



TRADING POLICY

นโยบายการซื้อขาย

QRS Global - Trading Policy

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A. General Provisions

1. Purpose of the Policy

This policy is established to ensure that all clients of QRS Global trade in a fair, transparent, and secure environment, aligned with international best practices.

2. Scope of Application

The Trading Policy applies to all clients, account types, and instruments offered by QRS Global, including forex, indices, metals, oil, cryptocurrencies, and U.S. stocks.

3. Definitions

- CFD (Contract for Difference): A financial derivative allowing traders to speculate on price movements.
- Leverage: Borrowed capital provided by the broker to amplify position size.
- Margin Call: A notification that the equity in a trading account has fallen below the required maintenance margin.

B. Trading Conditions and Operations

1. Trading Platform and Technology

- QRS Global offers trading through MetaTrader 5 (MT5) with dedicated servers in low-latency zones.
- Mobile and desktop applications are supported.
- Expert Advisors (EAs) and APIs are permitted under fair usage.

2. Account Types and Leverage

- Standard: Up to 1:1000 leverage, no commission, free swap, eligible for 20% bonus.
- Freedom: Low spread, scalping allowed, no commission, free swap.
- Cent: Suitable for beginners, micro lot trading, no commission, free swap.
- Pro: Raw spread, has swap, EA not allowed, no commission.
- Mark Up: Wider spread compared to Standard, no commission, free swap, suitable for partners who earn spread markup.
- Leverage is dynamic and may be adjusted based on equity level, news events, or instrument type.

3. Order Execution and Pricing

- Execution model: STP/ECN for most accounts
- No dealing desk (NDD) model, reducing conflicts of interest
- Variable spreads based on market liquidity
- Slippage may occur, especially during market gaps or high volatility
- No requotes on market execution accounts

4. Trading Hours and Market Sessions

- Forex: 24/5 (Mon-Fri)
- Crypto: 24/7
- Indices & Commodities: According to exchange session times
- Market holiday schedule will be published in advance
- Orders may not execute outside of active trading hours

5. Fees and Swaps

- Swap: Applied at rollover unless swap-free is enabled
- Zero fees on deposits; withdrawal fees vary by method
- Inactivity fee may be applied after 90 days of no trading activity

6. Minimum Holding Time for Rebate Eligibility

Trades closed in less than 20 seconds from execution time remain valid trades; however, such trades will not be eligible for rebates, commissions, or volume-based incentives.

This rule applies solely to promotional or rebate calculations and does not affect trade validity or execution.

C. Trading Conduct and Risk Management

1. Prohibited Practices

QRS Global strictly prohibits any trading behavior that disrupts market integrity, manipulates system performance, or seeks unfair advantage. The following activities are expressly forbidden:

1.1 Abnormal or Manipulative Trading

- Latency arbitrage or exploiting delays in price feeds or server response times
- News scalping intended to exploit server congestion or abnormal volatility
- Spread or quote manipulation in any form
- High-frequency abusive strategies designed to overload or destabilize the platform
- Coordinated trading or group activities intended to exploit promotions, bonuses, or system mechanics
- Deliberately triggering platform overloads, freeze conditions, or abnormal market behavior

1.2 Hedging Abuse & Multi-Account Manipulation

- Hedging across multiple brokers for risk-free gains
- Internal Hedging Within the Same Trading Account
- Internal hedging between multiple QRS accounts
- Multi-client collusion, proxy usage, or coordinated account behavior
- Use of multiple accounts to manipulate bonus conditions or trading volumes

1.3 Bonus Abuse

- Circular trading (rapid open/close for artificial lot generation)
- Wash trading for the purpose of withdrawing bonus credits
- Artificial trading volume designed solely to exploit promotional structures

1.4 Platform or System Abuse

- Exploiting price feed errors, server malfunctions, or abnormal ticks
- Using bots, scripts, or EAs that disrupt platform stability or mimic harmful automated behavior
- EA trading during scheduled high-impact news events (unless explicitly allowed)
- Attempting to modify, intercept, or reverse-engineer platform execution mechanisms

Violations may result in:

- Cancellation of profits deemed to be generated through abuse
- Removal of bonuses and promotional credits
- Reversal of affected trades
- Temporary suspension or permanent account closure
- Restriction of access to future promotions or trading privileges

1.5 Shared IP Address, Device Fingerprinting, and CID Monitoring

Shared IP Address, Device Monitoring, and CID Tracking

To strengthen fraud prevention, QRS Global also monitors Client Identification Data (CID), including Device ID, MT5 Terminal ID, and other device-level identifiers used to access the trading platform.

The following actions are considered high-risk and may result in account restrictions or investigation:

- Multiple accounts accessing the platform using the same CID or device fingerprint
- Different client profiles using the same MT5 Terminal ID or device instance
- Patterns indicating shared identity, shared hardware, or intentionally masked access
- Coordinated trading between accounts linked by CID, IP, or system metadata

QRS Global reserves the right to:

- Block access from specific devices or CIDs
- Investigate and freeze all related accounts
- Reverse trades or void promotional benefits
- Terminate accounts when identity linkage abuse is confirmed

Clients consent to the monitoring of CID and device metadata as part of QRS Global's security and anti-fraud framework.

2. Client Responsibilities

Clients using QRS Global services must comply with the following responsibilities to ensure a secure and fair trading environment:

- Maintain full understanding of the financial products and associated risks
- Ensure account security at all times, including password protection, device security, and safe login practices
- Monitor equity, margin levels, and open positions regularly
- Use the trading platform responsibly and comply with all operational rules
- Take immediate action and notify QRS Support when encountering abnormal trading or system behavior

Failure to uphold these responsibilities may influence the outcome of dispute resolution or claim eligibility.

3. Risk Warning and Margin Requirements

- CFDs are leveraged financial products and carry a high level of risk, making them unsuitable for all investors. Clients acknowledge that trading leveraged instruments may result in rapid gains or losses due to market volatility.
- QRS Global provides Negative Balance Protection, except in cases involving abusive, manipulative, or intentionally exploitative trading behavior. In circumstances where a client's actions violate trading rules or intentionally exploit system vulnerabilities, QRS reserves the right to disable or revoke such protection.

- Margin requirements may change without prior notice during periods of extreme volatility, high-impact news events, holidays, or under conditions where market liquidity is impaired. Clients are responsible for maintaining sufficient margin levels at all times. Failure to do so may result in automatic stop-out, and QRS Global is not liable for any resulting losses.
- Clients further acknowledge that market conditions beyond QRS's control—such as slippage, liquidity gaps, rapid price movements, server delays, or abnormal volatility—may materially affect order execution. QRS Global shall not be liable for losses arising from such conditions unless directly caused by a verified system malfunction.
- Additionally, no compensation shall be provided in situations where the client benefits from abnormal price ticks, system delays, or other exploited conditions.
- Clients accept full responsibility for ensuring proper account security, device safety, and connectivity while using the platform. Losses arising from client-side negligence—including poor internet connection, device malfunction, insecure password management, or unauthorized third-party access—are not eligible for compensation or reimbursement.

4. Breach of Policy and Penalties

In the event that QRS Global suspects abusive, abnormal, or prohibited trading behavior, the Company retains full authority to investigate and take corrective action. Suspicious activity may include, but is not limited to, latency exploitation, quote manipulation, bonus abuse, multi-account collusion, system exploitation, or any trading pattern inconsistent with fair market practice.

4.1 Investigation Rights

QRS Global may review the client's account activity in detail, including:

- Trading logs and execution records
- Order history and trade patterns
- IP address, device data, and login behavior
- Source of funds or identity documentation

QRS may temporarily freeze the account during investigation.

Failure to cooperate may result in claim rejection or account termination.

4.2 Penalties for Abnormal or Fraudulent Trading

If abnormal, manipulative, or abusive activity is confirmed, QRS Global reserves the right to impose one or more of the following actions:

Profit and Trade Adjustments

- Removal of profits derived from abusive or manipulative trading
- Reversal or modification of executed trades
- Adjustment of account balances to correct exploited conditions

Bonus and Promotion Penalties

- Removal or invalidation of bonus credits
- Voidance of trading volume generated through artificial or circular trading
- Forfeiture of promotional rewards

Account Restrictions

Depending on severity, QRS may apply:

- Temporary suspension of trading rights
- Permanent restrictions on the account
- Limitation or removal of access to promotions
- Reduction of leverage levels

Immediate Account Termination

QRS may terminate the client's account without prior notice if:

- Abnormal trading is intentional
- System exploitation is proven
- Multi-account manipulation or group collusion is detected

Regulatory and Legal Reporting

QRS reserves the right to report confirmed fraudulent activity to:

- Financial regulators
- Law enforcement agencies
- Anti-money laundering authorities

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4.3 Liability Disclaimer for Abnormal Trading

QRS Global shall not be liable for any loss, damage, or claim arising from abnormal, manipulative, or abusive trading activity.

This includes, but is not limited to:

- Latency arbitrage
- Quote manipulation
- Bonus abuse or circular trading
- Multi-account collusion
- Exploitation of system delays or price feed discrepancies

QRS Global will not provide compensation for any profits or losses connected to exploited system conditions, including abnormal ticks, liquidity disruptions, or platform malfunction—whether intentional or incidental.

The Company assumes no responsibility for losses caused by client-side negligence such as:

- Poor internet connectivity
- Device malfunction
- Password mismanagement
- Unauthorized third-party access

The account holder bears full responsibility for securing their trading access credentials and devices.

4.4 Client Acknowledgment

Clients agree that:

- QRS may take corrective action without prior client approval when abnormal trading is detected
- QRS has full discretion to determine whether trading behavior violates its policies
- QRS decisions regarding abnormal trading cases are final and binding

4.5 Zero-Tolerance Policy

QRS Global maintains a zero-tolerance policy for fraudulent, manipulative, or abusive trading.

Any detected attempt will result in immediate corrective action as outlined in this section.

4.6 Authority to Amend

QRS Global may revise definitions, monitoring systems, and enforcement measures at any time in response to regulatory updates, risk findings, or emerging abuse patterns.

5. Abusive Trading & Irregular Deposit/Withdrawal Activity

QRS Global reserves the right to classify any activity that exploits the trading system, promotional programs, or bonus mechanisms as irregular or abusive trading. Such activities undermine market fairness and the integrity of the trading environment.

1. Purpose of the Policy

This Policy is established to:

- a) Protect market fairness and ensure transparency for all clients
- b) Prevent behaviors that exploit trading mechanics, create unfair advantages, misuse promotional bonuses, or constitute Arbitrage
- c) Grant the Company authority to reclaim unjustified benefits (Clawback) and apply corrective measures to mitigate operational risks

2. Behaviors Constituting Irregular / Abusive Trading

The following activities may be deemed irregular, abusive, or prohibited:

- a) Consistent use of promotional bonuses to execute All-in orders on every trade
- b) Generating profits through bonus-funded or deposit-funded trades, withdrawing total balances, and re-depositing repeatedly to reset exposure (Cycle Deposit/Withdrawal)
- c) Repetitive trading or deposit/withdrawal patterns conducted primarily to exploit promotional structures
- d) Any form of Arbitrage, Bonus Abuse, or systematic exploitation of QRS Global's trading systems or promotions
- e) Activities supported by technical evidence indicating unfair advantage, such as abnormal patterns, repetitive timing behavior, or attempts to circumvent rules

3. Regulatory Consequences and Corrective Measures

3.1 Bonus Revocation

The Company may revoke bonuses, deny promotional eligibility, or cancel ongoing bonus-related benefits without notice.

3.2 Fund Confiscation and Clawback

If the Company determines that a client engaged in:

- Bonus misuse
- Arbitrage or irregular trading strategies
- Repeated All-in execution patterns
- Withdrawal of profits derived from prohibited activity
- Re-depositing to repeat abusive behavior

QRS Global may take immediate action, including:

a) Rejection of Withdrawal Requests

All withdrawal requests may be denied regardless of balance composition.

b) Confiscation of Deposits

The Company may confiscate part or all of the client's current balance.

c) Clawback of Unjustified Profits

Confiscated funds may be used to recover profits previously withdrawn from abusive activity.

d) Finality of Action

These actions are considered final. The Company may restrict, suspend, or terminate the account.

3.3 Removal of Profits

Any profits generated from arbitrage, irregular trading, or bonus abuse may be nullified or reversed.

3.4 Account Closure or Restriction

Intentional or repeated abusive behavior may result in long-term restrictions or permanent closure of the trading account.

4. Bonus and Promotion Restrictions

Clients identified as engaging in abusive trading or bonus manipulation will be permanently ineligible for any future promotions, bonuses, or financial incentives.

5. Client Notification and Evidence

Upon identifying violations, QRS Global will:

5.1 Notify the client of corrective measures applied

5.2 Use verified technical evidence including trading logs, bonus allocation data, deposit/withdrawal cycles, device/IP logs

5.3 Retain all evidence for submission to dispute-resolution authorities (FinCom / DRC)

6. Dispute Resolution

In the event of a dispute, the Company will provide:

a) A detailed report describing irregular or abusive trading behavior

b) Full technical evidence supporting the findings

c) Profit calculations subject to Clawback

All corrective actions are aligned with policies accepted by the client upon account activation.

7. Rights of Interpretation

QRS Global reserves the exclusive right to interpret, enforce, and amend this Policy to protect its trading systems, promotional programs, and market fairness.

D. Trading Interruption, Account Security, and Claim Handling Policy

1. Responsibility in the Event of Chart Freezing or Platform Malfunction

QRS Global is committed to providing a stable and reliable trading environment. However, technical disruptions may occur due to internal or external factors. The following outlines the scenarios, limitations, and the extent of QRS Global's responsibility:

1.1 Possible Scenarios of Trading Interruptions

- Temporary price feed delays or chart freezing.
- Execution delays caused by unexpected network congestion.
- Market data disruptions originating from liquidity providers.
- Server overload due to extreme market volatility.
- Disconnections caused by third-party internet service providers.

1.2 Scope of Broker Responsibility

QRS Global will consider a compensation request only if the disruption meets the defined criteria under international standards, and only for direct impact caused by an actual platform malfunction.

- Market volatility, slippage, or rapid price movements not related to system errors.
- User-side issues such as device problems, poor internet connection, or outdated platform versions.
- Failure by the client to take immediate action during an abnormal event.

2. Third-Party Access, Hacking, and Unauthorized Trading

2.1 Client's Duty to Protect Account Credentials

Clients are fully responsible for maintaining the confidentiality of their trading account credentials, passwords, two-factor authentication, and all security settings.

2.2 No Liability for Third-Party Interference

QRS Global shall not be held responsible for:

- Unauthorized access by third parties due to weak security practices by the client.
- Hacking incidents caused by the client's compromised device or password exposure.
- Trading activities performed by any person other than the verified account holder.

If unauthorized trading occurs, the client must immediately inform QRS Global. The company may assist in investigating the incident, but no financial liability or compensation will be provided.

3. Claim Submission Procedure for Abnormal Trading Events

All claims must comply with international industry standards and the following requirements:

3.1 Minimum Duration for Claim Eligibility

A chart freeze or price feed interruption must last at least 1 minute to be eligible for review.

3.2 Price Deviation Thresholds

A claim may only be submitted if the price deviation between the pre-freeze and post-freeze price meets these minimum levels:

Assets	Minimum Price Gap
Forex	5-100 Points or more
Stocks	50-100 Points or more
Gold	100-200 Points 50 Points or more
Cryptocurrency	100-200 Points 50 Points or more

3.3 Required Client Action (Take Action Rule)

The client must take corrective action within 5 minutes of detecting the abnormality.

Eligible actions include:

- Attempting to close the affected order.
- Documenting the issue immediately.

Failure to take timely action may invalidate the claim.

3.4 Claimable Amount

Only the price difference directly caused during the affected period is eligible for review.

No additional compensation, profit replacement, or consequential loss will be granted.

3.5 Submission Does Not Guarantee Approval

Submitting a complaint does not imply entitlement to compensation.

The claim will be evaluated based on:

- Verified system logs
- Liquidity provider data
- Market conditions
- Client-side activity

3.6 Required Evidence

Clients must submit complete supporting documents, including:

- Screenshots or screen recordings
- Order numbers and timestamps
- Platform logs (if applicable)
- Description of the incident

Incomplete evidence may result in claim rejection.

E. Slippage Review and Compensation Policy

1. Definition of Slippage

Slippage refers to the difference between the expected price at which a trading order is placed and the actual price at which the order is executed.

Such differences may occur due to various factors including market volatility, rapid price movements, market liquidity conditions, or execution delays.

Slippage is considered a normal market condition in real trading environments. However, the Company may consider compensation only in cases where an investigation confirms that the slippage resulted from a system malfunction or abnormal order execution error.

2. Conditions for Eligible Slippage Claims

The Company will review a slippage claim only if all of the following conditions are met:

- The slippage is considered abnormally excessive, subject to the Company's evaluation
- The slippage occurred during normal market conditions
- The investigation confirms that the slippage resulted from system malfunction or abnormal execution behavior, rather than normal market conditions

Only orders that meet all of the above criteria may be considered for compensation at the Company's discretion.

3. Non-Claimable Slippage Cases

The Company will not consider slippage claims under the following circumstances:

3.1 Market Opening Volatility

- Slippage occurring within ± 1 hour of market opening

3.2 High-Impact Economic News

- Slippage occurring within ± 1 hour before or after major economic news events according to the economic calendar

3.3 Market Gap Conditions

- Slippage resulting from price gaps between trading sessions

3.4 Unscheduled Major News Events

- Slippage caused by unexpected events such as war announcements, emergency government decisions, or other major breaking news

3.5 Market Liquidity Conditions

- Slippage resulting from low liquidity or rapid price movements in the market

4. Compensation Calculation Method

If a claim is approved, the Company will calculate compensation only for the portion of slippage exceeding the acceptable threshold, based on reasonable evaluation.

For example:

If the Company determines that slippage exceeds the acceptable level, compensation may be considered only for the excessive portion (e.g., 60 points beyond the threshold).

5. Claim Submission Timeframe

Clients must submit a request for investigation within 3 days after detecting the abnormal trading event.

Failure to submit the claim within this period may result in claim rejection.

