CLIENT AGREEMENT

Version 3.0 | May 2026 | Confidential

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QRS FX — CLIENT AGREEMENT (Version 3.0) | Effective: May 2026

RISK WARNING

Trading leveraged derivative products offered by QRS Global LLC ("the Company"), including but not limited to Foreign Exchange (Forex), Contracts for Difference (CFDs), digital asset derivatives, and other over-the-counter financial instruments, involves a high level of risk to your capital.

These products are complex financial instruments and may not be suitable for all investors. Because they are leveraged, both potential profits and losses are significantly magnified. Market prices may move rapidly and adversely. You may be required to deposit additional funds on short notice to maintain open positions; failure to do so may result in the automatic liquidation of your positions.

Retail Clients receive the Negative Balance Protection described at Clause 11 of this Agreement, which limits realised losses under normal market conditions to the funds held in the Client's Account, subject to the exceptions set out at Clause 11.4. Outside of that protection — including in the circumstances listed at Clause 11.4 — losses can exceed the amount deposited, and the Client remains liable for any resulting deficit.

Before deciding to trade with the Company, the Client should carefully consider their investment objectives, level of financial knowledge and experience, ability to understand the risks of leveraged trading, and financial capacity to bear losses. The Client should only trade using capital they can afford to lose without compromising their financial stability, and should seek independent professional advice if in doubt about the suitability of these products.

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SCOPE OF AGREEMENT

1.1 Introduction

These Terms, together with the Client's completed Client Application Form, constitute the legally binding Client Agreement between QRS Global LLC ("the Company", "QRS Global", "we", "us", "our"), a financial services entity duly incorporated under the laws of the Autonomous Island of Mwali (Mohéli), Union of the Comoros, operating under Licence No. T2023349, and the Client ("you", "your"). This Agreement governs all dealings and transactions relating to Forex, CFDs, digital assets, market indices, commodities, equities, and all derivative instruments provided by the Company.

If the Client comprises more than one natural or legal person, all obligations, liabilities, and responsibilities under this Agreement are joint and several.

This Agreement is a master agreement applying to all Orders, transactions, and dealings between the Client and the Company. By opening an Account or executing any Order, the Client is bound by the terms set out here.

This Agreement supplements any other written agreement, disclosure, or policy document issued by the Company. In the event of inconsistency between this Agreement and such other documents, this Agreement prevails unless the other document expressly states otherwise.

By submitting the Application Form, or by commencing trading through the Company's platforms, the Client confirms that: they have read and understood this Agreement in full; they agree to be bound by its terms and conditions; they understand the high-risk nature of leveraged products; they are entering a contractual relationship exclusively with QRS Global LLC; and no affiliate, partner, Introducing Broker, or other party is responsible for the Company's obligations under this Agreement.

All leveraged derivatives carry a high level of risk. Losses can exceed the Client's deposits outside the protection described at Clause 11. The Client must understand these risks and seek independent advice where necessary.

1.2 Client Trading Responsibility

The Company is under no obligation to: assess the suitability or appropriateness of any trade or Position for the Client; monitor or advise the Client on the status of any Position; prevent the Client from trading beyond their means; close, adjust, or hedge any Position on the Client's behalf, except as permitted under this Agreement; or provide investment, financial, or personal advice. The Company operates strictly on an execution-only basis.

The Client acknowledges that all trading decisions — including those made through Copy Trade, Expert Advisors, algorithmic systems, VPS automation, social trading platforms, or third-party signals — are made entirely at the Client's own risk.

1.3 Definitions and Interpretation

Unless the context otherwise requires, the following terms have the meanings set out below and apply throughout this Agreement.

Account Value — the total currency value of the Client's Account as calculated by the Company, comprising: (a) the balance of the Client's Account held in the Company's client money account; (b) realised and unrealised profits and losses; © indicative costs required to close Positions, including applicable fees and overnight interest; and (d) the value of Positions not yet booked.

Account Balance — the total balance of the Client's Account excluding unrealised profit or loss.

Agreement — this Client Agreement, including all schedules, policies, disclosures, and amendments issued by the Company.

Application Form — the form a Client must complete and submit to apply to open an Account.

Authorised User / Authorised Person — a person authorised by the Client to access the Company's services and/or place Orders on the Client's behalf, including any fund manager appointed by the Client.

Base Currency — the first currency in a Currency Pair, assigned a value of 1 when calculating exchange rates.

Bought Swap Rate — the interest rate applied to the Base Currency at the Close of Business on the relevant Trading Day.

Business Day — a day on which commercial banks are open for general business in the jurisdiction the Company specifies for that purpose.

Contract for Difference (CFD) — a derivative contract between the Client and the Company that pays the difference between the opening and closing price of the Underlying Asset.

Client / you / your — the Client named in this Agreement, together with its subsidiaries, affiliates, successors, and assigns, and its officers, directors, employees, and authorised agents.

Close of Business — 22:00 GMT, or such other time as the Company may determine.

Close-Out / Close-Out Value — the termination of all or part of a Position under this Agreement, and the value at which it is closed.

Corporate Action — a dividend, scrip or special dividend, rights issue, open offer, bonus issue, capitalisation, or any takeover, merger, demerger, listing, delisting, or suspension affecting the Underlying Asset.

Currency Pair — the Base Currency and the Term Currency for a Margin FX contract.

Cut-Off Time — the time by which cleared funds for an international payment must be received for processing on that Day, as published on the Company's website.

Day — a day on which commercial banks are open for foreign-exchange dealings in the jurisdiction the Company specifies for that purpose.

Daily Statement — the Account statement issued daily, which may include open and new Positions, opening and closing cash balances, deposits, withdrawals, settlements, open-trade equity, currency movements, rollover items, liquidation value, Total Margin Requirement, and Margin excess or deficit.

Default Event — has the meaning given in Clause 1.3(a).

Deposit — any amount paid by the Client as required to enter or maintain a Financial Product, including funds requested for current or anticipated Open Positions.

Financial Product — any foreign exchange or derivative transaction between the Client and the Company, including OTC contracts based on an Underlying Asset.

Force Majeure — any event beyond the reasonable control of a party that prevents or delays performance, including natural disasters, war, civil unrest, government action, communication or power failures, epidemics, labour disruption, or changes in law, except where caused by the Client's act or negligence.

Guarantor — a person designated as guarantor in the Application Form.

Hedged Position — one or more Open Positions that offset the market exposure of another Position, wholly or partly, for the purpose of reducing or neutralising risk.

Instruction — any order, request, direction, or communication submitted by the Client through the trading platform or any approved channel.

Insolvency Event — the winding-up, dissolution, or administration of the Client; an arrangement, compromise, or assignment for the benefit of creditors; or the appointment of a receiver, administrator, or similar officer over the Client or its assets.

Law — any applicable domestic or foreign statute, regulation, judgment, court order, or sanctions regime binding on the Company.

Long Party — the party identified in the trade confirmation as holding the notional long position in the Underlying Asset.

Margin Call — the additional amount, above the required Deposit, that the Company may require the Client to deposit to maintain Open Positions.

Margin FX Contract — a leveraged foreign exchange contract between the Client and the Company.

Mark to Market — the daily revaluation of a derivative contract to reflect its current market value, determined at the Company’s discretion.

Merger Event — a reclassification, restructuring, consolidation, amalgamation, merger, or takeover affecting the Underlying Asset, resulting in a transfer of, or irrevocable commitment to transfer, the relevant securities.

Notice — any notice required or permitted to be given under this Agreement.

Off Quotes — a platform message indicating a valid price is temporarily unavailable, typically due to connectivity issues or prices falling outside the permitted deviation range.

Online Services — the services enabling Clients to transact through an online trading platform, including any authorised third-party platform.

Open Position — any transaction entered into by the Client with the Company that remains open and requires a subsequent transaction to close.

Order — a Financial Product entered into between the Client and the Company under the applicable trade terms.

Order Value — the Order price or rate multiplied by the Order quantity.

OTC — over-the-counter.

Partially Hedged Position — an Open Position that offsets another Position without fully neutralising its market exposure.

Previous Order Value — for a new Order, the Order Value when first established; for an existing Position, the Order Value at the most recent Valuation Time.

Quoting Error — any incorrect, invalid, delayed, or distorted price resulting from a liquidity-provider malfunction, transmission failure, software error, typographical mistake, system latency, or anomalous market feed. The Company may amend, void, or re-quote any transaction affected by a Quoting Error.

Retail Client — a Client who does not qualify as a Professional Client or an Eligible Counterparty and who accordingly receives the protections described in this Agreement, including Clause 11 (Negative Balance Protection).

Security Details — all identification, verification, financial, and transactional information required by the Company for account verification, compliance assessment, AML/CTF review, and ongoing monitoring.

Sell Swap Rate — the overnight financing rate applied to short Positions, calculated on the Term Currency at the Close of Business.

Share CFD — a CFD where the Underlying Asset is a listed equity, with profit or loss determined by price movement without transfer of ownership.

Short Party — the party designated in the Trade Confirmation Notice as holding a short (sell) exposure.

Suspicious Trading Activity — has the meaning given in Clause 1.3(b) below.

Swap Charge / Swap Credit — the positive or negative interest applied to overnight Open Positions.

Swap-Free Account — an account type, designated at the Company's sole discretion, exempt from swap or rollover interest, subject to eligibility conditions and misuse monitoring.

Term Currency — the second-quoted currency in a Currency Pair.

Terms — these terms and conditions, together with any schedules or supplementary documents incorporated into them.

Third Party — any external organisation with which the Company has an agreement allowing the Client to access that organisation's online trading platform.

Third-Party Online Platform — any external online trading system, application, or service offering trading tools, signals, automation, or account-connection features, separate from the Company's own systems.

Trade Confirmation Notice — the document that verifies and records the details of a Financial Product entered into by the Client and the Company.

Trade Contract — the pricing, execution timing, and other conditions communicated by the Company to the Client specifying when an Order may be bought or sold.

Trading Day — Monday to Saturday, including public holidays, for all assets except Cryptocurrency CFDs, for which Trading Day means Monday to Sunday, including public holidays.

Underlying Asset — any asset, instrument, index, benchmark, or reference value, including shares, indices, currencies, and commodities, or any other asset the Company designates from time to time.

Value Date — the date selected by the Client and agreed by the Company for settlement of an Order, or the applicable future date if none is selected.

Valuation Time — the Close of Business on each Day, or any other time the Company determines at its discretion.

QRS Global / the Company / we / our / us — QRS Global LLC.

Website — the Company's official website, qrsfx.com.

Wholesale Client — a Client who is not classified as a Retail or sophisticated client.

1.3(a) Default Event

A Default Event occurs if any of the following take place:

Acts or omissions. Any act or omission by the Client, an Authorised User, or any employee, agent, or assignee of an Authorised User, which the Company, in its sole discretion, deems to constitute negligence, mistake, wilful misconduct (including commission churning, sniping, benefiting from a quoting error, inducing price movement, or scalping), use of any device, software, algorithm, or automated system designed to manipulate or take unfair advantage of the Company's pricing, use of the same electronic identification point as other clients or coordinated activity between accounts, use of excessive leverage in breach of Company limits, money laundering or suspected unlawful activity, suspicious trading activity, placement of opposing or offsetting orders to abuse execution rules or guaranteed fills, or breach of applicable law or this Agreement.

Financial or legal incapacity. The Client or Guarantor becomes insolvent or bankrupt; the Client dies or becomes of unsound mind.

Margin and financial obligations. The Client fails to provide Margin or make a required payment on time, or Margin held falls below the required level.

Misrepresentation. Any representation, warranty, or undertaking made by the Client becomes untrue, incorrect, or misleading; or any fee, charge, or payment due is not paid.

Failure of communication. The Client becomes uncontactable or fails to respond to Company correspondence within a reasonable time; or the Company reasonably determines action is necessary to protect its rights.

Regulatory obligations. The Company is required by a regulatory or governmental authority to take action relating to the Client or the Account.

Account condition. The Client's Account Balance falls below the Minimum Margin Requirement.

Litigation. A dispute or litigation arises, and the Company reasonably determines it cannot continue to maintain the Client's Account while the dispute is pending.

Failure to provide information. The Client fails, within ten (10) days of a written request, to provide information or documents required under this Agreement.

Risk management. The Company has reason to believe the Client is unable to manage the risk of their Positions, or the Client breaches any limit, restriction, or condition the Company imposes.

Change in law. A change in law or regulatory interpretation makes it unlawful for the Company to continue performing any provision of this Agreement.

Chargeback. A chargeback occurs in relation to any deposit made to the Client's Account.

Body corporate. The Client is placed into voluntary or involuntary liquidation, or a liquidator, receiver, or administrator is appointed; or the Client fails to provide a valid guarantee or indemnity required under this Agreement.

Trust. The Client ceases to act as trustee, or the trust is terminated.

1.3(b) Suspicious Trading Activity

Suspicious Trading Activity means any belief or determination made by the Company, in its sole discretion, that the Client — acting alone or in coordination with others — has used the Trading Platform or Online Services in a manner that affects, interferes with, or undermines the integrity, fairness, or proper functioning of the trading environment, market structure, pricing systems, promotional mechanisms, or execution infrastructure. This includes, without limitation: creating artificial, false, or misleading trading activity, including holding long and short positions in the same or correlated instruments at similar times; entering Orders that mirror or exploit underlying-market movements through timing-based manipulation or correlated-asset exploitation; exploiting abnormal spreads, thin liquidity, delayed price feeds, or latency discrepancies, including scalping during periods of unusually low liquidity; exploiting price gaps, execution delays, or volatility arising from market closures or scheduled economic announcements, particularly using over-leveraged or high-risk positions; abusing system features including Negative Balance Protection, bonus-funded margin, or promotional incentives for purposes not intended by the Company; exploitative, dishonest, abusive, or manipulative trading behaviour, including repetitive patterns intended to circumvent trading rules or platform safeguards.

coordinated account activity, multi-account hedging, device/IP pattern manipulation, or bonus-abuse cycles that provide an unfair advantage over normal market participants; deposit, withdrawal, or trading activity indicating potential money laundering, including rapid fund movement, third-party payment sources, or unexplained funding patterns inconsistent with the Client's declared profile; bonus arbitrage or coordinated trading intended to extract promotional credits without genuine market exposure; use of prohibited trading tools or automated mechanisms — including latency bots, manipulated APIs, unauthorised Expert Advisors, mirror devices, or scripts — intended to obtain pricing, execution, or timing advantages unavailable to normal market participants; allowing unauthorised third parties to trade or access the Client's Account; or operating multiple accounts using the same IP address, device, or identification data with the intention of gaining unfair advantage or evading trading, bonus, or risk-management rules.

1.4 Client Representations and Warranties

a) Client Warranties. The Client warrants that: (1) if an individual, they have full legal capacity to enter this Agreement; (2) if a corporation, it is duly constituted and has authority to enter and perform this Agreement; (3) if acting as trustee, they are properly appointed and the trust instrument is valid, with the trustee liable in both personal and trustee capacities, subject to indemnity rights from trust assets; and (4) this Agreement constitutes a legally binding and enforceable obligation on the Client.

b) Client Representations. The Client represents and agrees that: (1) all Orders are placed for business and investment purposes, not personal, domestic, or household use; (2) entering and performing this Agreement does not violate applicable law; (3) all information provided is true, accurate, and complete, and will be promptly updated; (4) the Client will disclose circumstances affecting Account operation, margin obligations, or solvency; and (5) the Client will not engage in Suspicious Trading Activity. The Company may suspend the Account, cancel Orders, reverse profits, or recover losses if such activity is suspected, and the Client agrees to cooperate fully in any investigation, including providing KYC, AML, or proof-of-funds documentation.

c) Client Acknowledgements. The Client acknowledges that: (1) this Agreement may be amended by the Company in accordance with Clause 9.1; (2) the Company relies on the Client's representations in executing transactions; (3) the Client has conducted independent research and understands the Company's platform, products, and services, acting voluntarily and without solicitation; (4) the Company provides execution-only services — all trading decisions remain the Client's sole responsibility; (5) the Company is not liable for outcomes arising from the Client's use of third-party trading tools or authorised third parties; (6) use of Online Services carries inherent operational and technological risk, and the Company is not liable for losses arising from platform outages, system defects, unauthorised access, cyberattacks, data breaches, malware, device malfunction, unstable connections, or third-party service-provider failures not caused by the Company, and the Client assumes such risks; (7) where the Client comprises multiple persons, the first person named on the Application Form is the primary contact for Notices; (8) where a subsequent written agreement between the Client and the Company contains inconsistent terms, the subsequent agreement prevails as to the inconsistency, with all other terms remaining in force; and (9) in any dispute over interpretation of this Agreement, the Company's determination is final and binding on the Client, without prejudice to the Client's right to pursue the dispute-resolution process at Clause 15.

d) Additional Confirmations. The Client further confirms that: (1) they have regular access to the internet and necessary communication channels; (2) use of the Company's services does not violate any law applicable to them, and they are solely responsible for confirming the legality of trading from their jurisdiction; (3) they will independently satisfy their tax and reporting obligations; (4) the Company may reject applications from restricted jurisdictions; (5) electronic communications from the Company are deemed received once sent; (6) they will keep their contact details accurate and current; and (7) if this Agreement is translated into another language, the English version prevails in the event of any inconsistency.

2. THE ACCOUNT

2.1 Opening an Account

The Client must have an active Account with the Company before placing any Order. No Orders may be executed until the Account is opened and cleared funds are credited. The Client may hold multiple Accounts under their own name. To apply, the Client must complete and submit an application. The Company may approve, request additional information, or refuse the application at its sole discretion. Only cleared funds will be credited to the Account, including funds for Initial Margin and Variation Margin. All deposited funds must comply with applicable law. If the Company permits trading before the Account is fully funded or activated, this does not limit the Client's obligations under this Agreement.

2.2 Account Information

The Client warrants that information provided to the Company is accurate, complete, and current, and agrees to notify the Company promptly of any change. The Client is responsible for maintaining the confidentiality of all Security Details. The Company is not responsible for verifying the identity of any person using such details. The Client must notify the Company immediately if confidentiality is compromised.

2.3 Affiliates and Introducing Brokers

If the Client is referred by an Affiliate or Introducing Broker, the Client must not assume such parties have access to their Account or authority to place Orders unless formally appointed as an Authorised Person.

2.4 Authorised Users and Authorisation Limits

The Company may accept instructions from an Authorised User appointed by the Client, including Affiliates, Introducing Brokers, or Trading Agents. Unless the Client formally revokes an authorisation in writing, the Company may rely on instructions given within the authorised limits. A change in authorisation takes effect when the Company receives notice of it. Orders already executed are unaffected. Authorisations remain valid until the Company receives written notice of cancellation. The Client must notify the Company of any authorisation limit. The Company may withdraw authorisation at its discretion. Orders placed by an Authorised User within their limits bind the Client. Until notified otherwise, the Company may assume all existing Authorised Users remain authorised. The Client indemnifies the Company for losses arising from Orders placed by Authorised Users within their assigned authority.

2.5 Deposits

The Company provides online access for the Client to view Orders and payments made or required. Deposits may be made by online bank transfer, same-day bank transfer, or international wire transfer. The Company may restrict or modify available deposit and withdrawal methods at any time. The Client must ensure sufficient cleared funds before the Company executes any Order. The Company may impose service fees with prior notice. If the Client does not agree, they may terminate this Agreement; fees will not apply to Orders placed before the effective date of the notice. The Company is not responsible for fees charged by banks or third-party payment providers. All payments must be made in USD or another currency the Company approves. If the Company suspects deposited funds originate from an unauthorised source or third party, it may reject, return, or reverse the deposit, terminate transactions, or close the Account. If the Company is not satisfied with the legitimacy or origin of funds, the Client must provide verifying documentation. The Company retains full discretion to approve deposits after KYC, AML, and proof-of-funds checks, and may decline deposits failing internal compliance, return funds, or reverse related transactions without liability.

2.6 Withdrawals

The Client may request a withdrawal if sufficient Free Balance is available. The Company may withhold a withdrawal where required margins or obligations must be maintained, where withholding is necessary under this Agreement, or where required under applicable law or a compliance review, and will notify the Client accordingly. The Company may decline to act on withdrawal instructions where the destination account is inconsistent with the Client's registered information. The Company will process withdrawals in accordance with the Client's instructions but is not responsible for delays or losses caused by third-party banks or intermediaries, including errors or failures by recipient banks. International transfers are processed only if cleared funds are received before the applicable daily Cut-Off Time. All inflows and outflows are subject to the Company's Deposits & Withdrawals Policy.

2.7 Handling of Client Money

Client deposits held by the Company or its authorised agents are credited to segregated accounts, ordinarily used for settlement of Financial Products. Funds may be placed into a segregated account without immediate agreement on the terms of the Financial Product, if pricing is not finalised, if the Client pays in excess of the required price, or pending settlement or transaction confirmation. The Client acknowledges that segregation reduces, but does not fully eliminate, the risk of loss of Client funds. While segregated, funds may be commingled with the funds of other Clients in accordance with applicable law. The Company is entitled to retain interest generated on segregated accounts.

3. TRADING

3.1 Instructions and Creation of Orders

Indicative rates provided by telephone, email, online services, or in person are non-binding. Final rates are confirmed only when the Company accepts an Order. The Company is not responsible for transmission delays, errors, or failures when the Client places an Order through the Trading Platform. The Client or an Authorised User may submit trading instructions through the Trading Platform or another approved channel. The Company may accept or decline any Order or instruction at its sole discretion. An Order submitted through the Trading Platform is treated as an offer to trade at the quoted price and becomes binding only when accepted and confirmed by the Company. Upon acceptance, a binding Trade Contract is formed between the Company and the Client. The Company may reject any proposed Order without obligation to give reasons, but will notify the Client that the Order was not created. When submitting an Order, the Client may be required to provide contact details, account number, identification information, the type of instrument, direction (Long or Short), quantity, price, and any other information the Company reasonably requires. Such information forms part of the Instruction. An Order may be a Day Order, expiring at 22:00 GMT, or a Good-'til-Cancelled (GTC) Order, remaining valid until cancelled or accepted. Orders may be executed as Market Orders (at the best available price), Limit Orders, or Stop Orders tied to predefined levels, or a combination. Limit and Stop Orders must be placed relative to current market prices. Execution at the exact specified price is not guaranteed.

3.2 Cancellation or Alteration of an Order

If the Client requests a change to an existing Order, the Company may, at its discretion, provide revised Trade Contract Terms reflecting the proposed change and prevailing market conditions. The Client may accept the revised terms as a new Order, or remain bound by the original terms. If the Client requests cancellation of a placed Order, or this Agreement otherwise permits the Company to treat the Order or Agreement as terminated, the Company may cancel the Order, cancel both the Order and this Agreement, or require the Client to perform the Order. If the Client cancels or fails to perform an Order, the Client is liable for losses or damages the Company incurs in closing out the affected Order. The Company may forfeit part or all of any Deposit on cancellation, and may set off any resulting loss — including charges, fees, or close-out costs — against the Client's Deposit or other funds held.

3.3 Currency Conversions

Funds may be paid under this Agreement in AUD, USD, GBP, EUR, CAD, JPY, NZD, SGD, and HKD. Realised profits and losses are converted into the currency specified for each trade, then into the Account's Base Currency at the prevailing spot rate on closing the Position. Payments in a currency different from the Account's Base Currency are converted at the applicable spot rate determined by the Company's financial institutions. All payments under this Agreement are converted into the Account's Base Currency unless otherwise agreed. The Company does not charge fees for currency conversion.

3.4 Trading Confirmations and Statements

A confirmation of each executed trade is made available through the Trading Platform. The Client consents to receive Trade Confirmations electronically. The Company provides Daily and Monthly Statements through the Trading Platform or other Online Services, and by email where the Client has an open Position or has transacted during the relevant period. The Client is responsible for reviewing all Confirmations and Statements. The Company treats Confirmations and Statements as accurate unless the Client notifies an error within forty-eight (48) hours after they become available.

3.5 Telephone and Email Transactions

An Authorised User may request that the Company accept Instructions by telephone. The Company retains full discretion to accept or refuse such Instructions. The Company may verify a caller's authority by confirming previously notified identifying details, and may then assume the caller has full authority to act for the Client. The Client ensures that each Authorised User agrees the Company may record all telephone Instructions and related conversations, including online chats. Such recordings are the Company's property and may be used to confirm transaction terms, resolve disputes, or for training and monitoring. An Authorised User may also request that the Company accept Instructions by email. Once accepted, the Client is bound by them.

3.6 Online Services

Through Online Services, the Client or an Authorised User may place Orders, enquire about pricing, receive market data, monitor obligations, access records, and use additional features the Company makes available. The Client must provide a list of Authorised Users and notify the Company promptly of any change. Online Services may be provided directly by the Company or by a third-party provider acting on its behalf. The Client is responsible for following the operational requirements of Online Services. The Company may suspend, withdraw, or deny access to Online Services for reasons including security, service quality, unpaid amounts, or breach of this Agreement. The Client may terminate Online Service access by written notice. The Company may delay, decline, or reverse an Order where it reasonably suspects illegality, financial crime, Suspicious Trading Activity, or breach of this Agreement, without liability for such delay or refusal. The Company is not responsible for confirming receipt of Instructions or verifying the identity of anyone issuing Instructions through Online Services. The Client must keep Security Details confidential, ensure Authorised Users do likewise, and ensure no unauthorised person accesses the Account. The Client must immediately notify the Company if Security Details are lost or stolen, known to another person, or subject to attempted unauthorised use. The Client must not allow unauthorised use or disclosure of Security Details, introduce harmful software, attempt unauthorised access to Company systems, or conduct denial-of-service or similar attacks.

3.6 Online Services (continued)

The Client acknowledges that: access is granted only through valid Security Details; the Client is responsible for unauthorised use of those details; the Company may rely on Instructions made with them and is not liable for resulting losses; Orders may be filled before an amendment or cancellation is processed, with the Client remaining liable for the original Order unless a change is confirmed; the Company is not liable for delays or errors in Online Services processing; Online Services are provided “as is” without warranty except as required by law; system performance depends on factors including internet quality and device compatibility; trading through Online Services carries operational and technological risk; the Client is liable for all Orders placed through Online Services, including those involving misuse or fraud; the Company may modify technical requirements at any time; and the Client is responsible for maintaining an alternative method of placing Orders if Online Services become unavailable.

3.6 Online Services (continued)

The Client is responsible for the compatibility of their own devices and software with Online Services. The Company is not liable for damage to the Client's systems unless caused directly by the Company's negligence or wilful misconduct. The Client must protect their devices from viruses and malware. The Company cannot guarantee Online Services will be free of harmful code and is not liable for losses arising from such infection. Breach of this Clause 3.6 may constitute a criminal offence. The Company may report such breaches to the relevant authorities and disclose the Client's identity, and may immediately terminate Online Service access without notice, without liability for losses caused by cyberattacks or harmful material affecting the Client's devices.

3.7 Hedged Positions

The Company may allow the Client to enter Hedged Positions on certain Financial Products, created by holding opposing Long and Short positions on the same Financial Product, whether fully or partially hedged. The Company may reduce the Deposit requirement to zero for fully hedged Positions, and may reduce it for partially hedged Positions. Any reduction is discretionary and may be withdrawn at any time. If a reduced Deposit requirement applied and the Client closes any part of the opposing Position, the full Deposit requirement for the remaining Open Position applies immediately. If the Client lacks sufficient funds, the Position may be closed under Clause 3.2(c). The Company may close all or part of any Hedged Position at any time without notice if it believes the Position is being misused or constitutes Suspicious Trading Activity, and may reverse any resulting profits and terminate related Accounts.

3.8 Delays and Quoting Errors

The Company will endeavour to process Instructions promptly, but is not liable for delays, failures, or errors arising during execution, whether caused by the Company or otherwise. In the event of a quoting or off-quote error, the Company is not liable for resulting losses, may restrict or suspend the Client's trading activity, and may adjust or correct the error. If the Company reasonably believes a trade executed at an abnormal or unfair price due to technical malfunction, latency, stale pricing, or miscalculation, it may cancel, reverse, or amend the trade's terms. The Client must notify the Company of any problem or system issue encountered and must not exploit such errors for profit. Where a functioning or open market is not available at the time of execution, the Company will determine a fair underlying price using related market movements and available data. If the Company cannot fulfil its obligations due to Force Majeure, it will notify the Client as soon as reasonably possible. The Company may issue a Notice where market conditions in a relevant currency or financial market become significantly disrupted, including where deposits become unavailable or impractical due to political, economic, or regulatory events. On issuance of such a Notice, the Company's obligations are suspended while the parties negotiate alternative arrangements; if no agreement is reached before the Value Date, both parties are released from the affected obligations.

3.9 Trading Hours

Trading hours for Margin FX Contracts and CFDs vary with the operating hours of the Underlying Asset and are published on the Company's website. The Company is not obliged to provide quotes or accept Orders on public holidays where the Underlying market is closed, or where doing so would prevent fair and accurate pricing, and will notify Clients of such holidays through Online Services.

4. MARGIN

4.1 Initial Margin

Before opening any Position, the Client must deposit the Initial Margin into their Account, as calculated by the Company.

4.2 Margin Obligations

The Client must pay all required Margin amounts. Funds held in a separate account managed by an Authorised User are not Client funds for Margin purposes. A Margin Deposit is credited only when cleared funds reach the Client Account. Margin obligations for anticipated or Open Positions are not met until cleared funds are received. The Company is not liable for losses arising from Positions where required Margin has not been deposited in cleared funds. The Client must maintain sufficient Margin at all times, regardless of whether the Company issues a Margin notice. Required Margin may change continuously, including on weekends or non-trading days. The Client must monitor Margin levels through the Trading Platform and provide additional Margin as required. Margin levels depend on the Client's Open Positions, the volatility of the Underlying instrument and market, applicable exchange-rate risk, and the time needed to remit cleared funds. The Client must ensure their Account remains sufficiently funded while any Open Position exists. Failure to do so may result in the Position being closed without notice. The Company may grant additional time to meet a Margin Requirement only where confirmed in writing. Where the Company requests a Margin deposit, the Client must act immediately. Failure to do so constitutes a Default Event, and the Company may close or cancel Orders or Positions at its discretion without liability.

4.3 Margin Call and Stop-Out

The Company operates an automated Margin monitoring process: if the Margin Level falls to 80%, a Margin Call alert is triggered; and if the Margin Level falls to 50%, the worst-performing Margin FX or CFD Position(s) may be automatically closed (Stop-Out), starting with the least profitable Position(s) and having regard to prevailing market conditions. These thresholds also govern the operation of Negative Balance Protection under Clause 11.

4.4 News-Time and Scheduled-Announcement Margin

Prior to and/or during major scheduled economic announcements or news events — including, without limitation, Non-Farm Payrolls, central-bank interest-rate decisions, and Consumer Price Index releases — the Company may, at its discretion and without prior notice, temporarily increase Margin Requirements and/or reduce the maximum leverage available on affected instruments. Such temporary changes may affect the Margin required to maintain the Client's Open Positions and the Client's ability to open new Positions during the relevant window. The Company will restore standard Margin Requirements once the period of heightened volatility has passed, at its discretion.

4.5 Changing the Margin Percentage

The Company may vary the Margin Percentage for any Position at any time by providing Notice, save where Clause 4.4 applies, in which case no advance Notice is required given the time-sensitive nature of scheduled announcements. Any increase in Margin becomes payable immediately on demand.

4.6 Mark-to-Market Payments

The Company calculates Order Value at each Valuation Time. If the Order Value at Valuation Time differs from the Previous Order Value: where higher, the Short Party pays the Long Party the excess (seller pays buyer); where lower, the Long Party pays the Short Party the excess (buyer pays seller). On the Close-Out Date: where the Close-Out Value is higher, the Long Party pays the Short Party the excess; where lower, the Short Party pays the Long Party the excess. Mark-to-Market payments are credited to the Client Account when owed by the Company, and debited from the Client Account when owed to the Company, on the same day.

4.7 Forced Liquidation

The Client must maintain sufficient Margin at all times. The Company may close all Open Positions where Deposits become insufficient to cover negative mark-to-market values, or where the Company determines that Open Positions represent a substantial unrealised loss materially jeopardising the Client's Account Value. The Company retains full discretion to determine Mark-to-Market values. If the Client fails to pay an amount when due, or a Default Event occurs, the Company may close any or all Open Positions without prior notice.

5. CHARGES AND CREDITS TO THE ACCOUNT

5.1 Interest Charges on Open Margin FX Positions

A Swap Charge or Swap Credit applies to a Margin FX Position held overnight, calculated at the Company's discretion: if Long and the Bought Swap Rate exceeds the Sell Swap Rate, the Client pays the difference; if Long and the Bought Swap Rate is below the Sell Swap Rate, the Company pays the difference; if Short and the Sell Swap Rate exceeds the Bought Swap Rate, the Company pays the difference; if Short and the Sell Swap Rate is below the Bought Swap Rate, the Client pays the difference.

The Company may designate certain Margin FX Contracts as Swap-Free. Swap-Free Positions incur no Swap Charge or Credit for the first seven days, provided no Suspicious Trading Activity occurs. After seven days, normal Swap Charges or Credits may apply, and may be applied retroactively if abuse is suspected.

For Positions held over Wednesday close, Swap adjustments reflect interest changes for the currency pair until the following Monday.

The Client agrees to pay a transaction fee of up to 10% of the Swap Charge or Credit value on overnight FX Positions.

Swap Charges/Credits and transaction fees are calculated and applied at the start of each Trading Day.

No Swap Charge or Credit applies where an FX Position is opened and closed on the same Trading Day.

5.2 Interest Charges on Open Spot CFD Positions

Spot CFDs held overnight incur Swap Charges or Credits based on contract value and applicable reference interest rates, adjusted for dividends where applicable.

The Company may classify certain Spot CFDs as Swap-Free on the same terms as Clause 5.1(b).

For Spot CFDs (excluding cryptocurrencies) held over Friday close, Swap adjustments account for weekend holding costs.

Swap Charges/Credits for Spot CFDs are applied at the start of the next Trading Day.

No Swap applies where a Spot CFD is opened and closed on the same Trading Day.

5.3 Rollover Charges and Credits — Open Futures CFD Positions

Futures CFDs held overnight do not incur Swap Charges or Credits.

Futures CFDs held at the Close-Out Date are automatically rolled over into a new contract unless the Company notifies the Client otherwise.

On rollover, the Company adjusts the Client's Account for contract-price differences and charges an administration fee of 2.5 basis points.

Cash adjustments apply on the first Trading Day of the new contract.

5.4 Commissions, Fees, and Expenses

The Client agrees to pay all fees and expenses incurred by the Company under this Agreement, and all applicable taxes and costs related to the Client's activities.

The Company may deduct outstanding amounts owed by the Client without prior notice, including fees for returned payments, processing, debt collection, communication, Online Service usage, or third-party transaction fees.

The Company may waive or reduce fees at its discretion, for any Client or class of Clients, for any duration.

5.5 Swap-Free Account

A Swap-Free Account incurs an administrative fee instead of daily Swap Charges. The Company may revise this fee periodically.

Conversion of a regular account to a Swap-Free Account requires a written request, and occurs only after the account is reconciled and approved.

The Company may, at its discretion, convert any Client account to a Swap-Free Account, and may close or prevent new Positions during the conversion without liability.

Swap-Free Accounts must be used in good faith. The Client may not exploit the swap exemption for profit, and may not claim lost Swap Credits from the conversion period.

Where the Company believes a Swap-Free Account is being abused — including through fraud, manipulation, or arbitrage — it may immediately revoke the affected accounts, reverse accrued swaps or related amounts, terminate this Agreement, and cancel affected trades, reversing any resulting profits or losses.

6. GUARANTEE

6.1 Guarantee Requirement

The Client's obligations under this Agreement must be guaranteed by each director where the Client (including a trustee) is a company, and in any other circumstance the Company, at its sole discretion, determines a guarantee is required.

6.2 Reliance on Guarantee

The Guarantor acknowledges that the Company relies on the Guarantor assuming obligations and granting rights under this guarantee and indemnity.

6.3 Scope of Guarantee

The Guarantor unconditionally and irrevocably guarantees the Client's full compliance with all obligations under this Agreement, including payment obligations.

6.4 Failure to Comply

If the Client fails to meet an obligation on time, the Guarantor agrees to satisfy that obligation immediately on the Company's demand, whether or not demand is first made on the Client.

6.5 Indemnity

The Guarantor indemnifies the Company against liabilities, losses, and costs arising if the Client fails or is unable to meet an obligation; any Client obligation is or becomes unenforceable; any Guarantor obligation under this Clause is or becomes unenforceable; or any Client representation or warranty is incorrect or misleading.

6.6 Payment on Demand

The Guarantor must pay all amounts demanded by the Company under this Clause.

6.7 Enforcement Costs

The Company is not responsible for costs incurred in enforcing this indemnity. All such costs are payable by the Client and the Guarantor.

6.8 Continuing Obligation

This guarantee and indemnity is continuing and applies regardless of payment, settlement, or other events. The Guarantor waives any requirement for the Company to first pursue the Client or any other person before enforcing its rights against the Guarantor.

6.9 Guarantor Acknowledgements

Before entering this guarantee, the Guarantor acknowledges having received and reviewed this Agreement and supporting documents, and being responsible for assessing the Client's financial position and obligations.

6.10 Payment Terms

Payments under this guarantee must be made in full, without set-off, counterclaim, withholding, or deduction unless prohibited by law, in the required currency or otherwise in USD, in immediately available funds.

6.11 Gross-Up

If a payment is subject to withholding or deduction, the Guarantor must pay additional amounts to ensure the Company receives the full amount it would have received absent the deduction.

6.12 Guarantee Not Affected by External Events

The Company's rights under this guarantee remain fully effective and are not affected by amendments or replacements of this Agreement; concessions or time extensions given to the Client; release of any guarantor or indemnifier; a person becoming a Guarantor after the date of this guarantee; obligations becoming unenforceable; ineffective performance by another guarantor; discharge of a co-surety by law; dealings with this Agreement or the guarantee; death, disability, liquidation, administration, or insolvency of any party; changes in membership, name, or business; or delay or inaction by the Company or others.

6.13 Restrictions on Guarantor Actions

While obligations remain outstanding, the Guarantor may not, without the Company's consent, reduce liability by claiming set-off or counterclaim; rely on other securities or guarantees granted under this Agreement; claim compensation or indemnity from the Client or another guarantor; or claim amounts in any liquidation, administration, or insolvency relating to the Client or another guarantor.

7. CORPORATE ACTIONS

7.1 Adjustments

Where a Corporate Action occurs, the Company may determine and apply any adjustment necessary to preserve the economic equivalence of affected Orders, effective on a date the Company determines.

7.2 Dividend Adjustments

Where the Client is Long on a Share CFD that goes ex-dividend, the Company may credit a cash adjustment reflecting the gross dividend value on the relevant quantity. Where the Client is Short, the Company may debit the corresponding cash dividend.

7.3 Merger Events — Position Management

Where an Underlying Asset becomes subject to a Merger Event, the Company may close any or all impacted Open Positions at any time during the event, unless a notice deadline for the Client to close their own Position has been provided.

7.4 Merger Events — Price/Size Adjustments

The Company may adjust the opening price or contract size of an affected Position to reflect the Merger Event, or close and reopen a Position with updated terms, effective on a date the Company reasonably determines.

7.5 Commercial Non-Feasibility

If no commercially reasonable adjustment can be made, the Company may close the Open Position at the Close-Out Value.

7.6 U.S. Tax Withholding

For Long Share CFDs over U.S. equities going ex-dividend, the Company must withhold 30% of the cash adjustment under U.S. tax regulations and remit the funds to the relevant authorities.

8. TRADING SUSPENSION AND DISRUPTION

8.1 Exchange Suspension

Where trading in an Underlying Asset is halted or suspended, the Company will use the last available traded price as the reference price.

8.2 Disruption Events

The Company may suspend, reverse, or decline trades where price determination becomes inaccurate, impossible, or unreliable due to extreme market conditions, volatility, or illiquidity; inability to calculate a contract price; communication or system failures; inability to promptly or accurately establish contract value; or errors or malfunctions in trading software.

8.3 Prolonged Suspension

Where a suspension or halt lasts five (5) Business Days, the Company may close part or all of the Client's affected Positions in good faith and determine the Close-Out Date and Value.

8.4 Right to Adjust Prices

During any disruption, the Company reserves the right to adjust the price of any affected Underlying Asset.

9. AMENDMENT, ASSIGNMENT AND TERMINATION

9.1 Amendment

The Company may amend this Agreement or any transaction terms by giving the Client at least five (5) Business Days' written notice. Amendments take effect at the expiry of that notice period.

Notwithstanding Clause 9.1(a), where an amendment is required to comply with applicable law, a regulatory directive, or an order of a competent authority, the Company may implement the amendment with immediate effect and will notify the Client as soon as reasonably practicable thereafter.

Notice under this Clause may be given by any method described in Clause 16 (Notices and Communications), including posting the amended Agreement on the Website and notifying the Client by email or through the Trading Platform.

Neither party may use the other's name or intellectual property without written consent, or represent affiliation with or authority on behalf of the other party unless expressly permitted.

9.2 Assignment

The Client may not assign, transfer, or sell any right or obligation under this Agreement without the Company's written consent. The Company may transfer its rights or obligations to another entity without the Client's consent, including as part of a business sale or restructuring.

9.3 Termination

Either party may terminate this Agreement immediately by written Notice. Termination does not affect previously executed Orders or obligations arising from them.

The Company may terminate this Agreement immediately where: the Client provided false or misleading information; the Client is involved or assists in money laundering or terrorist financing; the Client is under investigation by a regulator or law enforcement; abnormal or Suspicious Trading Activity exists; market pricing cannot be obtained for reasons beyond the Company's control; the Client possesses or uses inside information; a Default Event occurs; or an Insolvency Event occurs.

Within two (2) days of termination, the Client must return or destroy all materials received from the Company as instructed. Payment, delivery, and destruction obligations survive termination.

10. SET-OFF AGAINST MONIES OWED

10.1 Rights of Set-Off

In addition to all other rights, the Client authorises the Company to appropriate, transfer, credit, apply, or pay any monies received or held on the Client's behalf toward settlement of any outstanding amount owed by the Client, and to set off against any amount due to the Client any funds received from or on behalf of the Client, including Deposits or Margin Calls, at the Company's discretion.

10.2 Payments Without Deduction

Payments made by the Client under this Agreement must be made in full, without set-off, counterclaim, withholding, or deduction unless required by applicable law.

10.3 Tax Withholding

If the Company is required to deduct or withhold tax from a payment, the Client agrees to indemnify the Company and pay any additional amount necessary to ensure the Company receives the net amount it would have received absent the deduction.

10.4 No Repayment Until Obligations Satisfied

Deposits or Margin Calls do not fall due for repayment until all obligations between the Client and the Company are fully satisfied. Until then, these funds do not constitute a debt owed to the Client.

10.5 Close-Out on Termination

On termination, once all claims are discharged, the Company will determine the Close-Out Values for each affected Order. The final payable amount is the net difference between the parties' payment obligations.

11. NEGATIVE BALANCE PROTECTION

11.1 The Protection

Subject to the exceptions in Clause 11.4, the Company provides Retail Clients with Negative Balance Protection ("NBP"): under normal market conditions, a Retail Client will not be required to pay the Company more than the funds available in their Account, and any negative Account Balance arising solely from ordinary trading activity — not from an excepted event listed at Clause 11.4 — will be reset to zero by the Company at no cost to the Client.

11.2 How Margin Monitoring and NBP Interact

NBP operates alongside, and is supported by, the automated Margin Call and Stop-Out mechanism at Clause 4.3: where the Margin Level falls to 80%, a Margin Call alert is triggered; where the Margin Level falls to 50%, the Company may begin closing the Client's Open Positions, starting with the least profitable, having regard to market conditions. Because Stop-Out is designed to close Positions before the Account reaches zero, a negative balance under normal market conditions is expected to be rare. Where Stop-Out cannot prevent a negative balance — most commonly because of a Market Gap (a sudden, discontinuous price movement, such as at a weekend open or a major scheduled announcement, in which no executable price was available between the last traded price and the next) — Clause 11.3 applies.

11.3 Market Gap Negative Balances

Where a negative Account Balance arises from a Market Gap, the Client must notify the Company's support team. The Company will review the circumstances and, where it determines the negative balance arose from normal trading activity during a Market Gap and none of the exceptions at Clause 11.4 applies, will credit the Client's Account to bring the balance to zero. This protection is available to Retail Clients only.

11.4 Exceptions to Negative Balance Protection

NBP does not apply, and the Client remains liable for any resulting negative balance, where the negative balance results from: the Client's abuse or attempted abuse of NBP, including opening Positions with the specific intent of generating a negative balance to exploit this protection; Suspicious Trading Activity as defined at Clause 1.3(b), or any other breach of this Agreement or of the Company's trading rules; the Client's failure to maintain sufficient Margin as required under Clause 4, where the Company was unable to close the Position through the Stop-Out mechanism due to circumstances within the Client's control; Force Majeure events, including war, terrorism, natural disaster, or government action; abnormal volatility, extreme market disruption, or a Disruption Event under Clause 8; or any Client account not classified as a Retail Client, including a Wholesale Client, Professional Client, or Eligible Counterparty account, for which NBP is not provided under this Agreement.

11.5 Client Obligation

The Client must maintain sufficient Margin at all times. NBP is a protection of last resort against an unavoidable negative balance — it is not a substitute for prudent Margin management, and does not entitle the Client to trade beyond their financial means.

11.6 Set-Off Across Accounts

Before applying NBP to any single Account, the Company may combine and set off balances across all of the Client's Accounts (excluding any Account managed by an Authorised User under a separate mandate) to reduce or eliminate the negative balance.

12. LIABILITY AND INDEMNITY

12.1 Client Indemnity

The Client indemnifies and holds the Company harmless against all liabilities, claims, losses, costs, and expenses — including legal fees — arising from the Client's negligence, misconduct, or breach of this Agreement; violation of applicable law; or any Default Event.

12.2 Enforcement Costs

The Client agrees to pay all costs and expenses the Company incurs in enforcing any provision of this Agreement.

12.3 Payment Errors

The Company is not responsible for delays, errors, or charges resulting from a payment failing to reach the Client's nominated account. The Client indemnifies the Company for losses resulting from such errors.

12.4 No Liability for Client Losses

The Company is not liable for direct, indirect, or consequential losses — including loss of profit — incurred by the Client arising from the acts or omissions of third parties or Authorised Users.

12.5 Technical Risks

The Company is not responsible for losses resulting from system failures, including hardware or software faults, internet issues, data delays, cyberattacks, viruses, unauthorised access, or other events beyond its reasonable control.

12.6 Statutory Rights

Nothing in this Agreement excludes any statutory right the Client may have under applicable law.

12.7 Company Rights on a Default Event

In mitigating or calculating losses resulting from a Default Event, the Company may close, crystallise, unwind, or reverse any Open Position; determine the contract's valuation date; determine the methodology for valuing Open Orders; and take any action reasonably necessary to protect its interests.

12.8 Continuing Obligations

The Client's obligations under this Clause survive termination of this Agreement.

13. INFORMATION AND CONFIDENTIALITY

13.1 Identity and Credit Checks

The Client acknowledges and agrees that the Company may conduct electronic database checks and credit reference searches to verify the Client's identity and financial standing, and may retain the contents and results of such searches in accordance with applicable law.

13.2 AML/CTF Data Collection

The Company may collect any information necessary to comply with Anti-Money Laundering (AML) and Counter-Terrorism Financing (CTF) laws, and may disclose transaction-related information to relevant authorities without notice to the Client, including screening against restricted or sanctioned persons lists.

13.3 Data Processing Consent

The Client consents to the Company collecting, using, storing, processing, and analysing data provided by the Client or generated through the Client's use of the Company's services, including personal, financial, transactional, behavioural, and technical data, for purposes including compliance, operations, risk management, system development, analytics, and service improvement. Data may be anonymised or aggregated and shared with service providers or affiliates in accordance with applicable data protection law.

13.4 Confidentiality

All personal information collected by the Company is treated as confidential and protected under applicable data protection law.

13.5 Transmission Risk

The Company takes reasonable precautions to maintain the confidentiality of information received from the Client. The Client acknowledges that data transmitted over the internet may be exposed to risks including unauthorised access, misuse, corruption, or system failure, and releases the Company from liability for losses arising from such events to the fullest extent permitted by law.

13.6 Third-Party Handling

Where a Third Party receives Client information in the ordinary course of service provision, the Client releases the Company from claims arising from the monitoring, interception, or transmission of that information as intended for the Company.

13.7 Permitted Disclosures

The Client agrees that the Company may disclose Client information to its employees, agents, Introducing Brokers, affiliates, regulatory bodies, law enforcement, internet service providers, or a Third-Party provider, where necessary to deliver its services or comply with a legal obligation.

13.8 Cross-Border Disclosure

Because of the risks inherent in cross-border transactions, the Company may be required by foreign authorities to provide Client information for AML/CTF compliance purposes.

13.9 Regulatory Disclosure

The Client acknowledges that the Company may disclose Client information to law enforcement or regulatory authorities as required, and agrees to comply with all applicable AML/CTF laws, including providing satisfactory evidence of identity for any principal the Client represents.

14. ELECTRONIC VERIFICATION TERMS AND CONDITIONS

14.1 Verification Requirement

The Company is required under applicable AML/CTF law to verify a Client's identity before providing services, and may use electronic verification for this purpose.

14.2 Information Requested

To conduct electronic verification, the Company may request the Client's personal details and identification documents.

14.3 Acknowledgement

By agreeing to these terms, the Client acknowledges that the Company may use and disclose personal information for the purpose of electronic verification, and that providing false or misleading identity information constitutes an offence under AML/CTF law.

15. DISPUTE RESOLUTION

15.1 Complaints Procedure

Complaints must be submitted to the Company in accordance with its Complaint Handling Procedure. A dissatisfied Client may contact their account manager or the designated complaint channel.

15.2 Escalation to the Financial Commission

An unresolved complaint may be referred to the Financial Commission within thirty (30) days of the Company's decision. The Financial Commission is an independent, self-regulatory dispute-resolution body for Forex and CFD services, of which the Company is a member.

15.3 Preservation of Legal Rights

The dispute-resolution process under this Clause does not prevent the Company from initiating legal proceedings in any relevant jurisdiction to enforce a determination.

16. NOTICES AND COMMUNICATIONS

16.1 Recipients

The Company may, within the scope of the Client's authorisation, send communications under this Agreement to the Client or their Authorised Person.

16.2 Method and Effect

Unless otherwise specified: notices and communications must be sent by email or another method the Company specifies; notices must be signed or issued by the sender or an Authorised Officer; and a notice is deemed received on sending, unless an automated failure notification is received.

16.3 Timing

Communications take effect when received, unless a later effective time is specified within the communication itself.

117. GOVERNING LAW

This Agreement is governed by and construed in accordance with the laws of the Union of the Comoros. Both parties irrevocably submit to the non-exclusive jurisdiction of the courts of the Comoros.

18. SEVERANCE

18.1 Partial Invalidity

Any provision of this Agreement that is void, illegal, or unenforceable is ineffective only to the extent of that invalidity, illegality, or unenforceability. All remaining provisions continue in full force.

18.2 Adverse Legislation

Any legislation, current or future, that attempts to alter the Client's obligations under this Agreement in a way that adversely affects the rights, powers, or remedies of the Company — including by delay or postponement — is excluded to the fullest extent permitted by law.

19. FURTHER ACTS

19.1 Counterparts

This Agreement may be executed in multiple counterparts, each of which together constitutes one and the same document.

19.2 Cooperation

The Client agrees to perform any action reasonably requested by the Company, including providing consents, executing documents, or producing required information, for the purpose of binding the Client and any other intended person under this Agreement, and demonstrating the Client's compliance with it.

20. ACCEPTANCE

By submitting the Application Form, or by placing an Order or otherwise commencing use of the Company's trading services, the Client confirms that they have read, understood, and agree to be bound by this Agreement in its entirety, including the Risk Warning set out at the front of this document.

This Agreement takes effect on the date the Client's Account is approved by the Company and remains in force until terminated in accordance with Clause 9.3.