



CLIENT AGREEMENT POLICY

ข้อตกลงและนโยบายลูกค้า

QRS Global - Client Agreement Policy

Table of Contents	2
A: Scope of Agreement	3
B: Access and Use of Our Online Trading Facility	3
C: Services	3
D: Terms of Service	3
E: Trading in Shares	3
F: Copy Trading	3
G: Margin Deposits, Collateral and Payment	4
H: Commissions, Fees and Charges	4
I: Your Account(s) With Us	4
J: General Provisions	4
K: Complaint Handling Procedures	5
L: Indemnity and Limitation of Liability	5
M: Default	5
N: Termination of Client Relationship and Liquidation of Accounts	5
O: Miscellaneous Provisions	5



A. Scope of Agreement

This Agreement establishes the legal framework between QRS Global LLC ("QRS") and the Client for access to financial services. It applies to all trading activities and ancillary services offered by QRS. The Client acknowledges that they have read, understood, and accepted the terms herein. The Agreement shall remain valid until superseded by an updated version or terminated by either party.

B. Access and Use of Our Online Trading Facility

Clients are granted non-transferable, limited access to QRS's online trading platform. Clients are responsible for all activities under their account credentials. Unauthorized use must be reported immediately. QRS reserves the right to suspend or restrict access in cases of suspicious activity, maintenance, or regulatory requirements. Clients are prohibited from using automated systems (e.g., bots or arbitrage software) without explicit authorization.

C. Services

QRS offers leveraged trading products including:

- Foreign Exchange (FX) trading
- Contracts for Difference (CFDs) on indices, commodities, shares, and cryptocurrencies
- Copy trading services
- Trading education and analysis tools

Service access may vary depending on client jurisdiction, regulatory requirements, and account status.

D. Terms of Service

Clients must adhere to trading conditions including minimum margin levels, order execution rules, and trade limits. Trading during illiquid or volatile market conditions may result in slippage. QRS does not guarantee order execution at requested prices. The Client agrees to receive communications electronically and to check for policy updates regularly.

E. Trading in Shares

QRS offers trading in shares via CFDs. Clients do not own the underlying equity. Dividend adjustments and corporate actions (e.g., stock splits, takeovers) will be reflected as balance adjustments. Clients must understand the risks involved in leverage, overnight swaps, and short selling.

F. Copy Trading

Copy trading allows Clients to automatically follow strategies of designated master traders. QRS does not vet or endorse specific master traders. Clients must assess:

- Risk appetite
- Historical performance
- Drawdown and volatility

QRS is not responsible for losses incurred through copied trades. Clients may stop copying or adjust allocations at any time.



G. Margin Deposits, Collateral and Payment

Clients must fund their accounts via approved payment channels. Margin requirements depend on account type, instrument, and leverage settings. QRS reserves the right to:

- Change margin requirements without prior notice
- Liquidate positions when margin level falls below maintenance thresholds
- Reject deposits from third-party accounts

Negative balance protection is offered under standard accounts unless stated otherwise.

H. Commissions, Fees and Charges

Clients are subject to the following fees (as applicable):

- Spreads and markups
- Fixed or variable commissions
- Swap/rollover fees for holding positions overnight
- Withdrawal and conversion fees
- Inactivity fees for dormant accounts (after 90 days)

All fees are published on QRS's official website and may be revised.

I. Your Account(s) With Us

Clients are allowed one main verified account per legal identity. Additional sub-accounts may be opened upon request for risk separation or portfolio strategy purposes. Account verification requires submission of:

- Government-issued ID
- Proof of address
- Bank account ownership

Clients are required to update their information if any changes occur. QRS may restrict or terminate unverified or inactive accounts.

J. General Provisions

Clients agree to comply with applicable laws and QRS policies, including anti-money laundering (AML) and counter-terrorist financing (CTF) regulations. QRS may block or restrict access to certain jurisdictions. This Agreement is non-transferable. If any clause is deemed invalid, the remaining provisions shall remain in full effect.

K. Complaint Handling Procedures

Complaints must be submitted in writing to support@qrsglobal.com. QRS will:

- Acknowledge complaints within 3 business days
- Investigate and respond within 10 business days (complex cases may require longer)
- Escalate unresolved disputes to independent mediation or local regulatory bodies when appropriate

All communications will be recorded for quality assurance.

L. Indemnity and Limitation of Liability

Clients agree to indemnify QRS and its affiliates against claims arising from breach of agreement, unauthorized use, or third-party access due to client negligence. QRS shall not be liable for:

- Indirect, consequential, or punitive damages
- Delays due to force majeure (e.g., internet outage, war, regulatory restrictions)
- Losses resulting from market volatility or liquidity shortages

M. Default

A Client will be in default if:

- Margin level falls below required thresholds
- Funds are insufficient to cover open trades
- Fraudulent documentation or activities are detected

In such cases, QRS may take the following actions without prior notice:

- Close open positions
- Restrict or suspend account
- Offset client balances

N. Termination of Client Relationship and Liquidation of Accounts

Either party may terminate the relationship by written notice. Upon termination:

- Open positions will be closed
- Remaining funds will be returned (subject to fee deductions)
- Personal data will be retained in compliance with applicable laws

Clients may request account closure through the client portal or official communication.

O. Miscellaneous Provisions

This Agreement is governed by the laws of [Insert Jurisdiction]. In case of disputes, parties will seek amicable resolution before arbitration or court proceedings. QRS may amend this Agreement with notice. Continued use of services implies acceptance of new terms.