FATCA, and agrees to such disclosure.
- 18.16. In addition to the above, the Company is also required under Applicable Laws and Regulations (as these may be applicable to us and or you) including the OECD's Common Reporting Standards ("**CRS**"), as these are adopted and apply to us, and/or any inter-governmental agreements, to make any deductions for tax purposes prior to making any payment to the Client. The Company shall make all such deductions as are required prior to making any payment to the Client. Such deductions may also be made, even if the Client fails to provide us with any information required under CRS, or FATCA if you are a US person.
- 18.17. We may at any time be required under the provisions of Applicable Laws and Regulations, to provide information about the Client or its Tax position to any regulatory body and/or authority located within Cyprus or abroad. The Client hereby consents and releases the Company from any obligation and/or liability and allows the Company to comply with its regulatory and legal obligations to provide such information in such circumstances where the Company may be required to do so.

## 19. AMENDMENT OF THE AGREEMENT

- 19.1. Unless provided differently elsewhere in this Agreement, the Company has the right to amend the terms of this Agreement at any time giving to the Client at least five (5) Business Days Written Notice prior to such changes. Any such amendments will become effective on the date specified in the notice. The Client acknowledges that a variation, which is made to reflect a change of law or regulation, may, if necessary, take effect immediately.
- 19.2. This Agreement and any other rules and policies referred to herein or incorporated by reference hereto, as may be updated or amended from time to time by the Company, constitute the entire and whole agreement between you and the Company. You confirm that, in agreeing to accept this Agreement, you have not relied on any representation except for any express representation made by the Company in this Agreement.

**20. TERMINATION OF THE AGREEMENT**

- 20.1. Each Party may terminate this Agreement with immediate effect by giving at least five (5) Business Days Written Notice to the other Party.
- 20.2. Termination by any Party will not affect any obligation, which has already been incurred by either Party in respect of any Open Position or any legal rights or obligations, which may already have arisen under the Agreement or any Transactions and deposit/withdrawal operations made there under.
- 20.3. Upon termination of this Agreement, all amounts payable by the Client to the Company will become immediately due and payable including (but without limitation):
- a) all outstanding Costs and any other amounts payable to the Company;
  - b) funds as necessary to close positions which have already been opened;
  - c) any dealing expenses incurred by terminating the Agreement and charges incurred for transferring the Client's investments to another investment firm;
  - d) any losses and expenses realized in closing out any Transactions or settling or concluding outstanding obligations incurred by the Company on the Client's behalf;
  - e) any charges and additional expenses incurred or to be incurred by the Company as a result of the termination of the Agreement;
  - f) any damages which arose during the arrangement or settlement of pending obligations;
  - g) transfer fees for Client funds;
  - h) any other pending obligations of the Client under the Agreement.
- 20.4. Upon Termination, the Company reserves the right, without prior notice to the Client:
- a) to keep Client's funds as necessary to pay the Company all amounts due;
  - b) to combine any Client Accounts of the Client, consolidate the Balances in such Client Accounts and to setoff those Balances;
  - c) to close the Client Account;
  - d) to cease to grant the Client access to the Company's Online Trading System;
  - e) to convert any currency; or

- f) to suspend or freeze or close any open positions or reject Orders.
- 20.5. Upon Termination, if there is Balance in the Client's favor, the Company will (after withholding money of the Client in such amounts, which the Company, in its sole discretion, considers appropriate in respect of future liabilities) pay such Balance to the Client as soon as reasonably practicable and supply him/her with a statement showing how that Balance was arrived at and, where appropriate, instruct any Nominee or/and any Custodian to pay any applicable amounts also. Such funds shall be delivered in accordance with the Client's instructions to the Company.
- 20.6. You may ask at any time to close your Account by sending an email to the Company's Customer Support department at [supportpro@finpros.eu](mailto:supportpro@finpros.eu) and you will be contacted accordingly in order to facilitate such request.

## 21. DEFAULT

- 21.1. Each of the following constitutes an **"Event of Default"**:
- a) the failure of the Client to provide any Initial Margin and/or Hedged Margin, or other amount due under the Agreement;
  - b) the failure of the Client to perform any obligation due to the Company;
  - c) if an application is made in respect of the Client pursuant to the Cyprus Bankruptcy Laws, Cap 5, as amended, or any equivalent act in another Jurisdiction (if the Client is an individual), if a partnership, in respect of one or more of the partners, or if a company, a receiver, trustee, administrative receiver or similar officer is appointed, or if the Client makes an arrangement or composition with the Client's creditors or any procedure, which is similar or analogous to any of the above, is commenced in respect of the Client;
  - d) where any representation or warranty made by the Client is/or becomes untrue;
  - e) when the Client is unable to pay the Client's debts when they fall due;
  - f) when the Client (if the Client is an individual) dies or is declared absent or becomes of unsound mind;
  - g) in any other circumstances, where the Company reasonably believes that it is necessary or desirable to take any action set out in the following paragraphs;
  - h) the Client involves the Company in any type of fraud or illegality.

- i) an action set out in the following paragraph is required by a competent regulatory authority or body or court;
- j) in cases of material violation by the Client of the requirements established by legislation of the Republic of Cyprus or other countries, such materiality determined in good faith by the Company;
- k) If the Company suspects that the Client is engaged into money laundering activities or terrorist financing or other criminal activities.
- l) If the Company reasonably suspects that the Client performed abusive trading such as, but not limited to, Pip-hunting, placing “buy stop” or “sell stop” Orders prior to the release of financial data, arbitrage, Order manipulation or a combination of faster/slower feeds.

21.2. If an Event of Default occurs the Company may, in its sole discretion, at any time and without prior Written Notice, take one or more of the following actions:

- a) terminate this Agreement without notice which will give the Company the right to perform any or all of the actions of the Section regarding “Termination of the Agreement”;
- b) combine any Client Accounts of the Client, consolidate the Balances in such Client Accounts and to setoff those Balances;
- c) close the Client’s Account(s);
- d) cease to grant the Client access to the Company’s Online Trading System;
- e) convert any currency;
- f) suspend or freeze or close any open positions or reject Orders;
- g) cancel or reverse any profits gained from abusive trading of paragraph 21.1.1) or the application of artificial intelligence on the Client Account or in case of the use of stolen cards, forgery, fraud or when the Client engaged into a criminal activity or money laundering.
- h) refuse to accept Client Orders;
- i) refuse to open new Client Accounts for the Client.
- j) change the trading conditions of the Client’s Account(s).

**22. FORCE MAJEURE**

- 22.1. A Force Majeure Event includes without limitation each of the following:
- a) Government actions, the outbreak of war or hostilities, the threat of war, acts of terrorism, national emergency, riot, civil disturbance, sabotage, requisition, or any other international calamity, economic or political crisis;
  - b) Act of God, earthquake, tsunami, hurricane, typhoon, accident, storm, flood, fire, epidemic or other natural disaster;
  - c) Labour disputes and lock-out;
  - d) Suspension of trading on a Market, or the fixing of minimum or maximum prices for trading on a Market, a regulatory ban on the activities of any party (unless the Company has caused that ban), decisions of state authorities, governing bodies of self-regulating organizations, decisions of governing bodies of organized trading platforms;
  - e) A financial services moratorium having been declared by appropriate regulatory authorities or any other acts or regulations of any regulatory, governmental, or supranational body or authority;
  - f) Breakdown, failure or malfunction of any electronic, network and communication lines (not due to the bad faith or wilful default of the company);
  - g) Any event, act or circumstances not reasonably within the Company's control and the effect of that event(s) is such that the Company is not in a position to take any reasonable action to cure the default;
  - h) The suspension, liquidation or closure of any market or the abandonment or failure of any event to which the Company relates its Quotes, or the imposition of limits or special or unusual terms on the trading in any such market or on any such event.
- 22.2. If the Company determines, in its reasonable opinion, that a Force Majeure Event exists (without prejudice to any other rights under the Agreement) the Company may without prior notice and at any time take any or all of the following steps:
- a) increase Margin requirements without notice;
  - b) close out any or all Open Positions at such prices as the Company considers in good faith to be appropriate;



- c) suspend or modify the application of any or all terms of the Agreement to the extent that the Force Majeure Event makes it impossible or impractical for the Company to comply with them;
- d) take or omit to take all such other actions as the Company deems to be reasonably appropriate in the circumstances with regard to the position of the Company, the Client and other clients;
- e) increase Spreads;
- f) decrease Leverage;
- g) suspend the operation of the Company's Online Trading System.

22.3. Except as expressly provided in this Agreement, the Company will not be liable or have any responsibility for any type of loss or damage arising out of any failure, interruption, or delay in performing its obligations under this Agreement where such failure, interruption or delay is due to a Force Majeure event.

### **23. LIMITATIONS OF LIABILITY AND INDEMNITY**

23.1. In the event that the Company provides information, recommendations, news, information relating to transactions, market commentary or research to the Client (or in newsletters which it may post on its Site or provide to subscribers via its Site or otherwise), the Company shall not, in the absence of its fraud, willful default or gross negligence, be liable for any losses, costs, expenses or damages suffered by the Client arising from any inaccuracy or mistake in any such information given. Subject to the right of the Company to void or close any Transaction in the specific circumstances set out the Agreement, any Order and/or Transaction following such inaccuracy or mistake shall nonetheless remain valid and binding in all respects on both the Company and the Client.

23.2. The Company will not be held liable for any loss or damage or expense or loss incurred by the Client in relation to, or directly or indirectly arising from but not limited to:

- a) any error or failure in the operation of the Company Online Trading System;
- b) any delay caused by the Client Terminal;
- c) any Transaction made via the Client Terminal;
- d) any failure by the Company to perform any of its obligations under the Agreement, as a result of Force Majeure Event or any other cause beyond its control;

- e) the acts, omissions or negligence of any third party;
- f) any person obtaining the Client's Access Data that the Company has issued to the Client prior to the Client's reporting to the Company of the misuse of his/her Access Data;
- g) all Orders given through and under the Client's Access Data;
- h) unauthorized third persons having access to information, including electronic addresses, electronic communication, personal data and Access Data when the above are transmitted between the Parties or any other party, using the internet or other network communication facilities, post, telephone, or any other electronic means;
- i) any delay in transmitting any Order for Execution;
- j) currency risk;
- k) Slippage;
- l) any of the risks relating to CFDs trading materializes;
- m) any changes in the rates of tax;
- n) any actions or representations of the Introducer;
- o) the Client relying in Stop Loss or Stop Limit Orders.

23.3. If the Company incurs any claims, damage, liability, costs or expenses, which may arise in relation to the execution or as a result of the execution of the Agreement and/or in relation to the provision of the Services and/or in relation to any Order and/or Transaction, it is understood that the Company bears no responsibility whatsoever and that it is the Client's responsibility to indemnify the Company for such.

23.4. The Company shall in no circumstances be liable to the Client for any consequential, special or indirect losses, damages, loss of profits, loss of opportunity (including in relation to subsequent market movements), costs or expenses the Client may suffer in relation to the Agreement.

## **24. CORPORATE ACTIONS**

24.1. If a Corporate Action materializes, the Client accepts that the Company reserves the right to make appropriate adjustments to the value and/or the size of a transaction and/or number of any related transactions; any such adjustment aims in preserving the

economic equivalent of the rights and obligations of both the Client and the Company immediately prior to a Corporate Action. It should be noted that these adjustments are conclusive and binding upon the Client; the Client will be informed accordingly by the Company as soon as reasonably practicable. The Client accepts that such adjustments may be executed by the Company via Swaps.

- 24.2. If a Corporate Action materializes, the Client accepts that the Company shall take all reasonable steps to replicate the market conditions. If the Company, in its sole discretion, warrants that it is unable to value a Corporate Action fairly, the Company shall reserve the right to close a Client's position.

*Dividends:*

- 24.3. Prior to the release of a dividend for a share, the Company shall reserve the right to increase the Margin levels of the relevant symbol. The Client shall remain responsible to consult on a regular basis the contract specifications for any such changes, available at <https://finpros.eu>.

A. *Long Positions:*

A Client holding a Long Position on the ex-div date will receive the applicable dividend in the form of a cash adjustment, credited to the relevant trading account.

B. *Short Positions:*

A Client holding a Short Position on the ex-div date will be charged the applicable dividend in the form of a reverse cash adjustment, debited from the relevant trading account's free Equity.

24.4. In the event a Client maintains a Short Position on the ex-div date and has insufficient free Equity in their trading account to cover the reverse cash adjustment, the Company reserves the right to close the Open Position. Under such circumstances, the reverse cash adjustment shall be deducted from the trading account's balance.

24.5. The Client accepts that the Company is under no obligation to notify a Client in the event a trading account maintains insufficient free Equity to cover a reverse cash adjustment for a Short Position.

A. *Stock Splits:*

In the event of a stock-split, the appropriate adjustment on the Client's position shall be reflected on the trading account in accordance with the announced stock split.

B. *Rights Issue:*

In the event of a rights issue, the Client shall receive the option to either,

- (i) exercise the rights option; or
- (ii) hold the rights until maturity and not exercise the option.

C. *Fractional Share Adjustments:*

In the event a Corporate Action results in a fractional position, the Company reserves the right, in its sole discretion, to credit the outstanding fractional component as a cash adjustment to be credited to the Client's trading account; the adjustment will be subject to the closing price on the last trading day prior to the ex-date.

### D. *Other Corporate Actions:*

In the event of a share being de-listed, the Client's position will be closed at the last market price traded.

- 24.6. In the event of a merger and acquisition "M&A", tender, spin-off or merger resulting in the share trading under a new name, the Client's position will be closed at the last market price traded.
- 24.7. The Company bears no responsibility for notifying the Client beforehand regarding announcements or occurrence of Corporate Actions.

## 25. REPRESENTATIONS AND WARRANTIES

25.1. The Client represents and warrants to the Company the following:

- a) The Client, if a natural person, is of legal age and has full legal capacity into this Agreement
- b) The Client, if a legal entity:
  - (i) is duly organized, constituted and validly existing under the applicable laws of the jurisdiction in which is constituted;
  - (ii) has duly authorized the execution and delivery of this Agreement, all transactions and the performance of all obligations contemplated under this Agreement; and
  - (iii) has duly authorized and disclosed to us all the necessary information and/or documentation of each natural person executing and delivering this Agreement on its behalf, entering transactions and the performance of all obligations contemplated under this Agreement.
- c) The Client shall immediately inform the Company with a written notice if any person authorized by him/her has become legally or otherwise incapable of acting. Until receipt of such written notice, or if the Client himself/herself becomes incapable of acting without the Company being duly informed thereof, any Damages arising from such incapacity shall be borne by the Client. No official publication shall be binding on the Company;
- d) The information provided by the Client to the Company in the Account Opening Application and at any time thereafter is true, accurate and complete and all documents handed over by the Client are valid and authentic;

- e) The Client has read and fully understood the terms of the Agreement including all the information and documents incorporated herein by reference;
- f) The Client is duly authorized to enter into the Agreement, to give Orders, Instructions and Requests and to perform its obligations hereunder;
- g) The Client is acting as a principal and not as agent, representative, trustee, or custodian on behalf of someone else. The Client may act on behalf of someone else only if the Company specifically consents to this in writing and provided all the documents required by the Company for this purpose are received;
- h) The Client is the individual who has completed the Account Opening Application or, if the Client is a company, the person who has completed the Account Opening Application on the Client's behalf is duly authorized to do so;
- i) All actions performed under the Agreement will not violate any law or rule applicable to the Client or to the jurisdiction in which the Client is resident, or any agreement by which the Client is bound or by which any of the Client's assets or funds are affected;
- j) The Client's funds are not in any direct or indirect way the proceeds of any illegal activity or used or intended to be used for terrorist financing; the Client agrees and understands that the Company reserves the right, in its sole discretion, to refund or send back to the remitter any amounts received under this Agreement, after having such proof as it considers adequate, in its sole discretion, that these amounts are direct or indirect proceeds of any illegal act or omission or product of any criminal activity or belonging to a third party;
- k) The Client funds are free of any lien, charge, pledge or other encumbrance;
- l) The documents handed over by the Client are valid and authentic;
- m) The Client has chosen the particular type of Service and Financial Instrument, taking his/her total financial circumstances into consideration, which he/she considers reasonable under such circumstances;
- n) The Client has declared in the Account Opening Application whether he/she is a Politically Exposed Person and will notify the Company if at any stage during the course of this Agreement, he/she becomes a Politically Exposed Person;

- o) There are no restrictions on the markets or Financial Instruments in which any transactions will be sent for execution, depending on the Client's nationality or religion.
- p) The Client agrees not to use the Company's Online Trading System in an abusive way by lag trading and/or usage of server latency, price manipulation, time manipulation or any other practices, which are illegal and/or are utilized to give the Client an unfair advantage or which the Company considers, in its sole discretion, as inappropriate and outside the scope of this Agreement and/or as unfair business conduct;
- q) The Client shall not use any electronic communication feature of a service on the Site for any purpose that is unlawful, tortuous, abusive and intrusive on another's privacy, harassing, libellous, defamatory, embarrassing, obscene, threatening or hateful.
- r) The Client shall use the Services only in good faith towards both the Company and other users of the Services. In the event that the Company deems that the Client has been using the Services in bad faith, the Company shall have the right to close the Client's Account, in its sole discretion, and the Company shall be entitled to retain all monies therein. Client hereby expressly waives any future claims against the Company in such regard.
- s) The Client agrees not to hedge a position by its corresponding CFD contract in a Swap-Free Account. The Client must close the hedges immediately and Swaps will be applied retroactively

## 26. CLIENT ACKNOWLEDGEMENTS OF RISK AND CONSENTS

26.1. The Client unreservedly acknowledges and accepts that:

- a) trading in CFDs is not suitable for all members of the public and the Client runs a great risk of incurring losses and damages because of trading in CFDs and accepts and declares that he/she is willing to undertake this risk. The damages may include loss of all his/her money and also any additional commissions and other expenses.
- b) CFDs carry a high degree of risk. The gearing or leverage often obtainable in CFDs means that a small deposit or down payment can lead to large losses as well as gains. It also means that a relatively small movement can lead to a

proportionately larger movement in the value of the Client's investment and this can work against him/her as well as for him/her. CFD Transactions have a contingent liability, and the Client should be aware of the implications of this in particular the margining requirements.

- c) the Client will only invest assets/funds that he/she can afford to lose without having to change his/her standards of living, and the Client will cease trading if his/her financial situation no longer permits it. The Client understands that only assets that are not required for meeting the current expenses of his/her household and that are proportionate to his/her income and other assets should be placed at risk by engaging in CFD Transactions;
- d) that trading on the Company's Online Trading System carries significant risks;

26.2. The Client further agrees and understands that:

- e) the Client will not be entitled to delivery of, or be required to deliver, the Underlying Asset of the CFD, nor ownership thereof or any other interest therein;
- f) no interest shall be due on the money that the Company holds in its Client Account;
- g) when trading in CFDs, the Client is trading on the outcome of the price of an Underlying Asset and that trading does not occur on a Regulated Market, Multilateral Trading Facility or any other similar organization, but Over-The-Counter (OTC).

26.3. The Client consents to the provision of the information of the Agreement (and all documents incorporated by reference herein) through publication on the Site.

26.4. The Client confirms that he/she has regular access to the internet and consents to the Company providing him/her with information, including, without limitation, information about amendments to the terms and conditions, costs, fees, this Agreements, Policies and information about the nature and risks of investments by posting such information on the Site.

## **27. COMPLAINTS AND DISPUTES**

27.1. Please refer to the Company's 'Complaints Handling Policy and Procedures', which are available on the Company's Site, the terms of which are incorporated herein by reference.



## **28. GOVERNING LAW AND APPLICABLE REGULATIONS**

- 28.1. This Agreement shall be construed in accordance with and governed by the Laws of the Republic of Cyprus, without giving effect to conflicts of law principles that would result in the application of the substantive laws of another jurisdiction.
- 28.2. If a settlement is not reached by the means described in the Company's '**Complaints Handling Policy and Procedures**', any dispute, controversy or claim arising out of or relating to this Agreement, or the breach, termination or invalidity thereof, shall upon the initiation of either Party be referred to binding arbitration to be conducted in accordance with Arbitration Rules of the Cyprus International Arbitration in Commercial Matters Law 1987 (the "**Arbitration Rules**").
- 28.3. Each Party will have the right to appoint an arbitrator and the two arbitrators appointed by the Parties will appoint a third arbitrator in accordance with the Arbitration Rules; no person shall be appointed as an arbitrator hereunder unless such person is unrelated to either Party, is fluent in the English language and has experience in '*OTC Finance*' matters.
- 28.4. The arbitration procedures, both written and oral, will, be conducted in English with the place of arbitration being Limassol, Cyprus.
- 28.5. The arbitral award shall be final and binding upon the Parties to this Agreement and the Parties to the arbitration agree to carry out such award without delay; any arbitral award made hereunder may be entered into a court of competent jurisdiction for execution thereof; the cost, fees and expenses of counsel to each Party, shall be subject to equitable allocation by the arbitrators.
- 28.6. If there is a conflict between the Arbitration Rules and the provisions of this Agreement, the provisions of this Agreement shall prevail.
- 28.7. Any enforcement action, proceeding or claim against the Company arising out of or relating in any way to this Agreement, in particular as regards any arbitral award rendered in accordance with paragraphs 28.1 through 28.6 above, shall be brought and enforced in the courts of the Republic of Cyprus, the jurisdiction of which shall be exclusive. Any such process or summons to be served upon the Company may be served by transmitting a copy thereof by registered or certified mail, return receipt requested, postage prepaid, addressed to it at the address set forth on the Company's Site. Such mailing shall be deemed personal service and shall be legal and binding upon the Company in any action, proceeding or claim.

- 28.8. Notwithstanding any other provision of this Agreement, in providing Services to the Client the Company shall be entitled to take any action as it considers necessary in its absolute discretion to ensure compliance with any relevant market rules and or practices and all other applicable laws.
- 28.9. All Orders and/or Transactions on behalf of the Client shall be subject to Applicable Regulations and any other public authorities which govern the operation of the Cyprus Investment Firms, as they are amended or modified from time to time. The Company shall be entitled to take or omit to take any measures which it considers necessary to ensure compliance with the Applicable Regulations and the relevant market rules. Any such measures as may be taken shall be binding on the Client.
- 28.10. All of the Company's rights and remedies under this Agreement are cumulative and are not exclusive of any rights or remedies provided by law.

### **29. SEVERABILITY**

- 29.1. Should any part of this Agreement be held by any Court of competent jurisdiction to be unenforceable or illegal or contravene any rule, regulation or by law of any Market or regulator, that part will be deemed to be amended to the minimum extent necessary so that it is compliant with such rule regulation or law or, and where the aforementioned is not possible, that part will be deemed to have been excluded from this Agreement from the beginning, and this Agreement will be interpreted and enforced as though the provision had never been included and the legality or enforceability of the remaining provisions of the Agreement or the legality, validity or enforceability of this provision in accordance with the law and/or regulation of any other jurisdiction, shall not be affected.

### **30. NON-EXERCISE OF RIGHTS**

- 30.1. The Company's failure to seek redress for violations, or to insist upon strict performance, of any condition or provision of this Agreement, or its failure to exercise any or part of any of right or remedy to which the Company is entitled under this Agreement, shall not constitute an implied waiver thereof, nor shall it compromise any enforcement or exercise of such rights, whether now or in the future.

### **31. ASSIGNMENT**

- 31.1. The Company may at any time transfer, assign or novate any of its rights, benefits or obligations under this Agreement subject to providing previous notification to the Client.

31.2. The Client may not transfer, assign, charge, novate or otherwise transfer or purport to do so the Client's rights or obligations under the Agreement without prior written consent of the Company.

### **32. INTRODUCER**

32.1. In cases where the Client is introduced to the Company through an Introducer, the Client acknowledges that the Company is not responsible or accountable or to be held liable for the conduct, representations or inducements of the Introducer and the Company is not bound by any separate agreements entered into between the Client and the Introducer.

32.2. The Client acknowledges and confirms that his/her agreement or relationship with the Introducer may result in additional costs, since the Company may be obliged to pay commission fees or charges to the Introducer.

### **33. THIRD PARTY AUTHORIZATION**

33.1. The Client has the right to authorize a third person to place Instructions and/or Orders to the Company or to handle any other matters related to the Client Account or this Agreement, provided the Client notifies the Company in writing of exercising such a right and this person is approved by the Company fulfilling all of the Trading Conditions for this.

33.2. The Client understands and agrees that such a third party shall have the right to access information regarding the Client and his/her Account.

33.3. The activities of such a third party, who is granted an authorization to carry out Transactions or other operations on the Client's Account shall be regularly monitored by the Client. The Company shall not be liable for any damages caused by any instructions issued by an authorized person to the Company.

33.4. Unless the Company receives a written notification from the Client for the termination of the authorization of the person as described in the previous paragraph, the Company will continue accepting Instructions and/or Orders and/ or other instructions relating to the Client Account given by this person on the Client's behalf and the Client will recognize such orders as valid and committing to him/her.

33.5. The written notification for the termination of the authorization to a third party has to be received by the Company with at least five (5) days' notice prior the termination of the authorization date.

### **34. INVESTING IN DELIVERABLE SECURITIES**

34.1. Deliverable Securities which are held by the Company for your Account will be registered in the name of the Company as your custodian, or (b) a nominee other than the Company, including a sub-custodian or a recognized depository clearing organization, hereinafter referred to as **"Third-Party Nominee"**. Your ownership of your Deliverable Securities will be reflected in the Company's records.

### **35. CUSTODY OF DELIVERABLE SECURITIES**

35.1. Where you are investing in Deliverable Securities through the Company, you instruct the Company to hold any such Deliverable Security bought on your behalf until the Company receives further instruction from you to sell. The Company will act as custodian and will hold Instruments on your behalf in accordance with Applicable Regulations.

35.2. The Company may, subject to Applicable Regulations, appoint any other person as a sub-custodian or otherwise to hold Deliverable Securities, including documents of title or certificates evidencing title to such Deliverable Securities (Third-Party Nominee). The Company will exercise reasonable skill and care in the selection, appointment and periodic review of such Third-Party Nominee. However, the Company is not liable for the acts, omissions, insolvency or dissolution of any Third-Party Nominee. Any discrepancy in terms of Client Assets and any resulting shortfall will be dealt with in accordance with any Applicable Regulations.

35.3. The Company will keep detailed records evidencing your ownership of all Deliverable Securities that are held on your behalf, for your benefit, and that do not belong to the Company or a Third-Party Nominee.

35.4. Your instruments will be registered in the same name as those of other Clients (pooled together with other clients' Instruments in an omnibus, Client's custody account). If the Company or the Third-Party Nominee were to become insolvent there may be delays in identifying individual Assets, and possibly an increased risk of loss if there should be a shortfall because additional time will be needed to identify the Assets held for specific clients. In addition, in the event of an unreconciled shortfall caused by the default of a custodian, sub-custodian or Third-Party Nominee, you may share proportionately in that shortfall.

35.5. You authorize the Company and any Third-Party Nominee to hold or transfer Deliverable Securities (or entitlements to them) to a securities depository, clearing or settlement system. Deliverable Securities that cannot be settled through a central securities

depository system may be held overseas by a Third-Party Nominee (including custodian, sub-custodian, registrar, bank, intermediate broker, or settlement agent) in the name of the Company or a Third-Party Nominee. Details of the name that an Instrument is registered in are available on request.

- 35.6. You agree that because of the nature of applicable laws or market practices in certain jurisdictions, the Company may decide that it is in your best interest for your Deliverable Securities held with us to be registered or recorded in our name or in the name of the Third-Party Nominee, and if it is not feasible for us to do this, then:
- a) Your Deliverable Securities may be registered and/or recorded in the name of either the Company or a Third-Party nominee;
  - b) Your Deliverable Securities may not be segregated and separately identifiable from the investments of the Company, or other Third-Party Nominee in whose name your Financial Instruments are registered; and as a result, your Financial Instruments may not be fully protected from creditor claims, if any;
  - c) If the Company arranges for a Third-Party Nominee to hold your Financial Instruments, the said Financial Instruments may be subject to legal, regulatory, settlement and/or other procedures and/or requirements which are different from that of Cyprus.
- 35.7. You remain the beneficial owner of the Deliverable Securities and funds that the Company holds on your behalf and you agree that you will not try to sell, mortgage or otherwise deal in or part with beneficial ownership of the Instruments and funds held on your account with the Company.
- 35.8. You will not be entitled to any interest in respect of Deliverable Securities and/or funds held by the Company as custodian, and any interest will be retained by the Company.
- 35.9. The Company may be required to disclose your Personal Information and details of your shareholding to a companies' registrar.
- 35.10. If the Company has not received instructions from you in relation to any Deliverable Securities held in your account (e.g., to purchase, sell or move the Assets) for a period of at least twelve years (notwithstanding any receipts of dividends or interest or similar items and irrespective of any movement of your account balance) and we are unable to trace you despite having taken reasonable steps to do so, you agree that the Company may cease to treat your Assets as Client Assets.

- 35.11. The Company will maintain true, complete and accurate records relating to the liquid funds and Deliverable Securities held for each Client. The Company will take reasonable care in the selection and ongoing supervision of the bank and depository with which the liquid funds and securities are deposited but will not be liable for the acts or omissions of the bank or depository. Your Assets may be at risk if the bank or depository becomes insolvent. If any of the liquid funds or Deliverable Securities held for you by the Company are properly passed to the account of a Third-Party Nominee in connection with a transaction or in order to meet margin or collateral obligations, the funds or securities may be at risk if the Third-Party Nominee becomes insolvent. Since your liquid funds and Deliverable Securities will be pooled by the bank or depository with liquid funds and Deliverable Securities belonging to other Clients, you will not have a legal claim against a specific sum of money/funds or a specific Deliverable Security. Instead, any claim will be against the pool in general. If there is an irreconcilable shortfall in the pool of liquid funds or Deliverable Securities following a default by the bank or depository (for example, if it becomes insolvent), you may not receive your full entitlement to the liquid funds or Deliverable Securities. If so, you will share in the shortfall pro rata. Pooling of securities may also result in your allocation in a share issue being less than it would otherwise have been, if the share issue's allocation policy is designed to favor small investors and under the policy you are not considered to qualify as a small investor.
- 35.12. The laws of some jurisdictions outside of Cyprus do not recognize the legal concept of a "Client Account". Accordingly, if the Company becomes insolvent and any of your liquid funds or Deliverable Securities are held in the name of the Company by a bank or depository in such a territory, those funds or Deliverable Securities will therefore be available to the Company's creditors generally and so may be at risk. If your liquid funds or Deliverable Securities are held by a bank or depository outside the EEA, the applicable legal and regulatory regime may differ from that of the EEA. Your rights may differ accordingly, particularly if the bank or depository defaults.

### **36. SETTLEMENT OF DELIVERABLE SECURITIES**

- 36.1. To execute a purchase Order for Deliverable Securities, the Company requires that your Account contains available funds equal to or greater than the purchase Price of the Deliverable Securities plus any associated fees and commissions and that all payments for the purchase be made without set-off, counterclaim or deduction.
- 36.2. To execute Sell Orders for Deliverable Securities, the Company requires that your Account contains the Deliverable Securities which are the subject of the Sell Order and that such

Deliverable Securities are free and clear of any liens, charges or encumbrances and are in good deliverable form or that the Account contains the required collateral for the short sale (if applicable). You agree that any Buy or Sell Order accepted (inadvertently or otherwise) by the Company without sufficient funds or Deliverable Securities in your Account, will be subject to liquidation in the case of a Buy Order, or buy-in in the case of a Sell Order, at your expense.

- 36.3. Settlement of Deliverable Securities are at your own risk. The Company is not liable to you if any other counterparty to an order default on the settlement. Applicable Regulations may require the Company, the execution broker, liquidity provider, any other counterparty, bank or a depository or other third-party to deduct tax from sale proceeds before they are credited to your Account or remitted to you from your Account.
- 36.4. The Company will affect any currency conversions necessary in order to settle a purchase or sale at such rates, and in such manner, as the Company determines in its sole discretion.
- 36.5. When available, may use central securities depositories for the settlement of the applicable Deliverable Security. However, if a Deliverable Security may not be settled through the applicable central securities depository, you accept that the Company may use alternative dealing facilities to fulfil your order and/or levy an increased charge for such order.
- 36.6. The Transaction Settlement Date is usually made on a T+3 basis (meaning that the transaction settles three business days after it is made). Your statement shows the 'trade date'. The Settlement Date cannot be changed once you offer to enter into a transaction. Deliverable Securities dealt on any Settlement Date greater than T+3 may obtain a worse price than those dealt on a T+3 settlement. The Company cannot usually accommodate deals for extended settlement beyond a T+10 basis.
- 36.7. The Company is not responsible for any delay in the settlement of a transaction resulting from circumstances beyond the Company's control, or for the failure of any other person or party (including you) to perform all necessary steps to enable completion on the Settlement Date. The Company's obligation is solely to pass on to you, or to credit to your account, such deliverable documents or sale proceeds (as the case may be) as the Company actually receives.
- 36.8. If you are dealing in Deliverable Securities that are not settled through a central securities depository system (*i.e.*, residuals), settlement delays may occur, for which you are solely responsible, and for which the Company has no liability.

- 36.9. The Company may, in its sole discretion, decline to process a withdrawal on any Account that you have with the Company if doing so may result in insufficient funds for settlement obligations. If you deposit into your account and then make a withdrawal shortly afterwards, the Company reserve the right to delay settlement for up to ten (10) Business Days to ensure your payment has cleared.
- 36.10. If you buy a Financial Instrument, the consideration for the Transaction and, in addition, any commission payable and all applicable charges, taxes and/or other obligations related to that Transaction will be your responsibility and will be deducted from your account pending settlement. Funds deducted will not be treated as Client funds on the day of expected settlement. If settlement does not occur on the day of expected settlement the funds will be treated as Client funds. It is your responsibility to ensure at all times that sufficient cleared funds are in your Account to satisfy settlement of any transaction and all commission, charges, taxes and/or all obligations associated with that transaction.
- 36.11. When you sell Deliverable Securities, the consideration for the transaction less commission and all applicable charges, taxes and/or other obligation to that transaction will be available on your Account for reinvestment but will be unable to be withdrawn from your Account until the transaction has settled. It is your responsibility to ensure at all times that sufficient cleared funds are on your account to satisfy settlement of any transaction and all commission, charges, taxes and/or other obligation associated with that transaction.
- 36.12. If the transaction fails to settle for any reason, the Company may reverse the transaction return any commission and all applicable charges and taxes for that transaction and cancel the debit of any cash from your Account and amend your Account to reflect the same.

### **37. LOAN OF DELIVERABLE SECURITIES HELD IN A MARGIN ACCOUNT**

- 37.1. You authorize the Company to lend, as your agent, to the Company or Third-Party Nominee any Deliverable Securities held in your Account with the Company and neither we nor the Third-Party Nominee shall have any obligation to retain under our or their possession and control a similar amount of such Deliverable Securities.
- 37.2. In connection with such loans, the Company may receive and retain certain benefits (including stock lending fees and interest on posted collateral) to which you shall not be entitled. Such loans may limit, in whole or in part, your ability to exercise any voting rights



relating to the Deliverable Securities loaned. The borrower of the Deliverable Securities may also loan out said Deliverable Securities.

### **38. CORPORATE ACTIONS ON DELIVERABLE SECURITIES**

- 38.1. The Company will make an effort to adjust your Account with respect to a relevant Corporate Action, depending on the circumstances of each event attributable to the specific Deliverable Security you hold, in the Company's sole discretion. The Company will take its best efforts to calculate such adjustment, net of any applicable taxes, on the basis of good faith and fairness, and by taking such action as is consistent with market practice and/or taking into account the treatment we may receive from our counterparties or any relevant third-party.
- 38.2. Nothing contained herein shall be construed, however, as an obligation of the Company to provide you with such right resulting from any Corporate Action.
- 38.3. Upon the Company's receipt from a third-party on your behalf of any periodic payment accruing to your Account, such as dividends, the Company will convert said payment to the Account Base Currency, if applicable, and credit said payment to your Account on the date the funds are received, or shortly thereafter.
- 38.4. The third-party payer may deduct taxes from the payment before the Company receives it in order to comply with the third-party's regulatory obligations. The Company may be required to deduct taxes from your Account or from the payment before crediting your Account. The Company may be required to report any such payment and/or the Account to an authority as per the Applicable Regulations.
- 38.5. If the Deliverable Security is subject to an adjustment as the result of a takeover or transformation action, the Company may determine the appropriate adjustment to be made to the Deliverable Security Price or contract quantity to account for said event, as the Company considers appropriate, at its sole discretion. Such adjustment shall represent the economic equivalent of the rights and obligations of you and the Company with respect to the Corporate Action.
- 38.6. The Company reserves the right to close out any open Positions at the Price as soon as practical following such Corporate Action taking place in order to make any required adjustment (Price, quantity or any other adjustment) resulting out of the Corporate Action.
- 38.7. The Company is not obliged to notify you of, nor arrange your attendance to, any meeting applicable to your Deliverable Securities, including but not limited to, annual general

meetings or extraordinary general meeting. The Company is not obliged to arrange the exercise of any voting rights attached to Deliverable Securities that the Company holds on your behalf, whether exercisable at an annual general meeting or otherwise.

- 38.8. It is your sole responsibility to ensure that you maintain your Account balance sufficient to satisfy any purchase of Deliverable Securities pursuant to any Corporate Action.
- 38.9. Where Deliverable Securities or cash are due to you as a result of a Corporate Action, such will be credited to your Account as soon as possible after the Company's receipt, net of any commission, fees, payment and/or applicable tax. Where a Corporate Action results in a fractional entitlement to part of a Deliverable Security, the Company may aggregate those fractional entitlements and sell such fractional Deliverable Securities and credit your Account with a cash value which may be subject to a minimum charge. Details of this charge are set out in the pricing page on our Site.
- 38.10. Where Corporate Actions affect some but not all Deliverable Securities held in a pooled account, the Company will allocate the Deliverable Securities which are affected to relevant Clients in such a fair and equitable manner as the Company considers appropriate, in its sole discretion.
- 38.11. Any income payments and/or tax credits that the Company collects on your behalf will be credited to your Account as soon as is practicable. The Company is not liable for any loss of interest due to any delay in crediting any income to your Account. Income payments are usually credited in cash net of applicable taxes and/or fees.
- 38.12. The Company is not responsible for claiming nor receiving dividends, interest payments nor other income payments accruing to any Deliverable Securities that the Company holds on your behalf.
- 38.13. The Company may, in its sole discretion, claim or reclaim tax credits on dividends or other income on Deliverable Securities.
- 38.14. As the Company may hold your Deliverable Securities in one or more pooled accounts, you may receive dividends and/or distributions net of applicable taxes which have been paid or withheld at rates that may be less beneficial than rates that may have applied had the Deliverable Securities been held in your own name or not pooled, and the Company is not responsible for any resulting effect.
- 38.15. The Company will reflect a Corporate Action in your Account as soon as practicable after the Company has received confirmation from the relevant custodian that the Corporate Action has been completed.

38.16. The Company is not obliged to inform you of, nor take any action, regarding any class action or any proposed group litigation or similar event concerning Deliverable Securities that the Company is holding on your behalf.

### **39. INTEREST ON DELIVERABLE SECURITIES**

39.1. You grant the Company the right to a first fixed charge on, a general lien over, and a right to set-off with respect to all Deliverable Securities held by, delivered or paid (or due to be delivered or paid) to the Company for your Account, and you appoint the Company as your agent to take any action necessary to effect this security to the Company.

39.2. The Company, has the right to enforce the aforesaid security if the Company determines, in its sole discretion, that you have failed to comply with these Terms and Conditions and the Company has the right to take at least the following actions, without notice to you:

- a) cancel, close out or reverse any transaction that the Company has entered into for you, and/or to sell or otherwise dispose of any Assets the Company may hold for you, at any price and in any manner that the Company, acting in good faith, in its sole discretion, sees fit (with no responsibility for any diminution in Price);
- b) enter into any other transaction, take any action, decline to take any action, which would (or is intended to) have the effect of reducing or eliminating the Company's liability under any transaction that the Company has entered into for you, as determined by the Company, in its sole discretion.

39.3. The Company is not liable to you for the Company's choice of Deliverable Securities sold or otherwise disposed of. The Company will apply the proceeds of disposal (net of costs) in or towards your liabilities to it and will pay you the balance. If the proceeds do not discharge the whole of your liabilities to the Company, you will remain liable to the Company for the balance.

### **40. CFD'S TRADING**

40.1. During the course of this Agreement, in relation to individual CFD Transactions, the Company will act either receive and transmit the Client Order for execution to a third party, which will be the execution venue and counterparty in the CFD.

40.2. Orders may be placed with the Company either on the Company's Online Trading System, through the Client's compatible personal computer connected to the internet or via phone with the use of Access Data during the Company's Office hours. Our offices are open from 09:00 to 17:00 Monday to Friday (CY time), subject to Public Holidays.

- 40.3. Any price given by the Company over the telephone prior to execution of a Transaction is deemed to be indicative. The Company does not warrant that a Transactions carried out over the telephone will be carried out at the price displayed on the Company's Online Trading System. The relevant price is the price that is booked in the Client's Account.
- 40.4. The Company shall not be liable for any damages suffered by the Client due to misunderstanding over the phone due to, without limitation, poor or faulty connection, background noise at the Client's location, language, etc.
- 40.5. The Company will be entitled to rely and act on any Order given by using the Client Access Data without any further enquiry to the Client and any such Orders will be binding upon the Client.
- 40.6. The Company shall receive and transmit for execution given by the Client strictly in accordance with their terms. The Company will have no responsibility for checking the accuracy of any Order. Any Order that the Client gives to the Company constitutes an irrevocable instruction to the Company to proceed with the Transaction on the Client's behalf.
- 40.7. Orders can be placed, executed and (if allowed) changed or removed within the trading time from 22:00 Sunday to 22:00 Friday Central European Time (CET) and if they are not executed, they shall remain effective through the next trading session (as applicable).
- 40.8. All open spot positions will be rolled over to the next business day at the close of business in the relevant Underlying Market, subject to the Company's rights to close the open spot position. Any open forward positions will be rolled over at the expiry of the relevant period into the next relevant period subject to the Company's rights to close the open forward position.
- 40.9. The Company shall not be obliged to, but may, in its absolute discretion, execute the Client's Orders in respect of any CFD out of normal trading hours.
- 40.10. The Company may establish cut-off times for instructions or Orders, which may be earlier than the times established by the particular Market, and/or clearing house involved in any Transaction and the Client shall have no claims against the Company arising out of the fact that an Order was not placed by the Client ahead of the cut-off time.
- 40.11. Orders shall be valid in accordance with the type and time of the given Order, as specified by the Client. If the time of validity of the order is not specified, it shall be valid for an indefinite period. However, the Company may delete one or all pending orders if the Client Account Equity reaches zero.

- 40.12. Any indication or suspicion, of any prohibited Scalping activity, or any other high-speed trading and/or hedging activity, the Company reserves the right to suspend the trading account of the Client without prior notice. Once the Company confirms the indications/Suspicion, the Company reserves the right to cancel and delete any transaction/pending order executed with the account used for prohibited Scalping and/or any connected account to the prohibited Scalping one and close/suspend all of the Client's trading accounts.
- 40.13. Moreover, the Company reserves the right to consider all the profits or losses from the prohibited Scalping date and on as invalid, therefore the Company can refuse the withdrawal of such profits.
- 40.14. In view of the above, please note that, in these circumstances, the Client will be strictly prohibited from opening any new trading Account(s) and trade with the Company. In case where the Client may successfully open an account due to a technical and/or human error, the Company reserves the right to close the Account immediately upon identification, nullify any profit/losses generated and refund the original amount of deposit.
- 40.15. The Company may, in its sole discretion, while making reasonable efforts for post notification, alter transactions, not transmit, not execute or cancel an executed transactions if: (a) the transactions were executed by arbitrage/exploitation of market failures or off market rates; (b) a technical problem withheld the transaction from being executed as desired; (c) a liquidity provider has cancelled or altered the transaction with the Company; and/or (d) the transaction covering was failed or partially executed with the liquidity provider. The Company is also entitled, at any time and in its sole discretion, without giving any notice or explanation to the Client, to decline or refuse to transmit or arrange for the execution of any Order or Request or Instruction of the Client in circumstances explained elsewhere in this Agreement.
- 40.16. For further information as to the execution of Orders, refer to our "**Best Interest and Order Execution Policy**", the terms of which are incorporated herein by reference.

## 41. MARGIN REQUIREMENTS

- 41.1. The Client shall provide and maintain the Initial Margin and/or Hedged Margin in such limits as the Company, in its sole discretion, may determine at any time under the Trading Conditions for each type of CFD.

- 41.2. It is the Client's responsibility to ensure that he/she understands how Margin is calculated.
- 41.3. Unless a Force Majeure Event has occurred, the Company has the right to change the Margin requirements, giving to the Client two (2) Business Days Written Notice prior to these amendments. In this situation, the Company has the right to apply new Margin requirements to the new positions and to the positions, which are already open. The Company has the right to change Margin requirements without prior notice to the Client in the case of Force Majeure Event. In this situation, the Company has the right to apply new Margin requirements to the new positions and to the positions, which are already open.
- 41.4. If at any time Equity falls below a certain percentage (specified in the Trading Conditions) of the Necessary Margin, the Company has the right to close any or all of the Client's Open Positions without the Client's consent or any prior Written Notice to him/her. In order to determine if the Client has breached this paragraph, any sums referred to therein which are not denominated in the Currency of the Client Account shall be treated as if they were denominated in the Currency of the Client Account by converting them into the Currency of the Client Account at the relevant exchange rate for spot dealings in the foreign exchange market.
- 41.5. The Client has the responsibility to notify the Company as soon as he/she believes that he/she will be unable to meet a Margin payment when due.
- 41.6. Although the Company may make Margin Calls for the Client, it has no obligation to do so.
- 41.7. Should the Client fail to meet a Margin Call, the Company has the right to close part or all of Client's Open positions.
- 41.8. The Client acknowledges that the closure of any Open positions may have for not meeting a margin Call may not function or not produce the desired result. The Client accepts that, except in the case of fraud or gross negligence on its part, the Company shall not be liable if the closure of any Open positions did not occur as soon as the margin percentage was reached or is otherwise not occurred in due time.
- 41.9. Margin must be paid in monetary funds in the Currency of the Client Account. Non-monetary margin is not acceptable.

- 41.10. The Client undertakes neither to create nor to have outstanding any security interest whatsoever over, nor to agree to assign or transfer, any of the Margin transferred to the Company.
- 41.11. For further information regarding Margin, refer to our '**Leverage and Margin Policy**', the terms of which are incorporated herein by reference.

## 42. LEVERAGE

42.1. By entering to this Agreement, Client acknowledges, agrees and accepts that it understands the concepts of Leverage and Margin, as these are defined on the definitions above.

42.2. Trading on leveraged capital means that you can make trades with values that are significantly higher than the funds you actually invest, which only serve as the Margin. High Leverage can significantly increase the potential return, but equally it can also significantly increase potential losses. The leverage is specified as a ratio, such as 1:30.

42.3. The Company has a default ratio level for Retail Clients of 1:30. The Client can select and use the selected Leverage ratio or identify the Leverage ratio for any specific CFD class or individual CFD on an ongoing basis and nothing in this Agreement should be construed as the Company recommending any specific leverage level for the Client. The leverage limits for Retail Clients are subject to:

- The individual Leverage levels we set from time to time at our entire discretion based on our Leverage Policy.
- Leverage ratios may be restricted subject to national rules in certain jurisdictions. In such cases we will adhere to the Leverage limits in such jurisdictions, subject to our authorization and regulatory requirements, unless such limits are higher than those set out in our Leverage Policy or under the CySEC requirements, in which case the latter shall prevail.
- The Company's Categorization of you as either an Experienced Retail Client or a Non-Experienced Retail Client based on your initial assessment of your knowledge and experience in trading in complex financial instruments such as CFDs and whether such are appropriate to you.
- The default maximum leverage level of 1:30 for all Retail Clients, set by CySEC as the Company's national regulator or any other limits set by other relevant regulators as appropriate, and is also subject to the terms of our Leverage Policy

and any guidelines as these might be issued by ESMA. In all cases, Non-Experienced Retail Clients cannot select a leverage level higher than the Default Leverage Limit.

- In addition to the above, the Company provides Clients with “negative balance protection” for their Account. This means that Client’s losses can never exceed its Equity.

42.4. Notwithstanding the provisions set out above, the Company may restrict the default and/or any selected Leverage ratios at any time and without notice in the following scenarios:

- a) if it considers this to be in Clients’ best interest, or
- b) if this is required under the Applicable Laws and Regulations or
- c) the Company, at its entire discretion, consider it necessary having regard to prevailing or expected market conditions and volatility. Whilst we endeavour to give the Client reasonable notice of such action, you acknowledge and agree that especially at times of increased actual or expected market volatility caused by either foreseen or unforeseen political and economic events, the Company may proceed to such changes whilst notifying you of these only at the same time.

42.5. For further information regarding Leverage, refer to our ‘**Leverage and Margin Policy**’, the terms of which are incorporated herein by reference.

### **43. GENERAL TRADING CONDITIONS**

43.1. All transactions shall be opened and closed at the prices quoted on Company’s Platform. Each price is valid only at the exact date and the exact time in which such price is presented to the Client. The Client acknowledges that due to events such as rapid price fluctuations and Internet Latency, the price presented on the Company’s Online Trading System may no longer remain in effect at the time the Client’s Order is executed on the Company’s servers.

43.2. It is hereby agreed that Orders shall be executed as follows:

- a) CFD Transactions shall be executed at the price in effect on the Company’s Online Trading System at the time the relevant Order is placed, provided that the Company reserves the right to send the Client a re-quote, or reject the Order including but not limited to situations of high market volatility, and any other circumstances that the Company deems that to be necessary according to the



**"Best Interest and Order Execution Policy"**, available at any time to the Company's Site and as an appendix to this agreement.

- b) The Client acknowledges and agrees that the Company is under no obligation to quote any specific price, which is quoted in a specific Financial Market.
  - c) The Profit or Loss in any Forex and CFD Transaction will be: (a) the last traded price at or prior to the closing of the Position, (b) less the last traded price at or prior to the opening of the Position, (c) plus or minus (as the case may be) any spread that the Company may apply when such a Position is opened and closed, (d) times the volume of the Position. The Client acknowledges that it is the Client's responsibility to make itself aware of the price of the Financial Instrument and of any spread or commission that the Company may apply when opening and/or closing a Position.
  - d) The price of the Expiring Transaction will be the last traded price at or prior to the Closing Time, plus or minus (as the case may be) any Spread, fee, Interest Adjustment or commission that the Company may apply when such an Expiring Transaction is closed.
- 43.3. The Client acknowledges that it is the Client's responsibility to make itself aware of the Closing Time and of any spread and/or Commission that the Company may apply when closing an Expiring Transaction. Closing Times for the CFDs offered by the Company are available on the Site.
- 43.4. If at any time trading on a relevant Financial Market or trading in a certain Underlying Asset is suspended, the Company shall suspend the trading in the CFD Transactions based on such Underlying Asset and calculate the value of the CFD with reference to the last traded price before the time of suspension, as reasonably determined by the Company. In the event that the previously mentioned suspension continues for five Business Days, the Company may decide, at its sole and absolute discretion, a Closing Time and price of the relevant CFD. During the term of a CFD Transaction whose market is suspended, the Company shall have the right to terminate the CFD Transaction at its discretion, and to amend or vary the margin requirements.
- 43.5. Under certain trading conditions it may be impossible to execute Stop Loss Orders, Take Profit Order, Buy Stop Orders, Sell Stop Orders or other limit Orders and Market Orders on any Financial Instrument at the declared price. In such case, the Company has the right in its sole discretion to execute such Orders or change the opening (closing) price of the Transaction at a first available price. This may occur, for example, at times of rapid price

movement if the price rises or falls in one trading session to such an extent that under the rules of the relevant exchange, trading is suspended or restricted. Or, this may occur if the trading session starts within moments, so as a result, placing a Stop Loss order will not necessarily limit the Client's losses to the intended amounts, because market conditions may make it impossible to execute such an Order at the stipulated price.

- 43.6. The Company may establish cut-off times for instructions or Orders, which may be earlier than the times established by the particular Financial Market, or clearing house involved in any Transaction and the Client shall have no claims against the Company arising out of the fact that an Order was not placed by the Client ahead of our cut-off time.
- 43.7. All price levels on the Company's Online Trading System are determined at the Company's sole discretion. Any references of the Client to prices of other trading or information systems or of other Clients shall be disregarded. The Company has the right, in its sole discretion, to increase or decrease spreads on Financial Instruments depending on market conditions and Client's profile. The Client acknowledges that events such as changes in the Financial Markets, news announcements, political and economic events or periods of low liquidity may result in wider spreads. The Client acknowledges and agrees that Spreads indications on the Company's Site are indicative only and in no way binding. Spreads may widen at any time and without prior notice and that there is no limit to how wide Spreads may be.

#### **44. PROHIBITED TRADING TECHNIQUES**

- 44.1. ***Circumvention and Reverse Engineering:*** you shall not unlawfully access or attempt to gain access, reverse engineer or otherwise circumvent any security measures that we have applied to the Company's Online Trading System and/or computer system(s). If, at our sole discretion, we were to determine that you are in breach of blocking access to the Company's Online Trading System, blocking and/or revoking your Access Codes and/or terminating your Account. Under these circumstances, we reserve the right to seize any profits and/or revenues generated directly or indirectly by exercising any such prohibit trading activity and we shall be entitled to inform any Interested third parties of your breach of this clause; we have, and will continue to develop any tools necessary to identify fraudulent and/or unlawful access and use of the Company's Online Trading System; any dispute arising from such fraudulent and/or or unlawful trading activity will be resolved by us in our sole and absolute discretion, in the manner we deem to be the fairest to all concerned; that decision shall be final and/or binding on all participants; no correspondence will be entered into.

- 44.2. **Artificial Intelligence Software:** It is absolutely prohibited to use any software, which we determine, in our sole discretion, to have as its purpose to apply any kind of artificial intelligence analysis to the Company's Online Trading System and/or computer system(s) with an ultimate goal to gain unfair advantage and exploit the Company's online Trading System; in the event that we determine, at our own discretion, that any such artificial intelligence software has been used, or is being used, we reserve the right to take all action as we see fit, including, without limitation, completely blocking access to the Company's Online Trading System, blocking and/or revoking your Access Codes and/or terminating your Account. Under these circumstances, we reserve the right to seize any profits and/or revenues generated directly or indirectly by exercising any such prohibit trading activity and or charge you with extra fees. In addition, we shall be entitled to inform any Interested third parties of your breach of this clause; we have, and will continue to develop any tools necessary to identify fraudulent and/or unlawful access and use of the Company's Online Trading System; any dispute arising from such fraudulent and/or or unlawful trading activity will be resolved by us in our sole and absolute discretion, in the manner we deem to be the fairest to all concerned; that decision shall be final and/or binding on all participants; no correspondence will be entered into.
- 44.3. Moreover, it is absolutely prohibited to use any software in such a way, which can cause serious negative impact on the performance of our servers and may prevent us from achieving the best possible result for our Clients as regards the execution of their orders. In the event that we identify any such activity, we reserve the right to take all action as we see fit, including, without limitation, completely blocking access to the Company's Online Trading System, blocking and/or revoking your Access Codes and/or immediately terminating your Account. Moreover, you acknowledge that once your Account has been terminated, we may liquidate any outstanding contracts/positions you have with us. In view of the above, please note that you will be strictly prohibited from opening any new trading Account(s) and trade with us. Nonetheless, in cases where you may successfully open an Account and trade with us due to any technical and/or human error, we reserve every right to immediately close your Account upon identification, nullify any profit/loss generated and refund the original amount of deposit, excluding any deposit and withdrawal charges.
- 44.4. **Unlawful trading techniques:** Internet, connectivity delays, and price feed errors sometimes create a situation where the price(s) displayed on the Company's Online Trading System do(es) not accurately reflect the market rates. In that regard, we reserve

the right, in our sole discretion, NOT to permit the use of trading strategies aimed at exploiting errors in prices and/or concluding trades at off-market prices and/or by taking advantage of internet delays (commonly known as “arbitrage”, “sniping” or “churning” hereinafter, collectively, referred to as “**Arbitrage**”) on the Company’s Online Trading System and/or in connection with our Services; any indication or suspicion, in our sole discretion, of any form of Arbitrage (including but not limited to risk free profiting), abuse (including but not limited to participant’s trading activity patterns that indicate that the participant solely aims to benefit financially without being genuinely interested in trading in the markets and/or taking market risk), internal hedging in coordination with other parties, abuse of our ‘no negative balance’ policy, fraud, manipulation, cash-back arbitrage or any other forms of deceitful or fraudulent activity, may, in our sole discretion, render all related Orders, Transactions and/or Contracts void, without prior notice being required; furthermore, in those instances, we reserve the right, in our sole discretion and without prior notice being required: (a) to make the necessary corrections or adjustments on the Account(s) involved (including, without limitation, adjusting the price spreads available to the Client); (b) to restrict the Account(s) involved access to streaming, instantly tradable quotes (including, without limitation, providing manual quotations only and submitting any Orders to our prior approval); (c) to retrieve from the Account(s) involved any historic trading profits that we can document as having been gained through such abuse of liquidity at any time during the Client relationship; (d) to terminate the Client relationship and/or close all Accounts involved (including, without limitation all other Accounts held by the same Account holder with us) immediately by giving written notice; and/or (e) to inform any interested third parties.

- 44.5. Furthermore, in these circumstances, you will be strictly prohibited from opening any new trading Account(s) and trade with us. Nonetheless, in cases where you may successfully open an Account and attempt to trade with us due to any technical and/or human error, we reserve every right to immediately close your Account upon identification, nullify any profit/loss generated and refund the original amount of deposit, excluding any deposit and withdrawal charges.
- 44.6. We have, and will continue to develop any tools necessary to identify fraudulent and/or unlawful access and use of the Company’s Online Trading System; any dispute arising from such fraudulent and/or or unlawful trading activity will be resolved by us in our sole and absolute discretion, in the manner we deem to be the fairest to all concerned; that decision shall be final and/or binding on all participants; no correspondence will be entered into.

- 44.7. **Algorithmic trading or High Frequency Algorithmic Trading Techniques.** Article 17 of MiFID II introduces regulation and monitoring of 'Algorithmic Trading' and 'High Frequency Algorithmic Trading' through the introduction of requirements on algorithmic traders and the trading venues on which they trade (regulated markets, MTFs and OTFs).
- 44.8. We do not allow Clients to use Algorithmic Trading or High Frequency Algorithmic Trading techniques when using the Company's Online Trading System, without our prior written consent.
- 44.9. Where we give Clients permission to use Algorithmic Trading and/or High Frequency Algorithmic Trading techniques, we may disclose, without prior notice to the Client(s) involved being required, information on the computer algorithms to CySEC or other competent authorities, Trading Venues, Liquidity Providers and such other persons as are required by the Law;
- 44.10. Furthermore, in these circumstances, we reserve the right, in our sole discretion and without prior notice to the Client(s) involved being required, to take any action in connection with such Algorithmic Trading and/or High Frequency Algorithmic Trading techniques or any orders generated by such Algorithmic Trading and/or High Frequency Algorithmic Trading techniques, which we, in our sole discretion, deem necessary in order to ensure compliance with the Law.
- 44.11. In particular, any such actions which we may take in connection with such Algorithmic Trading and/or High Frequency Algorithmic Trading techniques or any orders generated by such Algorithmic Trading and/or High Frequency Algorithmic Trading techniques, may include, without limitation, any of the following:
- a) the implementation and maintenance of limitations on the ratio of unexecuted orders to transactions entered through such Algorithmic Trading and/or High Frequency Algorithmic Trading techniques;
  - b) the implementation and maintenance of restrictions to limit, block, cancel or otherwise restrict the use of the Company's Online Trading System in relation to any aspect of such use (hereinafter "**Limits**"), including, without limitation:
    - (i) Instruments;
    - (ii) Orders;
    - (iii) positions and other risks taken;
    - (iv) messages;

- (v) methods of trading (for example, using Algorithmic Trading and/or High Frequency Algorithmic Trading techniques);
  - c) increasing or decreasing the rate of execution of orders to transactions entered through such Algorithmic Trading and/or High Frequency Algorithmic Trading techniques;
  - d) imposing additional 'Pre-Trade Risk Controls', consisting of any of the above-mentioned Limits to all or certain 'orders' placed via the Company's Online Trading System by a computer algorithm, including controls filtering order price and quantity;
  - e) imposing additional 'Post-Trade Risk Controls', consisting of any of the above-mentioned Limits to all or certain 'trades, positions, strategies and Instruments relating to orders' placed via the Company's Online Trading System by a computer algorithm, including controls filtering order price and quantity;
  - f) implement and maintain Limits on the minimum tick size that may be executed via the Company's Online Trading System on the Trading Venue; and/or
  - g) take any other action as we deem fit in order to maintain orderly trading conditions.
- 44.12. You hereby expressly acknowledge and agree that any such actions taken by us may cause Orders and/or Transactions to be delayed, executed, partially executed, amended or cancelled.

### **45. CLIENT MONEY AND CLIENT ACCOUNT**

- 45.1. Unless otherwise agreed with the Client in writing and to the extent allowed under Applicable Regulations, the Company will deal with any funds that it holds on the Client Account it holds in accordance with the Applicable Regulations. This means that such Client money will be segregated from the Company's own money and cannot be used in the course of its business. Upon receipt of the Client money, the Company will promptly place such money into one or more Segregated Client Account(s).
- 45.2. The Company shall not account to the Client for profits or interest earned on Client money (other than profit gained through trading Transactions from his/her Client Account(s) under this Agreement) and the Client waives all right to interest. The Company may deposit Client money in overnight deposits and will be allowed to keep any interest.

- 45.3. The Company may hold Client money and the money of other Clients in the same bank account (omnibus account).
- 45.4. The Company may deposit Client money with a third party who may have a security interest, lien or right of set-off in relation to that money.
- 45.5. The Company may deposit Client money with a third party for collateral/margin purposes.
- 45.6. The Client acknowledges that funds sent to the company for his/her Margin Account may be transferred to the company's Liquidity Providers for the purpose of execution of the Client's transactions. It is also noted that in case the Company's Liquidity Providers who may also be Clients of the Company hedge the Client's positions to another Liquidity Provider within the Company's pool of execution venues, Client's Funds may be transferred to the respective Liquidity Provider. For further information in this respect, please read the Company's "**Best Interest and Order Execution Policy**", which can be found on our Site at all times.
- 45.7. Client money may be held on the Client's behalf with an intermediate broker, a bank, a market, a settlement agent, a clearing house or OTC counterparty located within or outside Cyprus or the EEA. The legal and regulatory regime applying to any such person outside Cyprus or the EEA will be different from that of Cyprus and in the event of the insolvency or any other equivalent failure of that person, the Client's money may be treated differently from the treatment which would apply if the money was held in a Segregated Account in Cyprus. The Company will not be liable for the solvency, acts or omissions of any third party referred to in this paragraph.
- 45.8. The third party to whom the Company will pass money may hold it in an omnibus account and it may not be possible to separate it from the Client's money, or the third party's money. In the event of the insolvency or any other analogous proceedings in relation to that third party, the Company may only have an unsecured claim against the third party on behalf of the Client, and the Client will be exposed to the risk that the money received by the Company from the third party is insufficient to satisfy the claims of the Client with claims in respect of the relevant account. The Company does not accept any liability or responsibility for any resulting losses.
- 45.9. The Company is a member of the Investors Compensation Fund (ICF). Therefore, depending on his/her Client Categorization, the Client may be entitled to compensation from the ICF in the event that the Company is unable to meet its obligations as explained in the "Investors Compensation Fund Policy".

- 45.10. Profit or loss from CFDs trading is deposited in/withdrawn from the Client Account once the Transaction is closed.
- 45.11. If the Client Account has funds of less than minimum initial deposit as determined by the Company in its discretion from time to time in the Trading Conditions, the Company reserves the right to close the Client Account, notify the Client accordingly and charge the Client any bank or other related charges.
- 45.12. If the Client Account is inactive for three months or more, the Company reserves the right to charge an account maintenance fee of 50 USD/GBP/EUR (depending on the Currency of the Client Account) in order to maintain the Client Account open and any bank or other related charges. This fee will be charged at the discretion of the Company at the lapse of the three (3) months and then the same amount may be charged on a monthly basis if the Client Account remains inactive.
- 45.13. An account is to be treated as not inactive under the following circumstances:
- a) The Company was under instruction from the holder of the account not to communicate with that person (hold mail);
  - b) Under the terms of the account, withdrawals of cash or securities are prevented or there is a penalty or other disincentive for effecting such actions;
  - c) The holder of the account has other active account/s and the Company maintains communication with him/her.

## **46. LIEN**

- 46.1. The Company shall have a general lien on all Client money held by the Company or its Associates or its nominees on the Client's behalf until the satisfaction of the Client's obligations.

## **47. NETTING AND SET-OFF**

- 47.1. If the aggregate amount payable by the Client is equal to the aggregate amount payable by the Company, then the Company may determine that the mutual obligations to make payment are set-off and cancel each other.
- 47.2. If the aggregate amount payable by one party exceeds the aggregate amount payable by the other party, then the party with the larger aggregate amount shall pay the excess to the other party and all obligations to make payment will be automatically satisfied and discharged.



47.3. The Company has the right to combine all or any Client Accounts opened in the Client name and to consolidate the Balances in such accounts and to set-off such Balances.

### **48. RECONCILIATIONS**

48.1. The Company will carry out reconciliations of records and Client money with the records and accounts of the money the Company holds in the Segregated Client Account(s) on a frequent basis. If a transfer is required to or from the Segregated Client Account(s), this will be done by the close of business on the day that the reconciliation is performed.

### **49. DEPOSITS AND WITHDRAWALS**

49.1. The Client may deposit funds into the Client Account at any time during the course of this Agreement. Deposits will be accepted by bank transfer, Swift, E-wallet, debit / credit card or any other method of electronic money transfer (where the originator is the Client) acceptable by the Company from time to time. The Company shall credit the Client Account within one Business Day after the amount is cleared in the bank account of the Company with the relevant amount. The relevant amount will be net of any transfer fees or other charges incurred by the Company that are imposed by the Institution (or intermediary involved in the process) that holds the Funds.

49.2. The Company will not accept third party or anonymous payments of funds in the Client Account.

49.3. If funds are credited to the Client's Account and if the Client knows or should in good faith know that such funds were credited erroneously, the Client shall notify the Company immediately of said deposit and shall return the funds to the account as specified by the Company. If funds are credited to the Client's Account and if the Client should in good faith question whether such funds were rightly credited to his/her Account, the Client shall notify the Company immediately of said deposit.

49.4. The Client accepts that the Funds shall be deposited in his/her trading account only if the Company is satisfied that the sender of the Funds is the Client or his/ her authorized representative; if the Company is not satisfied as to the above then the Company has the right to reject the Funds and return them to the remitter net of any transfer fees or other charges incurred by the Company, using the same transfer method as the one through which it originally received the Funds.

49.5. The Company will effect withdrawals of Client funds upon the receipt of an application for withdrawal made via the Company's Online Trading System (if available at the time).

- 49.6. The client accepts that withdrawal of any part of the Funds shall be concluded using the same transfer method and the same remitter as the one, which the Company originally received the Funds from; under such circumstances, the Company shall return the part of the Funds requested net of any transfer fees or other charges incurred by the Company.
- 49.7. The Company reserves the right to decline a withdrawal request of the Client asking for a specific transfer method and the Company has the right to suggest an alternative.
- 49.8. Upon the Company receiving an instruction from the Client to withdraw funds from the Client Account, the Company shall pay the funds the same day, if the following requirements are met:
- a) the withdrawal instruction includes all necessary information (including but not limited to: Account No. Name, Amount, Currency);
  - b) the instruction is to make a bank transfer of funds to the account of the Client;
  - c) at the moment of payment, the Client's Free Margin exceeds the amount specified in the withdrawal instruction including all payment charges;
  - d) the withdrawal request received outside the normal working hours, and shall be processed the next working day accordingly.
- 49.9. Withdrawals will only be effected towards the Client. The Company will not effect withdrawals to any other third party or anonymous account.
- 49.10. The Company reserves the right to request additional information and/or documentation to satisfy itself that the request is legitimate. In addition, the Company reserves the right to reject such a request if it deems that this may not be legitimate. The Client accepts that under such circumstances there may be a delay in processing the request.
- 49.11. All payment and transfer charges will be borne by the Client and the Company shall debit the Client Account for these charges.
- 49.12. The Company does not charge any fees for Client deposit or withdrawals other than Debit / Credit card withdrawals whereas 1.5 % withdrawal fee applies regardless of the withdrawal amount.
- 49.13. Clients making both deposit and withdrawals via Wire Transfers will be subject to the transferring bank(s) wiring fees.

49.14. For further information regarding deposits and withdrawals, refer to our '**Deposits and Withdrawals Policy**', the terms of which are incorporated herein by reference

## **50. TRANSFER OF FUNDS BETWEEN CLIENTS' ACCOUNTS**

50.1. In the case where there is a request for transfer of funds between Clients' accounts, then the involved parties need to submit a signed instruction form to the company's Back Office Department requesting the transaction.

50.2. The company, in its sole discretion, has the right of rejecting such request especially in the basis that the Compliance officer is not confident on the legality of the transaction.

## **51. NEGATIVE BALANCE PROTECTION**

51.1. The Company provides its Retail Clients with "negative balance protection" for their Account. This means that Client's losses can never exceed his/her Equity.

## **52. SYSTEM OPERATION**

52.1. The Company's Online Trading System is an online trading platform which consists of trading interfaces and/or applications intended for electronic trading transactions and related features (the "**System**"). The System enables access from different computers, operating systems, browsers, tablets, mobile device etc., to a trading platform owned by a third party or its licensors (collectively, the "**Licensors**") and intended for electronic trading transactions.

## **53. POWERS AND AUTHORITY OF THE COMPANY**

53.1. The Company shall make commercially reasonable efforts to prevent any malfunctioning in the Site's activity. However, in any event of a technical failure (or any other error) in the Site's systems for any reason whatsoever, the Company will be entitled to cancel your participation in any of the Services, concerning which the malfunctioning has occurred. In such an event, our responsibility and liability will be limited only to the participation fee sum that was paid by you for participating in such Services, and your Account will be credited accordingly.

53.2. The Company reserves the right to cancel, terminate, modify or suspend the Services if for any reason, the Services cannot be conducted as planned, including, but not limited to, infection by computer virus, bugs, tampering or unauthorized intervention, fraud, technical failures or any other causes beyond the control of the Company. If any errors result in awarding payouts to you or in an increase in payouts owed or paid to you, you

shall not be entitled to these payouts. you shall immediately inform the Company of the error and shall repay any payouts credited to your Account in error to the Company (as directed by the Company) or the Company may, at its discretion, deduct an amount equal to those payouts from your Account or set off such amount against any money owed to you by the Company.

- 53.3. The Company reserves the right limit, refuse or cancel any trade made by you or through your Account, as well as cancel any trade (regardless of whether such cancellation was due to actions on your part or of any third party), where the Company believes that any act of fraud or any other act of bad faith has been taken against the Company or any third party; in which case you will only be entitled to receive the participation fee sum that was paid by you for participating in such trade, and your Account will be credited accordingly.
- 53.4. The Company shall be entitled, in its sole discretion, to amend, modify, or discontinue, from time to time, any of the Services, and/or bonuses and/or promotions and/or introduce new Services, bonuses, and/or promotions. We shall not be liable for any loss suffered by you resulting from any changes made and you shall have no claims against us in such regard.
- 53.5. In the event of the death of the Client, the Company reserves the right to make enquiries and request that the formalities, particularly the certificate of inheritance and the death certificate, be provided to the Company.

## **54. RESERVATIONS CONCERNING OUR RESPONSIBILITY**

- 54.1. We are not responsible for any error, omission, interruption, deletion, defect, delay in operation or transmission, communications line failure, theft or destruction or unauthorized access to, or alteration of data or information and any direct or indirect loss, which arises from these occurrences. We are not responsible for any problems or technical malfunction of any network or lines, Wi-Fi, Bluetooth, computers, systems, servers or providers, computer equipment, software failure of email because of technical problems or traffic congestion on the internet or at any web site, mobile site or mobile application. We shall not be responsible or liable to you in the event of systems or communications errors, bugs or viruses relating to the Services and/or your Account or which will result in damage to your hardware and/or software and/or data.
- 54.2. In no event shall We be liable for any direct, indirect, incidental, special or consequential damages or damages for loss of profits, revenue, data or use incurred by you or any third party, whether in an action for contract or tort, arising from the access to, or use of, the

Site, the Services and/or otherwise, even if We were notified of the danger of such occurrence and/or damages and losses.

- 54.3. We make no representations about the suitability, reliability, availability, timeliness and accuracy of the information, software, products and Services contained and/or offered at the Site for any purpose. All information, software, products and Services are provided "as is" without warranty of any kind. We hereby disclaim all warranties with respect to information, software, products and Services contained or offered at the Site, whether express or implied.
- 54.4. We shall have no liability with respect to any damage or loss that was caused due to reliance, of any type, on the information or any other publication or content appearing at the Site, and you are invited to verify the information published at the Site. We shall not be responsible or liable for any actions or omissions of internet service provider or any other third party, which provides you with access to the Site or Services.
- 54.5. You will use the Site and Service at your own risk, and we shall not be responsible for any damage or loss you shall incur because of modifications, enhancement, termination, suspension or discontinuation of the Site or any of the Services. We will not be responsible for any damage or loss you shall incur because of your use or reliance on the content of any Site, mobile site and/or mobile application to which links appear on the Site.
- 54.6. You will indemnify and hold us harmless against all direct and indirect claims, liabilities, damages, losses, costs and expenses arising from your breach of this Agreement and/or your use of the Site and/or the Services.
- 54.7. We shall have no liability or obligation to assess the appropriateness of you using the Services in your jurisdiction, and to assess as whether or not you have the necessary knowledge and experience to understand the nature of and risks associated with using the Services. All risks related to using the Site and/or the Services are your sole responsibility.
- 54.8. THE SITE, SERVICES, THE SITE'S CONTENT AND THE COMPANY'S ONLINE TRADING SYSTEM USED IN CONNECTION THEREWITH ARE PROVIDED "AS IS", AND WE MAKE NO WARRANTY OR REPRESENTATION, WHETHER EXPRESS OR IMPLIED (WHETHER BY LAW, STATUTE, OR OTHERWISE), INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, FITNESS FOR A PARTICULAR PURPOSE, COMPLETENESS OR ACCURACY, NON INFRINGEMENT OF THIRD PARTIES' RIGHTS OR OF APPLICABLE LAWS AND REGULATION IN RESPECT OF THE SITE, SERVICES, SITE'S CONTENT AND THE COMPANY'S ONLINE TRADING SYSTEM USED IN CONNECTION THEREWITH, OR**

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**THAT THE SITE, SERVICES, SITE'S CONTENT AND THE COMPANY'S ONLINE TRADING SYSTEM USED IN CONNECTION THEREWITH WILL BE UNINTERRUPTED, TIMELY, SECURE OR ERROR-FREE, OR THAT DEFECTS WILL BE CORRECTED, OR WILL BE FREE OF VIRUSES OR BUGS OR AS TO RESULTS OR THE ACCURACY OF ANY INFORMATION THROUGH THE SITE OR SERVICES.**

- 54.9. YOU ACKNOWLEDGE THAT THE COMPANY'S ONLINE TRADING SYSTEM MAY NOT WORK ERROR FREE. THERE IS NO WARRANTY THAT THE FUNCTIONS CONTAINED IN THE COMPANY'S ONLINE TRADING SYSTEM WILL MEET YOUR REQUIREMENTS OR THAT THE OPERATION OF THE COMPANY'S ONLINE TRADING SYSTEM WILL BE UNINTERRUPTED OR ERROR FREE. IN ADDITION, THERE IS NO WARRANTY OR CONDITION OF TITLE, QUIET ENJOYMENT, QUIET POSSESSION, AND CORRESPONDENCE TO DESCRIPTION OR NON-INFRINGEMENT, WITH REGARD TO THE COMPANY'S ONLINE TRADING SYSTEM. THE ENTIRE RISK, IF ANY, AS TO THE QUALITY OF OR ARISING OUT OF USE OR PERFORMANCE OF THE COMPANY'S ONLINE TRADING SYSTEM OR THE USE OF THE INTERNET GENERALLY REMAINS SOLELY WITH YOU.**
- 54.10. THE COMPANY'S ONLINE TRADING SYSTEM AND THE USE OF THE COMPANY'S ONLINE TRADING SYSTEM THROUGH AN INTERNET CONNECTION ARE PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS AND WITH ALL FAULTS, AND ALL WARRANTIES AND CONDITIONS ARE DISCLAIMED, EITHER EXPRESS, IMPLIED OR STATUTORY, INCLUDING, BUT NOT LIMITED TO, ANY (IF ANY) IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, NONINFRINGEMENT, TITLE, SATISFACTORY QUALITY, FITNESS FOR A PARTICULAR PURPOSE, LACK OF VIRUSES, ACCURACY OR COMPLETENESS OF RESPONSES, RESULTS, AND OF LACK OF NEGLIGENCE OR LACK OF WORKMANLIKE EFFORT, ALL WITH REGARD TO THE COMPANY'S ONLINE TRADING SYSTEM AND USE OR INABILITY OF USE THEREOF. YOU HEREBY SPECIFICALLY AGREE AND ACKNOWLEDGE THAT THE ABOVE WARRANTY IS EXHAUSTIVE AND IS IN LIEU OF ANY OTHER WARRANTY, EXPRESS OR IMPLIED.**
- 54.11. IN NO EVENT SHALL LICENSOR BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES OF ANY KIND WHATSOEVER (INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROFITS OR CONFIDENTIAL OR OTHER INFORMATION, FOR BUSINESS INTERRUPTION, FOR PERSONAL INJURY, FOR LOSS OF PRIVACY, FOR FAILURE TO MEET ANY DUTY INCLUDING OF GOOD FAITH OR OF REASONABLE CARE, FOR NEGLIGENCE, AND FOR ANY OTHER PECUNIARY OR OTHER LOSS WHATSOEVER) WITH RESPECT TO THE COMPANY'S ONLINE TRADING SYSTEM AND THE USE OR INABILITY OF USE THEREOF, OR OTHERWISE UNDER OR IN CONNECTION WITH ANY PROVISION OF THESE TERMS, EVEN IN THE EVENT OF THE FAULT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY, BREACH OF**

**CONTRACT OR BREACH OF WARRANTY OF THE LICENSOR AND EVEN IF THE LICENSOR HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.**

**54.12. IN NO EVENT SHALL THE LICENSOR OR ITS DIRECTORS, OFFICERS, EMPLOYEES, CONTRACTORS AND AGENTS BE LIABLE FOR LOST PROFITS, LOST SALES, LOST BUSINESS, LOST OPPORTUNITY, LOST INFORMATION OR DATA, LOST OR WASTED TIME OR ANY INDIRECT, SPECIAL, INCIDENTAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES (HOWEVER CAUSED, WHETHER FORESEEABLE OR UNFORESEEABLE, WHETHER BASED IN CONTRACT, TORT, OR OTHER PRODUCT OR STRICT LIABILITY, AND REGARDLESS OF WHETHER LICENSOR IS MADE AWARE OF THE POSSIBILITY OF SUCH DAMAGES.) ARISING OUT OF, OR WITH RESPECT TO, THE COMPANY'S ONLINE TRADING SYSTEM AND/OR THE USE OR INABILITY OF USE THEREOF.**

## **55. INTELLECTUAL PROPERTY**

55.1. All the rights, including the intellectual property rights (i.e., patents, copyright, trademarks, service marks, logos, trade names, know-how or any other intellectual property right) concerning the Site, and all of its content (including, but not limited to, programs, files, video, audio, pictures, graphics, pictures, text and software), and/or Services (collectively the "Rights"), are and shall remain the sole and exclusive property of the Company and/or any of its licensors. You may not use any of the Rights without the express prior written approval of the Company, except pursuant to this Agreement, and you shall not, by using the Services or otherwise, acquire any rights in any of the Rights. Without derogating from the above, you are strictly prohibited from: (i) copying, redistributing, publishing, reverse engineering, decompiling, disassembling, modifying, translating or making any attempt to access the source code of the Services and/or the Site to create derivate works of the source code; (ii) selling, assigning, licensing, sublicensing, transferring, distributing the Services, and (iii) making the Services and/or the Site available to any third party.

55.2. The System is protected by copyright laws and international copyright treaties, as well as other intellectual property laws and treaties. The System is licensed, not sold, in the form of a revocable, non-exclusive, non-transferable, non-sub-licensable license to use the System strictly in accordance with these terms, including the warranty disclaimers, and the limitations of liability.

55.3. Without derogating from the provisions of this Agreement, all ownership, title and intellectual property rights in and to the System (including but not limited to any images, photographs, animations, video, audio, music, text and "applets" incorporated into the

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System), are owned by Licensor. You may not modify the System and/or any copyright or trademark included in the System.

- 55.4. Without derogating from the provisions of this Agreement, you may not sell, rent, lease or lend the System. You may not copy, reverse engineer, decompile, or disassemble the System. The System is licensed as a single product and its component parts may not be separated. Without prejudice to any other rights of the Licensor, failure to comply with these terms or violation of these terms may result in suspension or deactivation of your use of the System with or without notice.