



# Client Agreement

June 2025

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## 1. Introduction

1.1. This Agreement is entered by and between Tickmill Europe Ltd (hereinafter called the "Company" or "us") on the one part and the Client (which may be a legal entity or a natural person) who has completed the Account Opening Application Form and has been accepted by the Company as a Client ("Client" or "you") on the other part.

1.2. The Company is authorized and regulated by the Cyprus Securities and Exchange Commission ("CySEC") as a Cyprus Investment Firm (CIF) to offer certain Investment and Ancillary Services and Activities under the Investment Services and Activities and Regulated Markets Law of 2017 L.87(I)/2017 as subsequently amended or replaced from time to time ("the Law"), with CIF license number 278/15. It is registered in Cyprus under the Companies Law, with registration number HE 340249. Its registered office is Kedron 9, Mesa Geitonia 4004, Limassol, Cyprus.

1.3. This Client Agreement together with its Appendix 1 and any other Appendices added thereto and the following legal documents which can be found in Company's website, as amended from time to time: "Summary of Conflicts of Interest Policy", "Summary of Best Interest and Order Execution Policy", "Risk Disclosure and Warnings Notice", "Client Categorisation Policy", "Investor Compensation Fund", "Complaints Procedure for Clients", "Privacy Policy" (all together, the "Agreement") set out the terms upon which the Company will offer Services to the Client, the rights and obligations of both Parties and also include important information which we are required as an authorised Cyprus Investment Firm to provide to our prospective Clients under Applicable Regulation. By applying for our services, you are consenting to the terms and conditions of all the above mentioned documents which form the Agreement and it means that in the event that you are accepted by us as our Client, you and us shall be bound by these terms and conditions. For this reason, you are advised to read all the above mentioned documents which form the Agreement and any other letters or notices sent by us carefully and make sure that you understand and agree with them before entering into an agreement with us. You are also advised to read our "Terms and Conditions for the use of the Website".

1.4. The Agreement overrides any other agreements, arrangements, express or implied statements made by the Company or any Introducer(s).

1.5. The Agreement shall be binding upon and shall inure to the benefit of the parties and their permitted successors and assigns.

1.7. Physical signature of the Agreement is not required but if you wish to have it signed you may print it and sign two copies of the Agreement and sent them back to us. We shall keep one copy for our records and send you back the other one signed by us as well.

## 2. Interpretation of Terms

### 2.1. In this Agreement:

"Abusive Trading" refers to any activity that seeks to exploit the Company's systems or trading platform, and includes, but is not limited to, the following: placing "buy stop" or "sell stop" orders ahead of scheduled financial data releases, engaging in arbitrage or manipulative practices, exploiting discrepancies between faster and slower data feeds, abusing the trade cancellation feature on the Platform, manipulating or taking advantage of temporary or minor pricing or rate inaccuracies, or using (without the Company's prior written consent) any software that applies artificial intelligence analysis to the Company's systems, Platform(s), or Client Account. It also includes any trading behavior that suggests the Client's primary intent is to profit without genuine interest in trading or assuming market risk, particularly through the exploitation of misquotations or actions carried out in bad faith.

"Abuse of the payment system" refers to any fraudulent, unauthorized, or unethical use of the Company's payment processing infrastructure, including but not limited to chargeback fraud, unauthorized use of payment instruments, evasion of transactional limits, and other actions that compromise the integrity or intended use of the payment system – particularly when accompanied by little or no genuine trading. "Access Data" shall mean the Login and Password of the Client, which are required so as to have access on and use the Platform(s) and any other secret codes issued by the Company to the Client.

"Account Opening Application Form" shall mean the application form/questionnaire completed by the Client in order to apply for the Company's Services under this Agreement and a Client Account, via which form/questionnaire the Company will obtain amongst other things information for the Client's identification and due diligence, his categorization and appropriateness or suitability (as applicable) in accordance with the Applicable Regulations.

"Affiliate" shall mean in relation to the Company, any entity which directly or indirectly controls or is controlled by the Company, or any entity directly or indirectly under common control with the Company; and "control" means the power to direct or the presence of ground to manage the affairs of the Company or entity.

"Agreement" shall mean this "Client Agreement" together with its Appendix 1 and any other Appendices added thereto and the following documents: Client Categorisation Policy, Investor Compensation Fund, Summary of Conflicts of Interest Policy, Summary of Best Interest and Order Execution Policy, Risk Disclosure and Warnings Notice, Complaints Procedure for Clients, Privacy Policy, as amended from time to time.

"Applicable Regulations" shall mean (a) CySEC Rules or any other rules of a relevant regulatory authority having powers over the Company; (b) the Rules of the relevant Market; and (c) all other applicable laws, rules and regulations of Cyprus and/or of the European Union.

"Ask" shall mean the higher price in a Quote at which the price the Client may buy.

"Authorised Representative" shall mean the person of paragraph 36.1. of the Client Agreement.

“Balance” shall mean the total financial result in the Client Account after the last Completed Transaction and depositing/withdrawal operation at any period of time.

“Base Currency” shall mean the first currency in the Currency Pair against which the Client buys or sells the Quote Currency.

“Bid” shall mean the lower price in a Quote at which the Client may sell.

“Business Day” shall mean any day, other than a Saturday or a Sunday, or the 25th of December, or the 1st of January or any other Cyprus or international holidays to be announced on the Company’s Website.

“Client Account” shall mean the unique personalised account of the Client consisting of all Completed Transactions, Open Positions and Orders on the Platform, the Balance of the Client money and deposit/withdrawal transactions of the Client money.

“Closed Position” shall mean the opposite of an Open Position.

“Completed Transaction” in a CFD shall mean two counter deals of the same size (opening a position and closing a position): buy then sell and vice versa.

“Contract for Differences” (“CFD”) shall mean a contract, which is a contract for differences by reference to variations in the price of an Underlying Asset. A CFD is a Financial Instrument.

“Contract Specifications” shall mean the principal trading terms in CFD (for example Spread, Swaps, Lot Size, Initial Margin, Necessary Margin, Hedged Margin, the minimum level for placing Stop Loss, Take Profit and Limit Orders, financing charges, charges etc) for each type of CFD as determined by the Company from time to time. The Contract Specifications appear on the Website (<http://www.tickmill.com/eu>) and/or Platform.

“Currency of the Client Account” shall mean the currency that the Client Account as offered by the Company from time to time. “Currency Pair” shall mean the object or Underlying Asset of a CFD Transaction based on the change in the value of one currency against the other. A Currency Pair consists of two currencies (the Quote Currency and the Base Currency) and shows how much of the Quote currency is needed to purchase one unit of the Base Currency.

“CySEC” shall mean the Cyprus Securities and Exchange Commission, which is the Company’s supervisory authority.

“CySEC Rules” shall mean the Rules, Directives, Regulations, Circulars, Guidance notes, opinions or recommendations of CySEC.

“Equity” shall mean the Balance plus or minus any Floating Profit or Loss that derives from an Open Position and shall be calculated as:  $\text{Equity} = \text{Balance} + \text{Floating Profit} - \text{Floating Loss}$ .

“Essential Details” shall mean the required details in order for the Company to be able to place the Order for example but not limited to the type of Underlying Asset, Direction (Buy/or Sell), Opening price, Closing price, style of the

Order, the volume, if the Client places a Pending Order (limit or stop) the Client will indicate the intended price in which the Order will go in the market and any Stop Loss and or Take Profit etc.

"Event of Default" shall have the meaning given in paragraph 14.1. of the Client Agreement.

"Expert Advisor" shall mean a mechanical online trading system designed to automate trading activities on an electronic trading platform. It can be programmed to alert the Client of a trading opportunity and can also trade his account automatically managing all aspects of trading operations from sending orders directly to the Platform to automatically adjusting stop loss, trailing stops and take profit levels.

"Financial Instrument" shall mean the Financial Instruments under the Company's CIF license which can be found in the document "Company Information".

"Floating Profit/Loss" in a CFD shall mean current profit/loss on Open Positions calculated at the current Quotes (added any commissions or fees if applicable).

"Force Majeure Event" shall have the meaning as set out in paragraph 27.1. of the Client Agreement.

"Free Margin" shall mean the amount of funds available in the Client Account, which may be used to open a position or maintain an Open Position. Free Margin shall be calculated as: Equity less (minus) Necessary Margin [Free margin = Equity- Necessary Margin].

"Hedged Margin" for CFD trading shall mean the necessary margin required by the Company so as to open and maintain Matched Positions.

"Initial Margin" for CFD trading shall mean the necessary margin required by the Company so as to open a position.

"Introducer" shall have the meaning as set put in paragraph 35.1. of the Client Agreement.

"Investment Services" shall mean the Investment Services under the Company's CIF license which can be found in the document "Company Information".

"Leverage" for CFD trading shall mean a ratio in respect of Transaction Size and Initial Margin. 1:100 ratio means that in order to open a position, the Initial Margin is one hundred times less than the Transactions Size.

"Long Position" for CFD trading shall mean a buy position that appreciates in value if underlying market prices increase. For example, in respect of Currency Pairs: buying the Base Currency against the Quote Currency.

"Lot" shall mean a unit measuring the Transaction amount specified for each Underlying Asset of a CFD.

"Lot Size" shall mean the number Underlying Assets in one Lot in a CFD.

"Margin" shall mean the necessary guarantee funds so as to open or maintain Open Positions in a CFD Transaction.

"Margin Call" shall mean the situation when the Company informs the Client to deposit additional Margin when the Client does not have enough Margin to open or maintain open positions.

“Margin Level” for CFD trading shall mean the percentage of Equity to Necessary Margin ratio. It is calculated as:  
$$\text{Margin Level} = (\text{Equity} / \text{Necessary Margin}) \times 100\%.$$

“Margin Trading” for CFD trading shall mean Leverage trading when the Client may make Transactions having less funds on the Client Account in comparison with the Transaction Size.

“Matched Positions” for CFD trading shall mean Long and Short Positions of the same Transaction Size opened on the Client Account for the same CFD.

“Necessary Margin” for CFD trading shall mean the necessary margin required by the Company so as to maintain Open Positions.

“Normal Market Size” for CFD trading shall mean the maximum number of units of the Underlying Asset that are transmitted by the Company for execution.

“Open Position” shall mean any open option contract (call and / or put) which has not been closed. In relation to CFD trading this may be a Long Position or a Short Position which is not a Completed Transaction.

“Order” shall mean an instruction from the Client to trade in CFDs as the case may be.

“Order Level” for CFD trading shall mean the price indicated in the Order.

“Parties” shall mean the parties to this Client Agreement – i.e. the Company and the Client.

“Platform” shall mean the electronic mechanism operated and maintained by the Company, consisting of a trading platform, computer devices, software, databases, telecommunication hardware, programs and technical facilities, which facilitates trading activity of the Client in Financial Instruments via the Client Account.

“Politically Exposed Person” shall mean:

- a) a natural person who is or has been entrusted with prominent public functions in the Republic or in another country, an immediate close relative of such person as well as a person known to be a close associate of such person. Provided that, for the purpose of the present definition, ‘prominent public function’ means: heads of State, heads of government, ministers and deputy or assistant ministers; members of parliament or of similar legislative bodies; members of the governing bodies of political parties; members of supreme courts, of constitutional courts or of other high-level judicial bodies whose decisions are not subject to further appeal, except in exceptional circumstances; members of courts of auditors or of the boards of central banks; ambassadors, chargés d’affaires and high-ranking officers in the armed forces; members of the administrative, management or supervisory bodies of State-owned enterprises; directors, deputy directors and members of the board or equivalent function of an international organisation; mayor. None of the categories set out in the above shall be understood as covering middle ranking or more junior officials.



- b) The immediate close relatives of such persons means: the spouse, or a person considered to be equivalent to a spouse, of a politically exposed person; the children and their spouses, or persons considered to be equivalent to a spouse, of a politically exposed person; the parents of a politically exposed person.
- c) Persons known to be close associates of such persons means: any natural person who is known to have joint beneficial ownership of legal entities or legal arrangements, or any other close business relations, with a politically exposed person; any natural person who has sole beneficial ownership of a legal entity or legal arrangement which is known to have been set up for the de facto benefit of a politically exposed person.

"Professional Client" shall mean a "Professional Client" for the purposes of CySEC Rules, as specified in the document "Client Classification Policy".

"Quote" shall mean the information of the current price for a specific Underlying Asset, in the form of the Bid and Ask prices.

"Quote Currency" shall mean the second currency in the Currency Pair which can be bought or sold by the Client for the Base Currency.

"Quotes Base" in relation to CFD trading shall mean Quotes Flow information stored on the Server.

"Quotes Flow" shall mean the stream of Quotes in the Platform for each CFD.

"Retail Client" shall mean a "Retail Client" for the purposes of the CySEC Rules, as specified in the document "Client Classification Policy".

"Services" shall mean the services to be offered by the Company to the Client under this Agreement, as set out in paragraph 6.1. of the Client Agreement.

"Short Position" for CFD trading shall mean a sell position that appreciates in value if underlying market prices fall. For example, in respect of Currency Pairs: selling the Base Currency against the Quote Currency. Short Position is the opposite of a Long Position.

"Slippage" shall mean the difference between the expected price of a Transaction in a CFD, and the price the Transaction is actually executed at. Slippage often occurs during periods of higher volatility (for example due to news events) making an Order at a specific price impossible to execute, when market orders are used, and also when large Orders are executed when there may not be enough interest at the desired price level to maintain the expected price of trade. "Spread" for CFD trading shall mean the difference between Ask and Bid of an Underlying Asset in a CFD at that same moment.

"Swap or Rollover" for CFD trading shall mean the interest added or deducted for holding a position open overnight.

"Trailing Stop" in CFD trading shall mean a stop-loss order set at a percentage level below the market price - for a long position. The trailing stop price is adjusted as the price fluctuates. A sell trailing stop order sets the stop price at a fixed amount below the market price with an attached "trailing" amount. As the market price rises, the stop

price rises by the trail amount, but if the pair price falls, the stop loss price doesn't change, and a market order is submitted when the stop price is hit.

"Transaction" shall mean transaction of the Client in a CFD.

"Transaction Size" for CFD trading shall mean Lot Size multiplied by number of Lots.

"Underlying Asset" shall mean the object or underlying asset in a CFD which may be Currency Pairs, Metals, Equity Indices, Forwards, Commodities or as determined by the Company from time to time and made available on its Website.

"Underlying Market" shall mean the relevant market where the Underlying Asset of a CFD is traded.

"Website" shall mean the Company's website at <https://www.tickmill.com/eu> such other website as the Company may maintain from time to time.

"Written Notice" shall have the meaning set out in paragraphs 23.3. and 23.4. of the Client Agreement.

2.2. Words importing the singular shall import the plural and vice versa. Words importing the masculine shall import the feminine and vice versa. Words denoting persons include corporations, partnerships, other unincorporated bodies and all other legal entities and vice versa.

2.3. Paragraph headings are for ease of reference only.

2.4. Any reference to any act or regulation or Law shall be that act or regulation, or Law as amended, modified, supplemented, consolidated, re-enacted or replaced from time to time, all guidance noted, directives, statutory instruments, regulations or orders made pursuant to such and any statutory provision of which that statutory provision is a re-enactment, replacement or modification.

### **3. Application and Commencement**

3.1. After the Client fills in and submits the Account Opening Application Form together with all the required identification documentation required by the Company for its own internal checks, the Company will send him a notice informing him whether he has been accepted as a Client of the Company. It is understood that the Company is not to be required (and may be unable under Applicable Regulations) to accept a person as its Client until all documentation it requires has been received by the Company, properly and fully completed by such person and all internal Company checks (including without limitation anti-money laundering checks, appropriateness or suitability tests as the case may be) have been satisfied. It is further understood that the Company reserves the right to impose additional due diligence requirements to accept Clients residing in certain countries.

3.2. The Agreement shall take effect and commence upon the receipt by the Client of a notice sent by the Company informing the Client that he has been accepted as the Company's Client and that a Client Account has been opened

for him. If the Client meets with the Company face to face to conclude the Agreement, then the Agreement shall come into force and effect on signature date.

#### **4. Client Classification**

4.1. According to Applicable Regulations, the Company must categorise its Clients in one of the following categories: Retail Client, Professional Client or Eligible Counterparty. The categorization shall depend on the information provided by the Client in his Account Opening Application Form and according to the method of categorisation as this method is explained under the document "Client Classification Policy". By accepting this Agreement the Client accepts application of such method. Unless the Company notifies the Client of a different classification, the Client will be treated as a Retail Client by default. This categorization provides the highest level of protection. The Company will inform the Client of his categorisation according to Applicable Regulations. Retail clients are entitled to more detailed information under Applicable Regulations. The Company cannot enter into title transfer financial collateral arrangements with retail clients.. For professional clients and eligible counterparties, the Company may choose to provide more limited information, in accordance with Applicable Regulations.

4.2. The Client accepts that when categorising the Client and dealing with him, the Company will rely on the accuracy, completeness and correctness of the information provided by the Client in his Account Opening Application Form and the Client has the responsibility to immediately notify the Company in writing if such information changes at any time thereafter.

4.3. The Company will review any requests for reclassification on a case-by-case basis, taking into account applicable regulatory requirements and any changes in your circumstances. The final decision will be made at the Company's discretion

4.4. The Company reserves the right to conduct further reviews of your Client Classification at any time, at our sole discretion. You will be notified in writing should any changes affect your classification.

#### **5. Assessment**

5.1. In providing the Service of Reception and Transmission and Execution of Client Orders, the Company is obliged under Applicable Regulations to seek information from a Client or potential Client regarding his knowledge, objectives and needs including risk tolerance and experience in the investment field relevant to the specific type of service or Financial Instrument offered or demanded, his financial situation with a focus on their ability to bear losses, so as to enable the Company to assess whether the service or Financial Instrument is appropriate for the Client. Where the Client or potential Client elects not to provide the information regarding his knowledge and experience, or where he provides insufficient information regarding his knowledge and experience, the Company will not be able to determine whether the service or Financial Instrument is appropriate for him. The Company shall assume that information about his knowledge and experience provided from the Client to the Company is accurate and complete and the Company shall have no responsibility to the Client if such information is incomplete or misleading or changes or

becomes inaccurate and the Company will be deemed to have performed its obligations under Applicable Regulations, unless the Client has informed the Company of such changes.

## **6. Services**

6.1. The Client is provided with Access Data to trade on the Company's electronic Platform on the internet in Financial Instruments (namely CFDs). Orders placed by the Client are received by the Company and transmitted for execution (called straight through processing or STP) directly to another entity called a Liquidity Provider (who may also transmit them to another party) or executed by the Company itself when the Company deals on an own account basis. Trading with the Company involves the provision of the following investment and ancillary services from the Company to the Client:

- a) Reception, transition and Execution of Orders with another entity (not the Company) or with the Company dealing on an own account basis.
- b) Safekeeping and administration of financial instruments, including custodianship and related services such as cash/collateral management, according to paragraph 16 hereunder.
- c) Foreign Currency Services provided they are associated with the provision of the reception and transmission service of paragraph 6.1.(a) and (b).

6.2 It is agreed and understood that the Company offers its Services in relation to various Financial Instruments. However, the Client may be allowed to trade only in one or some of those Financial Instruments.

6.3 It is understood that when trading in CFDs, there is no delivery or safekeeping of the Underlying Asset to which the CFD is referring to.

## **7. Advice and Commentary**

7.1. The Company will not advise the Client about the merits of a particular Order or give him any form of investment advice and the Client acknowledges that the Services do not include the provision of investment advice in Financial Instruments or the Underlying Markets or Assets. The Client alone will decide how to handle his Client Account and place Orders and take relevant decisions based on his own judgement.

7.2. The Company will not be under any duty to provide the Client with any legal, tax or other advice relating to any Transaction. The Client may wish to seek independent advice before entering into a Transaction.

7.3. The Company may, from time to time and at its discretion, provide the Client (or in newsletters which it may post on its Website or provide to subscribers via its Website or otherwise) with information, news, market commentary or other information but as part of marketing communication. Where it does so:

- a) The Company gives no representation, warranty or guarantee as to the accuracy, correctness or completeness of such information or as to the tax or legal consequences of any related Transaction.

- b) This information is provided solely to enable the Client to make his own investment decisions and does not amount to investment advice, recommendation or unsolicited financial promotions to the Client. The Client needs to assess the material's relevance to his specific situation and seek independent professional advice if necessary.
- c) If the document contains a restriction on the person or category of persons for whom that document is intended or to whom it is distributed, the Client agrees that he will not pass it on to any such person or category of persons.
- d) The Client accepts that prior to dispatch, the Company may have acted upon it itself to made use of the information on which it is based. The Company does not make representations as to the time of receipt by the Client and cannot guarantee that he will receive such information at the same time as other clients.
- e) The information serves as marketing communication and is intended solely for general informational purposes and does not constitute, nor should be interpreted as, investment advice or recommendation. Any references to market activity, industry or sector developments, or broader economic or political conditions are provided for context only and should not be viewed as investment research or guidance. Where financial instruments are mentioned, such references do not imply a recommendation by Tickmill Europe Ltd to buy, sell, or hold any such instruments, nor do they represent an offer or solicitation to engage in any transaction. Any trading symbols shown are for illustrative purposes only and are not intended to suggest any recommendation.

7.4. It is understood that market commentary, news, or other information provided or made available by the Company are subject to change and may be withdrawn at any time without notice.

## **8. Platform**

8.1. Subject to the Client's obligations under the Agreement being fulfilled, the Company hereby grants the Client a limited access, which is non-transferable, non-exclusive and fully recoverable, to use the Platform(s) (including the use if the Website and any associated downloadable software available from time to time) in order to place Orders in a particular Financial Instrument(s). The Company may use different Platforms depending on the Financial Instrument.

8.2. The Company has the right to shut down the Platform(s) at any time for maintenance purposes without prior notice to the Client, this will be done only at weekends, unless not convenient or in urgent cases. In these cases, the Platform(s) will be inaccessible.

8.3. The Client is solely responsible for providing and maintaining the compatible equipment necessary to access and use the Platform(s), which includes at least a personal computer or mobile phone or tablet (depending on the Platform used), internet access by any means and telephone or other access line. Access to the internet is an essential feature and the Client shall be solely responsible for any fees necessary in order to connect to the internet.

8.4. The Client represents and warrants that he has installed and implemented appropriate means of protection relating to the security and integrity of his computer or mobile phone or tablet and that he has taken appropriate actions to protect his system from computer viruses or other similar harmful or inappropriate materials, devices, information or data that may potentially harm the Website, the Platform(s) or other systems of the Company. The Client further undertakes to protect the Company from any wrongful transmissions of computer virus or other similarly harmful or inappropriate material or device to the Platform(s) from his personal computer or mobile phone or tablet.

8.5. The Company will not be liable to the Client should his computer system or mobile phone or tablet fail, damage, destroy and/or format his records and data. Furthermore, if the Client incurs delays and any other form of data integrity problems that are a result of his hardware configuration or mismanagement, the Company shall not be liable.

8.6. The Company will not be liable for any such disruptions or delays or problem in any communication experienced by the Client when using the Platform(s).

8.7. Orders with the Company are placed on the Platform(s), with the use of Access Data through the Client's compatible personal device connected to the internet. It is agreed and understood that the Company will be entitled to rely and act on any Order given by using the Access Data on the Platform(s) or via phone, without any further enquiry to the Client and any such Orders will be binding upon the Client.

8.8. The Client acknowledges and agrees that access to the trading services/trading programs, offered and/or provided by Tickmill may be or become restricted and/ or unavailable when the Client is in certain countries and/or territories. This may be due to various reasons such as but not limited to legal restrictions, regulatory constraints, and/ or technological limitations specific to the country and/or territory in which the Client is located at the time of attempting to access the services and/or perform any type of trading activity.

8.9 The Client understands and agrees that it is their sole responsibility to be aware of, and comply with, any geographical restrictions that might affect their access to Tickmill's services and/or products, while in transit, traveling and/or relocating. The Client understands, agrees and accepts all risks associated with and related to his/her trading account(s), including the possibility of not being able to trade and/or close positions due to such geo-restrictions, and Client agrees to hold Tickmill free from any harm and/or liability related to such incidences. Furthermore, Client confirms not to hold Tickmill responsible for any financial loss, delays, errors, claims, damages, and/or costs arising and resulting from the Client's inability to access and/or use the services due to geographical restrictions and/or any other compliance related issues in any given country. Client is fully responsible for the trading activity of the account and any access issues that may arise on any of Client's devices while Client is travelling in any other country.

## 9. Intellectual Property

9.1. The Platform(s), all copyrights, trademarks, patents, service marks, trade names, software code, icons, logos, characters, layouts, trade secrets, buttons, color scheme, graphics and data names are the sole and exclusive Intellectual Property (IP) of the Company or of third parties and are protected by local and international intellectual property laws and treaties. This Agreement does not convey an interest in or to the Platform(s) but only a right to use the Platform(s) according to the terms of this Agreement. Nothing in this Agreement constitutes a waiver of the Company's intellectual property rights.

9.2. Under no circumstances shall the Client obscure or remove any copyright, trademark or any other notices from any of the Company's IP or Website or Platform(s).

9.3. It is understood that the Company may offer its Services under different trademarks and websites. The Company owns all the images displayed on its Website, the Platform(s) and downloadable software and material. The Client may not use these images in any way other than the manner which the Company provides them for.

9.4. The Client is permitted to store and print the information made available to him through the Company's Website or Platform(s) including documents, policies, text, graphics, video, audio, software code, user interface design or logos. The Client is not permitted to alter, modify, publish, transmit, distribute, otherwise reproduce commercially exploit that information, in whole or in part, in any format to any third party without the Company's express written consent.

## 10. Prohibited Actions

10.1. It is absolutely prohibited for the Client to take any of the following actions in relation to the Company's systems and/or Platform(s) and/or Client Account:

- a) Use, without the prior and written consent of the Company, of any software which applies artificial intelligence analysis to the Company's systems and/or Platform(s) and/or Client Account.
- b) Intercept, monitor, damage or modify any communication which is not intended for him.
- c) Use any type of spider, virus, worm, Trojan-horse, time bomb or any other codes or instructions that are designed to distort, delete, damage or disassemble the Platform(s) or the communication system or any system of the Company.
- d) Send any unsolicited commercial communication not permitted under applicable law or Applicable Regulations.
- e) Do anything that will or may violate the integrity of the Company computer system or Platform(s) or cause such system(s) to malfunction or stop their operation.
- f) Unlawfully access or attempt to gain access, reverse engineer or otherwise circumvent any security measures that the Company has applied to the Platform(s).

- g) any action that could potentially allow the irregular or unauthorized access or use of the Platform(s).
- h) send massive requests on the server which may cause delays in the execution time.
- i) Abusive Trading.

10.2. Should the Company reasonably suspect that the Client has violated the terms of paragraph 10.1., it is entitled to take one or more of the counter measures of paragraph 14.2. of this Client Agreement.

## **11. Safety**

11.1. The Client agrees to keep secret and not to disclose his Access Data or Client Account number to any third person.

11.2. The Client should not write down his Access Data. If the Client receives a written notification of his Access Data, he must destroy the notification immediately.

11.3. The Client agrees to notify the Company immediately if he knows or suspects that his Access Data or Client Account number have or may have been disclosed to any unauthorised person. The Company will then take steps to prevent any further use of such Access Data and will issue replacement Access Data. The Client will be unable to place any Orders until he receives the replacement Access Data.

11.4. The Client agrees that he will co-operate with any investigation the Company may conduct into any misuse or suspected misuse of his Access Data or Client Account number.

11.5. The Client acknowledges that the Company bears no responsibility if unauthorized third persons gain access to information, including electronic addresses, electronic communication, personal data, Access Data and Client Account number when the above are transmitted between the parties or any other party, using the internet or other network communication facilities, post, telephone, or any other electronic means.

11.6. If the Company is informed from a reliable source that the Access Data or Client Account number of the Client may have been received by unauthorised third parties, the Company may, at its discretion without having an obligation to the Client, deactivate the Client Account.

## **12. Placement and Execution of Orders**

12.1. The Client may place Orders only on the Platform(s) by using his Access Data issued by the Company for that purpose and provided all the Essential Details are given. The company does not accept order via phone.

12.2. The Company will be entitled to rely and act on any Order given by using the Access Data on the Platform(s) without any further enquiry to the Client and any such Orders will be binding upon the Client.



12.3. Orders are executed according to the "Summary of Best Interest and Order Execution Policy", which are binding on the Client.

12.4. The Company will use reasonable efforts to execute an Order, but it is agreed and understood that despite the Company's reasonable efforts transmission or execution may not always be achieved at all for reasons beyond the control of the Company.

12.5. Orders may be placed within the normal trading hours of the Company, available on its Website and/or the Platform, as amended from time to time.

12.6. In the case where the Client is a legal person it is obliged to obtain a legal entity identifier from an appropriate authority duly licensed to provide legal entity identifiers. In the case of a legal person, the Client may not (where provided by Applicable Regulations) be able to execute any Transactions with the Company if it does not possess a legal entity identifier.

### **13. Decline of Client's Orders**

13.1. Without prejudice to any other provisions herein and in the Appendix, the Company is entitled, at any time and at its discretion, to restrict the Client's trading activity, to cancel Orders, refuse to execute any Order of the Client, and the Client has no right to claim any damages, specific performance or compensation whatsoever from the Company, in any of the following cases:

- a) Internet connection or communications are disrupted.
- b) In consequence of request of regulatory or supervisory authorities of Cyprus or a court order or antifraud or anti money laundering authorities.
- c) Where the legality or genuineness of the Order is under doubt.
- d) A Force Majeure Event has occurred.
- e) In an Event of Default of the Client.
- f) The Company has sent a notice of Termination of the Agreement to the Client.

### **14. Events of Default**

14.1. Each of the following constitutes an "Event of Default":

- a) The failure of the Client to perform any obligation due to the Company.
- b) If an application is made in respect of the Client pursuant to the Cyprus Bankruptcy Act or any equivalent act in another Jurisdiction (if the Client is an individual), if a partnership, in respect of one or more of the partners, or if a company, a receiver, trustee, administrative receiver or similar officer is appointed, or if the

Client makes an arrangement or composition with the Client's creditors or any procedure which is similar or analogous to any of the above is commenced in respect of the Client.

- c) The Client is unable to pay the Client's debts when they fall due.
- d) Where any representation or warranty made by the Client in paragraph 29 is or becomes untrue.
- e) The Client (if the Client is an individual) dies or is declared absent or becomes of unsound mind.
- f) Any other circumstance where the Company reasonably believes that it is necessary or desirable to take any action set out in paragraph 14.2.
- g) An action set out in paragraph 14.2 is required by a competent regulatory authority or body or court.
- h) The Company reasonably considers that the Client involves the Company in any type of fraud or illegality or breach of Applicable Regulations or the Company is placed at risk of being involved in any type of fraud or illegality or breach of Applicable Regulations if it continues offering Services to the Client, even when this is not due to the Client's wrongdoing.
- i) The Company reasonably considers that there is a material violation by the Client of the requirements established by legislation of the Republic of Cyprus or other countries having jurisdiction over the Client or his trading activities, such being materiality determined in good faith by the Company.
- j) If the Company suspects that the Client is engaged into money laundering activities or terrorist financing or card fraud or other criminal activities.
- k) The Company reasonably suspects that the Client performed a prohibited action as set out in paragraph 10.1.
- l) The Company reasonably suspects that the Client performed Abusive Trading.
- m) The Company reasonably suspects that the Client opened the Client Account fraudulently.
- n) The Company reasonably suspects that the Client performed forgery or used a stolen card to fund his Client Account.

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

- a) Terminate this Agreement immediately without prior notice to the Client.
- b) Cancel any Open Positions.
- c) Temporarily or permanently bar access to the Platform(s) or suspend or prohibit any functions of the Platform(s).
- d) Reject any Order of the Client.
- e) Restrict the Client's trading activity.

- f) In the case of fraud, reverse the funds back to real owner or according to the instructions of the law enforcement authorities of the relevant country or of the Payment Network / Institution.
- g) Cancel or reverse any profits or trading benefits and bonus gained through Abusive Trading. Losses resulting from Abusive Trading of the Client cannot be reversed.
- h) Take legal action for any losses suffered by the Company.
- i) Block the IP address of the Client who sends massive requests on the server which may cause delays in the execution time.

## **15. Reporting and Trade Confirmations**

15.1. Under Applicable Regulations, the Company shall provide the Client with reporting on his Orders. In order to comply with CySEC Rules in regards to client reporting requirements, the Company will provide the Client with a continuous and online access to his Client Account via the Platform(s) used by the Client; the Client will be able to see in his Client Account the status of his Order, confirmation of execution of the Order as soon as possible (including the trading date, time, type of Order, venue identification, instrument identification, the buy/sell indicator, the nature of the Order, the unit quantity, total consideration, total sum of commissions and expenses, the Client's Counterparty) his trading history, his Balance and other information. The Client has the right to ask the Company to send reports only by email.

The Company will send a notice to the client in a durable medium as provided by Applicable Regulations confirming execution of the Order as soon as possible and no later than the first business day following execution or, where the confirmation is received by the Company from a third party, no later than the first business day following receipt of the confirmation from the third party. Such notification will include the information provided in Applicable Regulations other than the following information which is common to all Orders:

### **(a) Company's identification**

Furthermore, the Company shall supply the Client, on request, with information about the status of his Order.

15.2. If the Client has a reason to believe that the Confirmation is wrong or if the Client does not receive any Confirmation when he should, the Client shall contact the Company in one Business Day from the date the Confirmation was sent or ought to have been sent (in the event that a Confirmation was not sent). If the Client expresses no objections during this period, the content is considered as approved by him and shall be deemed conclusive.

15.3 The Company will, depending on the Transaction and on whether it should be reported under Applicable Regulations, report the Transactions to the competent authority as provided by Applicable Regulations as quickly as possible and no later than the close of the following Business Day.

15.4 The Company will publish annually the information required in regard to Execution Venues as required by Applicable Regulations in a machine-readable electronic format, available for downloading by the Client.

## **16. Client Money Handling Rules**

16.1. The Company will promptly place any Client money it receives into one or more segregated account(s) with reliable financial institutions chosen by the Company such as a credit institution, or a bank or (with the Client's prior consent) a qualifying money market fund. It is understood that the Company may keep merchant accounts in its name with payment services providers used to settle payment transactions of its Clients. However, it is noted that such merchant accounts are not used for safekeeping of client money but only to effect settlements of payment transactions. According to Applicable Regulations, the Company shall exercise due skill, care and diligence in the selection and appointment and periodic review of the above institutions and the arrangements for holding of Client money. The Company takes into account the expertise and market reputation of such institutions with the view of ensuring the protection of Client's rights, diversification, as well as any legal or regulatory requirements or market practices related to holding of Client money that could adversely affect the Client's rights. Diversification requirements will not apply to client money placed with a third party merely for the purpose of executing a Transaction for the Client.

16.2. The Client funds will at all times be segregated from the Company's own money and cannot be used in the course of its own business. It is understood that the Company may hold Client money and the money of other clients in the same account (omnibus account).

16.3. The third party mentioned in paragraph 16.1. where the Client money is held may have a security interest, lien or right of set-off in relation to that money. The Company shall not grant security interests, liens or rights of set-off over client money enabling a third party to dispose of the Client's money in order to recover debts that do not relate to the Client or provision of services to the Client, unless this is required by applicable law in a third country jurisdiction in which the client money may be held. If the Company will enter into such an agreement, it will amend this Client Agreement accordingly to reflect this.

16.4. Client money may be held on the Client's behalf with counterparty within or outside Cyprus. The legal and regulatory regime applying to any such person outside Cyprus will be different from that of Cyprus and in the event of the insolvency or any other equivalent failure of that person, the Client's money may be treated differently from the treatment which would apply if the money was held in a Segregated Account in Cyprus. In the event of the insolvency or any other analogous proceedings in relation to that third party, the Company may only have an unsecured claim against the third party on behalf of the Client, and the Client will be exposed to the risk that the money received by the Company from the third party is insufficient to satisfy the claims of the Client with claims in respect of the relevant account.

16.5. The Company is a member of the Investors Compensation Fund (ICF). So, depending on his classification, the Client may be entitled to compensation from the ICF in the event that the Company is unable to meet its obligations. More details are found in the Company's document "Investor Compensation Fund".

16.6. The Company shall not pay to the Client any interest earned on Client money (other than profit gained through trading Transactions from his Client Account(s) under this Agreement) unless otherwise specified and the Client waives all right to interest. The Company shall provide the explanation of matters related to the interest offering on the website and/or directly to the clients, in addition Company reserves right to amend the interest from time to time in accordance with the market practice at any given time. Please see paragraph 17.4.1 for more information.

16.7. The Company may deposit Client money in overnight deposits and will be allowed to keep any interest.

16.8. It is agreed that the Company shall have the right to transfer the Client Money to successors or assignees or transferees or buyers, with 15 Business Days prior Written Notice to the Client for the purposes of paragraph 34.2. of the Client Agreement.

16.7 The Company shall not conclude title transfer financial collateral arrangements with any Client who is a retail client for the purpose of securing or covering present or future, actual or contingent or prospective obligations of such Client.

16.8 The Company provides to the Client access to an online system on which the Client can obtain information in relation to the Client money that the Company holds on behalf of the Client, as provided by Applicable Regulations.

## **17. Client Accounts, Deposits and Withdrawals**

17.1. The Client can open one or more Trading Account(s) to place Orders in particular Financial Instruments.

17.2. It is agreed and understood that the Company reserves the right to offer different types of Client Accounts from time to time with different characteristics or requirements, and which will be subject to change at the Company's discretion and according to paragraph 25 hereunder.

17.3. The Client Account is activated upon the Client depositing at least the minimum required initial deposit, as determined and amended by the Company in its discretion from time to time.

17.4. The Client may deposit funds into the Client Account (via the Wallet) at any time during the course of this Agreement. Deposits will be made via the methods and in the currencies accepted by the Company as amended from time to time. The detailed information about deposit options is shown on the Company's Website.

17.4.1. Tickmill, at its own discretion, may pass on a proportion of interest that it receives from UK/EU banks or other financial institutions to eligible clients with qualifying Wallet balances. Interest will be calculated on unutilized funds held within your Wallet(s) Interest will be calculated daily and applied to your Wallet(s) within 10 working days of the following month. If you do not wish to receive interest, you must inform Tickmill in writing and interest

payments will then be discontinued for your requested Wallet(s) / Account(s). Interest amounts will be applied grossly. You must therefore obtain independent advice with respect to the tax implications of any interest payments applied. The company reserves the right to amend or revise the terms and conditions related to the interest offering at its discretion. Please refer to the interest rate section of the website for more information.

17.4.2 In the event a Client becomes dormant or ceases to meet the eligibility criteria relevant to interest offering, the Company has the right not to pass any interest received from the Client's funds to the respective Client.

17.5. The Company has the right to request from its Client(s) at any time any documentation to confirm the source of funds deposited into the Client Wallet. The Company has the right to reject a deposit made by the Client if not duly satisfied about the legality of the source of funds and can send the money back to its source.

17.6. If the Client makes a deposit, the Company will credit the relevant Client Wallet with the relevant amount actually received by the Company (until 13.00 CET) within two Business Days following the amount is cleared in the bank account of the Company.

17.7. The Client shall notify and request the Company to initiate a banking investigation if the funds sent by the Client are not deposited in the Wallet within the specified timeframes. The Client agrees that any charges for the investigation shall be paid by the Client and deducted from his Client wallet or paid directly to the bank performing the investigation. The Client understands and agrees to provide any supporting documentation requested by the Company for the relevant investigation.

17.8. The Company covers the payment charges of Deposit and Withdrawal methods except bank charges of bank transfer deposits of amounts below five thousand (5000) USD/EUR/GBP or PLN/CHF equivalent.

\*The Swiss Franc (CHF) is available amongst the account currency options for clients residing in Switzerland.

17.9. Should the client abuse the payment system, the Company reserves the right to charge that client a fee of 5.2%.

17.10. The Company shall make withdrawals of Client funds upon the Company receiving a relevant request from the Client in the method accepted by the Company from time to time.

17.11. Upon the Company receiving an instruction from the Client to withdraw funds from the Client Wallet, the Company shall pay the said amount within one Business Day, if the following requirements are met:

- a) the withdrawal instruction includes all required information;
- b) the instruction is to make a transfer to the originating account (whether that is a bank account, a payment system account etc.) from which the money was originally deposited in the Client Wallet or at the Client's request to a bank account belonging to the Client;
- c) the account where the transfer is to be made belongs to the Client;

- d) at the moment of payment, the Client's available Client Wallet value exceeds the amount specified in the withdrawal instruction including all payment charges;
- e) there is no Force Majeure events which could prohibit the Company from effecting the withdrawal;
- f) if the Client is not using SEPA, then the transfer may take more than three working days depending on the actual transfer method chosen by the Client.

17.12. It is agreed and understood that the Company will not accept third party or anonymous payments in the Client Wallet/Account and will not accept withdrawal requests to any other third party or anonymous account.

17.13. The Company reserves the right to reasonably decline a withdrawal request from the Client asking for a specific transfer method and the Company has the right to suggest an alternative.

17.14. All payment and transfer charges of third parties will be borne by the Client and the Company shall debit the relevant Client Account for these charges.

17.15. The Client may send the request for internal transfer of funds to another Trading Account held by him with the Company. Such internal transfers shall be subject to the Company's policy amended from time to time.

17.16. Mistakes made by the Company during transfer of funds shall be refunded to the Client. It is understood that should the Client provide wrong instructions for a transfer; the Company may be unable to correct the mistake and the Client may have to suffer the loss.

## **18. Inactive Client Area and Trading Accounts**

18.1. The Company classifies a Client Area as "Dormant" if there is no trading, no open positions, no withdrawals, transfers or deposits to the account for 12 months and 10 days and the client's wallets and trading accounts have a balance of 50 or less GBP/EUR/USD or 250 PLN. Once these conditions are met, any balance on the trading accounts will be transferred to the wallets, the trading account(s) will be deactivated, and the Client Area status will be set to '**Dormant**'. The client will no longer be able to access his/her Client Area. Should they need to reactivate their Client Area, they should contact [support@tickmill.eu](mailto:support@tickmill.eu).

18.2 The Company classifies a trading account as "**Inactive**" if there is no trading, no open positions, no withdrawals or deposits to the account or logging in to the trading platform for at least 60 calendar days and the balance on the particular trading account is equal or less than 50 GBP/EUR/USD or PLN/CHF equivalent. Once these conditions are met, any balance will be transferred to the wallet and the trading account(s) will be deactivated and archived. Clients may always open new trading accounts and the funds transferred from trading account(s) to their wallets can be withdrawn at any time.

The Company is not obliged to inform Clients prior to or after disabling or archiving Client trading accounts or setting Client Area to Dormant Status.

18.3 In case of a Dormant Client Area status, the Company will charge 10 USD/EUR/GBP/CHF or 40 PLN as inactivity fee on a quarterly basis. If the wallet balance is equal or less than 10 USD/EUR/GBP/CHF or 40 PLN, the Company will write off the remaining amount.

18.4 If the Client is dormant and the balance is zero in accordance with the above criteria, the Company has the rights to terminate the business relationship.

## **19. Lien**

19.1. The Company shall have a general lien on all funds held by the Company or its Associates or its nominees on the Client's behalf until the satisfaction of his obligations under this Agreement.

## **20. Netting and Set-Off**

20.1. If the aggregate amount payable by the Client is equal to the aggregate amount payable by the Company, then automatically the mutual obligations to make payment are set-off and cancel each other.

20.2. If the aggregate amount payable by one party exceeds the aggregate amount payable by the other party, then the party with the larger aggregate amount shall pay the excess to the other party and all obligations to make payment will be automatically satisfied and discharged.

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

## **21. Fees, Taxes and Inducements**

21.1. The provision of the Services by the Company is subject to payment of fees such as brokerage fees/commissions, Swaps/Rollover, additional position fees/commissions on Swap Free accounts and other fees. For account type [Classic](#) is noted that the brokerage fees / commissions are incorporated into the Company's quoted price (Spread). For account types ECN-Pro, VIP, or Raw in some types of CFDs the Client may be required in addition to markups to pay commission or financing fees, the amount of which is disclosed on the Company's website. Commissions may be charged either in the form of a percentage of the overall value of the trade or as fixed amounts. For keeping a position overnight in some types of CFDs the Client may be required to pay or receive financing fees "Swap/Rollover". Spreads and Swap rates, appear in the Contract Specifications on our Website and/or Platform. Any additional Company fees (such as account maintenance fees) also appear on the Website and/or Platform. The Client will be informed ex-ante and ex-post about the costs and associated charges related to trading in CFDs as provided by Applicable Regulations.

21.2. It is agreed and understood that the Client shall be solely responsible for all filings, tax returns and reports which should be made to any relevant authority, whether governmental or otherwise, and for payment of all taxes (including but not limited to any transfer or value added taxes), arising out of or in connection with his trading activity with the Company hereunder.



21.3. The Client undertakes to pay all stamp expenses relating to this Agreement and any documentation which may be required for the carrying out of the transactions under this Agreement.

21.4. Should the Company pay or receive any fees, costs or inducements for the introduction of the Client or associated with trading with the Company, it shall notify the Client according to Applicable Regulations.

## **22. Corporate events, interest, and dividends**

### **CORPORATE EVENTS**

22.1. If any Instrument becomes subject to possible adjustment as the result of any of the events set out in Term 22.2 below (a "Corporate Event") or is otherwise the subject of a Corporate Event, we will determine the appropriate adjustment, if any, to be made to the size and/or value and/or number of the related Transaction(s) (and/or to the level of any Order) to account for the diluting or concentrating effect necessary to preserve the economic equivalent of the rights and obligations of the parties in relation to that Transaction immediately prior to that Corporate Event and/or replicate the effect of the Corporate Event on someone with an interest in the relevant underlying Instrument, which may include the opening of a new Transaction or the closing of the existing Transaction. Any action taken by us will be effective from the date determined by us and may, for the avoidance of doubt, be retrospective.

22.2. The events to which Term 22.1 refers are:

- a) The declaration by the issuer of an Instrument (or, if the Instrument is itself a derivative, the issuer of the security underlying that Instrument) of the terms of any of the following:
  - i. a subdivision, consolidation, redenomination or reclassification of shares, a share buy-back or cancellation, or a free distribution of shares to existing shareholders by way of a bonus, capitalisation or similar issue;
  - ii. a distribution to existing holders of the underlying shares of additional shares, other share capital or securities granting the right to payment of dividends and/or proceeds of liquidation of the issuer equally proportionately with such payments to holders of the underlying shares, securities, rights or warrants granting the right to a distribution of shares or to purchase, subscribe or receive shares, in any case for payment (in cash or otherwise) at less than the prevailing market price per share as determined by us;
  - iii. the voiding of an Instrument that trades, or has traded, on a when issued basis, in which case any Transaction(s) that relates to that Instrument will also be void;

- iv. any other event in respect of the shares analogous to any of the above events or otherwise having a diluting or concentrating effect on the market value of the shares, whether temporary or otherwise; or
  - v. any event analogous to any of the foregoing events or otherwise having a diluting or concentrating effect on the market value of any Instrument not based on shares, whether temporary or otherwise; or
- b) in relation to any Instrument that is a digital asset (including any virtual currency), any event that we reasonably deem to be analogous to any of the events set out in Terms 22.2. a) i. to v., including, but not limited to, hard or soft forks, any distribution to the holder of the digital asset (including of a second digital asset) or any event otherwise having a diluting or concentrating effect on the market value of the digital asset.

22.3. Any adjustment to the size and/or value and/or number of any Transaction(s) (and/or to the level of any Order) and/or the opening or closing of any Transaction(s), will be determined reasonably and will be conclusive and binding on you. If you have a Buy (i.e. a long Transaction) that is affected by a Corporate Event, we will, should you give us notice of the same, in the form and with any period indicated by us, give consideration to your views about the action or adjustment to be made as a result of the Corporate Event. If you hold a Sell (i.e. a short Transaction) then we will take whatever action is decided by us, acting reasonably. We will inform you of any adjustment or amendment under this Term as soon as reasonably practicable.

## **INTEREST**

22.4. We will value open Transactions on a daily basis and calculate the amount of interest, on a basis notified to you in writing (including electronically), that would apply to the sum of money necessary to take out a position in the underlying Instrument with the same value. A different rate of interest will normally apply to long and short positions. While your Transaction remains open, the amount of interest will be calculated and will accrue on a daily basis as follows:

- a) if you sell, interest will be either credited or debited to your account (depending on the interest rate); and
- b) if you buy, interest will be debited from your account.

22.5. For certain Expiry Transactions, our quote (which is based on the Underlying Market) will include an interest component. We will make it clear on our website or in our Product Details which of our Expiry Transactions contain interest component. Such Expiry Transactions will not be adjusted for interest as set out in Term 22.4. above.

## **DIVIDENDS**

22.6. Where applicable (e.g. where an Instrument is a stock, share or index in respect of which a dividend is paid) a dividend adjustment will be calculated for your account in respect of open positions held on the ex-dividend day for the relevant underlying Instrument. For long positions, the dividend adjustment will generally be a cash adjustment reflecting the amount of the net dividend receivable by an EU taxpayer holding the equivalent position in an underlying EU Instrument and will reflect normal practice in respect of non-EU Instruments, unless otherwise agreed with you. For short positions, the dividend adjustment will generally be a cash adjustment reflecting the pre-tax dividend amount, unless otherwise agreed with you. Cash adjustments reflecting dividends will be credited to your account if you bought, i.e. opened a long position, and debited if you sold, i.e. opened a short position.

## **23. Language**

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

## **24. Methods of Communications and Written Notices**

24.1. Unless the contrary is specifically provided in this Agreement, any notice, request or other communication to be given to the Company by the Client under the Agreement (other than placing Orders) shall be sent to the Company's address below (or to any other address which the Company may from time to time specify to the Client for this purpose) by email, facsimile, post if posted in Cyprus, or airmail if posted outside Cyprus, or commercial courier service and shall be deemed delivered only when actually received by the Company at:

- a) Address: Kedron 9, Mesa Geitonia, 4004 Limassol, Cyprus
- b) Fax: +357 25247651
- c) Email: [support@tickmill.eu](mailto:support@tickmill.eu)

24.2. In order to communicate with the Client, the Company may use any of the following methods:  
email,

Platform's internal mail, facsimile transmission, telephone, post, commercial courier service, air mail or the Company's Website.

24.3. Any of the following methods of communication are considered as Written Notice from the Company to the

Client: email, Platform's internal mail, facsimile transmission, post, commercial courier service, air mail or the Company's Website.

- 24.4. The following methods of communication are considered as Written Notice from the Client to the Company: email, facsimile transmission, post, commercial courier service or air mail or commercial courier.
- 24.5. Without prejudice to paragraph 23.9., any communications sent to either Party, as applicable, (documents, notices, confirmations, statements, reports etc.) are deemed received:
- (a) If sent by email, within one hour after emailing it and provided the email has left from the sender's outlook.
  - (b) If sent by the Platform's internal mail, immediately after sending it.
  - (c) If sent by facsimile transmission, upon receipt by the sender of a transmission report from its facsimile machine confirming receipt of the message by recipient's facsimile machine.
  - (d) If sent by telephone, once the telephone conversation has been finished.
  - (e) If sent by post, seven calendar days after posting it.
  - (f) If sent via commercial courier service, at the date of signing of the document on receipt of such notice.
  - (g) If sent by air mail, eight Business Days after the date of their dispatch.
  - (h) If posted on the Company Webpage, within one hour after it has been posted.
- 24.6. In order to communicate with the Client the Company will use the contact details provided by the Client whilst opening the Client Account or as updated later on. Hence, the Client has an obligation to notify the Company immediately of any change in the Client's contact details.
- 24.7. Faxed documents received by the Company may be electronically scanned and reproduction of the scanned version shall constitute evidence.
- 24.8. The Client shall be able to call the Company within its normal working hours. The Company may contact the Client outside its normal working hours.
- 24.9. Any Written Notices sent to the Company shall have to be received within the working hours of the Company. Notwithstanding paragraph 23.5., any Notices received outside the normal working hours shall be treated as being received the following Business Day.

## **25. Personal Data, Confidentiality, Recording of Telephone Calls and Records**

25.1. The Company may collect client information directly from the Client (in his completed Account Opening Application Form or otherwise) or from other persons including, for example, the credit reference agencies, fraud prevention agencies, banks, other financial institutions, third authentication service providers and the providers of public registers.

25.2. Client information which the Company holds is to be treated by the Company as confidential and will not be used for any purpose other than in connection with the provision, administration and improvement of the Services,

anti-money laundering and due diligence checks, for research and statistical purposes and for marketing purposes. Information already in the public domain, or already possessed by the Company without a duty of confidentiality will not be regarded as confidential.

25.3. The Company has the right to disclose Client information (including recordings and documents of a confidential nature, card details) in the following circumstances:

- a) Where required by law or a court order by a competent Court.
- b) Where requested by CySEC or any other regulatory authority having control or jurisdiction over the Company or the Client or their associates or in whose territory the Company has Clients.
- c) To relevant authorities to investigate or prevent fraud, money laundering or other illegal activity.
- d) To such an extent as reasonably required so as to execute Orders and for purposes ancillary to the provision of the Services.
- e) To credit reference and fraud prevention agencies, third authentication service providers, banks and other financial institutions for credit checking, fraud prevention, anti-money laundering purposes, identification or due diligence checks of the Client. To do so they may check the details the Client supplied against any particulars on any database (public or otherwise) to which they have access. They may also use Client details in the future to assist other companies for verification purposes. A record of the search will be retained by the Company.
- f) To the Company's professional advisors provided that in each case the relevant professional shall be informed about the confidential nature of such information and commit to the confidentiality herein obligations as well.
- g) To other service providers who create, maintain or process databases (whether electronic or not), offer record keeping services, email transmission services, messaging services or similar services which aim to assist the Company collect, storage, process and use Client information or get in touch with the Client or improve the provision of the Services under this Agreement.
- h) To a Trade Repository or similar under the Regulation (EU) No 648/2012 of the European Parliament and of the Council of 4 July 2012 on OTC derivatives, central counterparties (CCPs) and trade repositories (TRs) (EMIR).
- i) To other service providers for statistical purposes in order to improve the Company's marketing, in such a case the data will be provided in an aggregate form.
- j) To market research call centers that provide telephone or email surveys with the purpose to improve the services of the Company, in such a case only the contact details data will be provided.

- k) Where necessary in order for the Company to defend or exercise its legal rights to any court or tribunal or arbitrator or Ombudsman or governmental authority.
- l) At the Client's request or with the Client's consent.
- m) To an Affiliate of the Company or any other company in the same group of the Company.
- n) To successors or assignees or transferees or buyers, with ten Business Days prior Written Notice to the Client, and for the purposes of paragraph 34.2. of the Client Agreement.
- o) Client Information is disclosed in relation to US taxpayers to the Inland Revenue in Cyprus, which will in turn report this information to the IRS of the US according to the Foreign Account Tax Compliance Act (FATCA) of the USA and the relevant intergovernmental agreement between Cyprus and the US.

25.4. If the Client is a natural person, the Company will use, store, process and handle personal information provided by the Client in connection with the provision of the Services, in accordance the Processing of Personal Data (Protection of the Individual) Law of 2001 as this may be amended and/or supplemented and/or replaced from time to time and the Company is obliged to supply the Client, on request, with a copy of personal data which it holds about the Client (if any) as well as enable the Client to exercised their rights under applicable law.

25.5. By entering into this Agreement, the Client will be consenting to the transmittal of the Client's personal data outside the European Economic Area, according to the provisions of Processing of Personal Data (Protection of the Individual) Law of 2001 as this may be amended and/or supplemented and/or replaced from time to time for the reasons specified in paragraph 24.3.

25.6. Telephone conversations and communications between the Client and the Company may as well as internal communications which relate to the Client's affairs and/or Transactions and/or Orders will be recorded and kept by the Company and recordings will be the sole property of the Company. The Client accepts such recordings and communication as conclusive evidence of conversations so recorded. A copy of such recordings and communications as well as internal communications which relate to the Client's affairs and/or Transactions and/or Orders will be available on request by the Client for a period of five years and where requested by CySEC for a period of up to seven years.

25.7. The Client accepts that the Company may, for the purpose of administering the terms of the Agreement, from time to time, make direct contact with the Client.

25.8. The Client accepts that the Company or any Affiliate of the Company or any other company in the same group of the Company may make contact with the Client, from time to time, by telephone, fax, email or post for marketing purposes to bring to the Client's attention products or services that may be of interest to him or to conduct market research. If the Client is a natural person such marketing communications will be made only with the Client's consent.

25.9. Under Applicable Regulations, the Company will keep records containing Client personal data, trading information, account opening documents, communications and anything else which relates to the Client for at least five years after termination of the Agreement.

## **26. Amendment of the Agreement**

26.1. The Company may upgrade the Client Account, convert Client Account type, upgrade or replace the Platform or enhance the services offered to the Client if it reasonably considers this is to the Clients advantage and there is no increased cost to the Client.

26.2. The Company may also change any terms of the Agreement (which includes this Client Agreement and its Appendices and Client Categorisation Policy, Investor Compensation Fund, Summary of Conflicts of Interest Policy, Summary of Best Interest and Order Execution Policy, Risk Disclosure and Warnings Notice, Complaints Procedure for Clients, Privacy Policy) for any of the following reasons:

a) Where the Company reasonably considers that:

- the change would make the terms of the Agreement easier to understand;
- or
- the change would not be to the disadvantage of the Client.

b) To cover:

- the involvement of any service or facility the Company offers to the Client; or
- the introduction of a new service or facility; or
- the replacement of an existing service or facility with a new one; or
- the withdrawal of a service or facility which has become obsolete, or has ceased to be widely used, or has not been used by the Client at any time in the previous year, or it has become very expensive for the Company to offer.

c) To enable the Company to make reasonable changes to the services offered to the Client as a result of changes in:

- the banking, investment or financial system; or
- technology; or
- the systems or Platform used by the Company to run its business or offer the Services hereunder.

d) As a result of a request from CySEC or any other authority or as a result of change or expected change in Applicable Regulations.

e) Where the Company finds that any term in the Agreement is inconsistent with Applicable Regulations. In such a case, it will not rely on that term but treat it as if it did reflect the relevant Applicable Regulations and shall update the Agreement to reflect the Applicable Regulations.

26.3. As long as the Client is able to end the Agreement without charge, the Company may change any of the terms of the Agreement for any reason not listed under paragraph 26.2.

26.4. For any change made according to paragraphs 26.2. and 26.3., the Company shall provide the Client with advance Written Notice of at least 15 Business Days. However, the Client acknowledges that a change which is made to reflect a change in Applicable Regulations may, if necessary, take effect immediately.

26.5. For any change in Agreement, where the Company elects to provide Written Notice via a post on the Website, the Company shall also provide the said Written Notice with an additional means of Written Notice.

26.6. When the Company provides Written Notice of changes under paragraphs 26.2 and 26.3. it shall tell the Client the date it comes into effect. The Client shall be treated as accepting the change on that date unless, before then, the Client informs the Company that the Client wishes to terminate the Agreement and not accept the change. The Client shall not have to pay any charges as a result of terminating in this case, other than costs due and payable for Services offered until the termination.

26.7. The Company shall have the right to review its costs, fees, charges, commissions, financing fees, swaps, trading conditions, execution rules, roll over policy and trading times, found on the Company's website and/or Platform, from time to time. Such changes shall be effected on the Website and /or the Platform and the Client is responsible to check for updates regularly. In the absence of a Force Majeure event, the Company shall be providing the Client with advance notice on its Website of at least 15 Business Days. The Client shall be treated as accepting the change on that date unless, before then, the Client informs the Company that the Client wishes to terminate the Agreement and not accept the change. The Client shall not have to pay any charges as a result of terminating in this case, other than costs due and payable for Services offered until the termination.

26.8. The Company shall have the right to review the Client's Categorization, according to Applicable Regulations and inform the Client accordingly of the change before it comes into effect by providing the Client with advance notice of at least five (5) Business Days. Notwithstanding paragraph 26.1, changing the Client's Categorization may also mean changing the type of Client Account of the Client. The Client shall be treated as accepting the change on that date unless, before then, the Client informs the Company that the Client wishes to terminate the Agreement and not accept the change.

## **27. Termination and Results of Termination**

27.1. Without prejudice to the Company's rights under this Agreement to terminate it immediately without prior notice to the Client, each Party may terminate this Agreement by giving at least 15 Business Days Written Notice to the other Party.

27.2. Termination by any Party will not affect any obligation which has already been incurred by either Party or any legal rights or obligations which may already have arisen under the Agreement or any Transactions made hereunder.



27.3. Upon termination of this Agreement, all amounts payable by the Client to the Company will become immediately due and payable including (but without limitation) all outstanding costs and any other amounts payable to the Company, any charges and additional expenses incurred or to be incurred by the Company as a result of the termination of the Agreement.

27.4. Once notice of termination of this Agreement is sent and before the termination date:

- a) the Client will have an obligation to close all his Open Positions. If he fails to do so, upon termination, the Company will close any Open Positions;
- b) the Company will be entitled to cease to grant the Client access to the Platform(s) or may limit the functionalities the Client is allowed to use on the Platform(s);
- c) the Company will be entitled to refuse to accept new Orders from the Client;
- d) the Company will be entitled to refuse to the Client to withdraw money from the Client Account and the Company reserves the right to keep Client's funds as necessary to close positions which have already been opened and/or pay any pending obligations of the Client under the Agreement.

27.5. Upon Termination any or all the following may apply:

- a) The Company has the right to combine any Client Accounts of the Client, to consolidate the Balances in such Client Accounts and to set off those Balances;
- b) The Company has the right to close the Client Account(s);
- c) The Company has the right to convert any currency;
- d) The Company has the right to close out the Client's Open Positions;
- e) In absence of illegal activity or suspected illegal activity or fraud of the Client or instructions from the relevant authorities, if there is Balance in the Client's favour, the Company will (after withholding such amounts that in the Company's absolute discretion considers appropriate in respect of future liabilities) pay such Balance to the Client as soon as reasonably practicable and supply him with a statement showing how that Balance was arrived at and, where appropriate, instruct any Nominee or/and any Custodian to also pay any applicable amounts. Such funds shall be delivered in accordance to the Client's Instructions to the Client. It is understood that the Company will effect payments only to an account in the name of the Client. The Company has the right to refuse, at its discretion, to effect third party payments.

27.6 Termination

for

Cause:

Without prejudice to the Company's rights under this Agreement to terminate it immediately without prior notice to the Client, either Party may terminate this Agreement **with immediate effect** if the other Party commits a material breach of this Agreement or engages in any act that significantly harms or may harm the business, reputation, or interests of the terminating Party.

## 28. Force Majeure

28.1. A Force Majeure Event includes without limitation each of the following and which makes it impossible or very impractical for the Company to comply with the Agreement:

- a) Government actions, the outbreak of war or hostilities, the threat of war, acts of terrorism, national emergency, riot, civil disturbance, sabotage, requisition, or any other international calamity, economic or political crisis.
- b) Act of God, earthquake, tsunami, hurricane, typhoon, accident, storm, flood, fire, epidemic or other natural disaster.
- c) Labour disputes and lock-out.
- d) Suspension of trading on a market or the liquidation or closure of any market, or the fixing of minimum or maximum prices for trading on a market to which the Company relates its Quotes, or the imposition of limits or special or unusual terms on the trading in any such market or a regulatory ban on the activities of any party (unless the Company has caused that ban), decisions of state authorities, governing bodies of self-regulating organizations, decisions of governing bodies of organized trading platforms.
- e) A financial services moratorium having been declared by appropriate regulatory authorities or any other acts or regulations of any regulatory, governmental, supervisory, regulatory or supranational body or authority.
- f) Breakdown, failure or malfunction of any electronic, network and communication lines (not due to the bad faith or willful default of the Company).
- g) Any event, act or circumstances not reasonably within the Company's control and the effect of that event(s) is such that the Company is not in a position to take any reasonable action to cure the default.

28.2. If the Company determines in its reasonable opinion that a Force Majeure Event exists (without prejudice to any other rights under the Agreement) the Company may without prior notice and at any time take any or all of the following steps, as necessary:

- a) Suspend or modify the application of any or all terms of the Agreement to the extent that the Force Majeure Event makes it impossible or impractical for the Company to comply with them.
- b) Take or omit to take all such other actions as the Company deems to be reasonably appropriate in the circumstances with regard to the position of the Company, the Client and other clients.
- c) Shut down the Platform(s) in case of malfunction for maintenance or to avoid damage.
- d) Cancel any Client Orders.
- e) Refuse to accept Orders from Clients.
- f) Inactivate the Client Account.
- g) Increase Margin requirements without notice.

- h) Close out any or all Open Positions at such prices as the Company considers in good faith to be appropriate.
- i) Increase Spreads.
- j) Decrease Leverage.

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

## **29. Limitations of Liability and Indemnity**

29.1. In the event the Company provides information, recommendations, news, information relating to transactions, market commentary or research to the Client (or in newsletters which it may post on its Website or provide to subscribers via its Website or otherwise), the Company shall not, in the absence of its fraud, willful default or gross negligence, be liable for any losses, costs, expenses or damages suffered by the Client arising from any inaccuracy or mistake in any such information given.

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

- a) Any error or failure or interruption or disconnection in the operation of the Platform(s), or any delay caused by the Client Terminal or Transactions made via the Client Terminal, any technical problems, system failures and malfunctions, communication line failures, equipment or software failures or malfunctions, system access issues, system capacity issues, high internet traffic demand, security breaches and unauthorized access, and other similar computer problems and defects.
- b) Any failure by the Company to perform any of its obligations under the Agreement as a result of Force Majeure Event or any other cause beyond its control.
- c) The acts, omissions or negligence of any third party.
- d) Any person obtaining the Client's Access Data that the Company has issued to the Client prior to the Client's reporting to the Company of the misuse of his Access Data.
- e) Unauthorized third persons having access to information, including electronic addresses, electronic communication, personal data and Access Data when the above are transmitted between the Parties or any other party, using the internet or other network communication facilities, post, telephone, or any other electronic means.
- f) Any of the risks of the Risks Disclosure and Warnings Notice.
- g) Currency risk.
- h) Any changes in the rates of tax.
- i) The occurrence of Slippage.

- j) The Client relying on functions such as Trailing Stop, Expert Advisor and Stop Loss Orders.
- k) Under abnormal Market Conditions.
- l) Any acts or omissions (including negligence and fraud) of the Client and/or his Authorized Representative.
- m) For the Client's or his Authorised Representative's trading decisions.
- n) All Orders given through and under the Client's Access Data.
- o) The contents, correctness, accuracy and completeness of any communication spread by the use of the Platform(s).
- p) As a result of the Client engaging in Social Trading (if applicable).

29.3 If the Company, its Directors, Officers, employees, Affiliates, or Agents incur any claims, damage, liability, costs or expenses, which may arise in relation to the execution or as a result of the execution of the Agreement and/or in relation to the provision of the Services and/or in relation to the use of the Platform(s), that the Company, its Directors, Officers, employees, Affiliates, or Agents bear no responsibility whatsoever, it is the Client's responsibility to indemnify the Company for such.

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

29.5 The Company's cumulative liability to the Client shall not exceed the fees paid to the Company under this Agreement in relation to the particular Client for the Provision of the Services and use of the Platform(s).

## **30. Representations and Warranties**

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

- a) The Client is at least 18 years old, or the age of legal consent for engaging in financial investment activities under the laws of any jurisdiction that applies to him.
- b) The Client is of sound mind and capable of taking decisions for his own actions.
- c) There are no restrictions on the markets or financial instruments in which any Transactions will be sent for execution, depending on the Client's nationality or religion.
- d) All actions performed under the Agreement will not violate any law or rule applicable to the Client or to the jurisdiction in which the Client is resident, or any agreement by which the Client is bound or by which any of the Client's assets or funds are affected.
- e) The Client will not use the IP or the Platform or Website in contravention to this Agreement, or for unauthorized or unlawful purposes and that he will use the IP, Platform and Website only for the benefit of his Client Account and not on behalf of any other person.

- f) The Client is duly authorised to enter into the Agreement, to give Orders and to perform its obligations hereunder.
- g) The Client is the individual who has completed the Account Opening Application Form or, if the Client is a company, the person who has completed Account Opening Application Form on the Client's behalf is duly authorised to do so.
- h) The Client is acting as a principal and not as agent or representative or trustee or custodian on behalf of someone else. The Client may act on behalf of someone else only if the Company specifically consents to this in writing and provided all the documents required by the Company for this purpose are received.
- i) The information provided by the Client to the Company in the Account Opening Application Form and at any time thereafter is true, accurate and complete and the documents handed over by the Client are valid and authentic.
- j) The Client has read and fully understood the terms of the Agreement including the information in the Appendices.
- k) The Client funds used for trading are not in any direct or indirect way the proceeds of any illegal activity or used or intended to be used for terrorist financing.
- l) The Client is not a Politically Exposed Person and does not have any relationship (for example relative or business associate) with a person who holds or held in the last twelve months a prominent public position. If the above statement is untrue and in the event that the Client has not disclosed this already in the Account Opening Application Form, he will inform the Company as soon as possible will notify the Company if at any stage during the course of this Agreement he becomes a Politically Exposed Person.
- m) The Client is not from Japan, USA, Canada and Turkey and FATF blacklisted countries as the Company does not accept Clients from these countries and from any other countries where special legal conditions or limitations exists.
- n) He has read and understands the Risks Disclosure and Warnings Notice.
- o) The Client consents to the provision of the information of the Agreement by means of a Website or email.
- p) The Client confirms that he has regular access to the internet and consents to the Company providing him with information, including, without limitation, information about amendments to the terms and conditions, costs, fees, this Agreements, Policies and information about the nature and risks of investments by posting such information on the Website or email. Should the Client wish, he may request for these to be sent by post or fax.

### **31. Complaints and Disputes**

31.1. If the Client wishes to report a complaint, he must send an email to the Company with the completed "Complaints Form" found on the Website. The Company will try to resolve it without undue delay and according to the Company's Complaints Procedure for Clients.

31.2. If a situation arises which is not expressly covered by this Agreement, the Parties agree to try to resolve the matter on the basis of good faith and fairness and by taking such action as is consistent with market practice.

31.3. It is noted that the Client, depending on the amount of the complaint, may have the right under Applicable Regulations, to make a complaint at the Financial Ombudsman of the Republic of Cyprus at:

- a) Website: <http://www.financialombudsman.gov.cy>
- b) Email: [complaints@financialombudsman.gov.cy](mailto:complaints@financialombudsman.gov.cy)
- c) Postal Address: 13 Lord Byron Avenue, 1096 Nicosia, Cyprus
- d) Telephone: +35722848900
- e) Fax: +35722660584, +35722660118

31.4. The Client's right to take legal action remains unaffected by the existence or use of any complaints procedures referred to above.

### **32. Applicable and Governing Law and Applicable Regulations**

32.1. If a settlement is not reached by the means described in paragraph 30.1, all disputes and controversies arising out of or in connection with the Agreement shall be finally settled in court in Cyprus.

32.2. This Agreement is governed by the Laws of Cyprus.

32.3. All transactions on behalf of the Client shall be subject to Applicable Regulations and any other public authorities which govern the operation of the Cyprus Investment Firms, as they are amended or modified from time to time. The Company shall be entitled to take or omit to take any measures which it considers necessary to ensure compliance with the Applicable Regulations, the relevant market rules. Any such measures as may be taken shall be binding on the Client.

32.4. All rights and remedies provided to the Company under the Agreement are cumulative and are not exclusive of any rights or remedies provided by law.

### **33. Severability**

33.1. Should any part of this Agreement be held by any Court of competent jurisdiction to be unenforceable or illegal or contravene any rule, regulation or by law of any Market or regulator, that part will be deemed to have been excluded from this Agreement from the beginning, and this Agreement will be interpreted and enforced as though

the provision had never been included and the legality or enforceability of the remaining provisions of the Agreement or the legality, validity or enforceability of this provision in accordance with the law and/or regulation of any other jurisdiction, shall not be affected.

### **34. Non-Exercise of Rights**

34.1. Either Party's failure to seek redress for violations, or to insist upon strict performance, of any condition or provision of this Agreement, or its failure to exercise any or part of any of right or remedy to which that Party is entitled under this Agreement, shall not constitute an implied waiver thereof.

### **35. Assignment**

35.1. The Company may at any time sell, transfer, assign or novate to a third party any or all of its rights, benefits or obligations under this Agreement or the performance of the entire Agreement subject to providing 15 Business Days prior Written Notice to the Client. This may be done without limitation in the event of merger or acquisition of the Company with a third party, reorganisation of the Company, winding up of the Company or sale or transfer of all or part of the business or the assets of the Company to a third party.

35.2. It is agreed and understood that in the event of transfer, assignment or novation described in paragraph 35.1 above, the Company shall have the right to disclose and/or transfer all Client Information (including without limitation personal data, recording, correspondence, due diligence and client identification documents, files and records, the Client trading history) transfer the Client Account and the Client Money as required, subject to providing 15 Business Days prior Written Notice to the Client.

35.3. The Client may not transfer, assign, charge, novate or otherwise transfer or purport to do so the Client's rights or obligations under the Agreement.

### **36. Introducer**

36.1. In cases where the Client is introduced to the Company through a third person such as an introducing broker, business introducer or associate or affiliate ("Introducer"), the Client acknowledges that the Company is not bound by any separate agreements entered into between the Client and the Introducer. It is also made clear that the IBs are not authorised by us to bind the Company in any way, to offer credit in our name, to offer guarantees against losses, to offer investment services or legal, investment or tax advice in our name or collect your money.

### **37. Authorised Representative**

37.1. The Company may in certain cases accept an Authorized Representative on behalf of the Client to place Orders to the Company or to handle any other matters related to the Client Account or this Agreement, provided the Client notifies the Company in writing of the appointment of an Authorized Representative and this person is approved by the Company fulfilling all of the Company specifications for this.

37.2. Unless the Company receives a written notification from the Client for the termination of the authorisation of Authorized Representative, the Company, without prejudice to paragraph 37.4 herein below, has the right to continue accepting Orders and/or other instructions relating to the Client Account by the Authorized Representative on the Client's behalf and the Client will recognize such orders as valid and committing to him.

37.3. The written notification for the termination of the authorization of the Authorized Representative has to be received by the Company with at least 5 days' notice prior the termination of the authorization date.

37.4. The Company has the right (but NOT an obligation to the Client) to refuse to accept Orders and/or other instructions relating to the Client Account from the Authorized Representative in any of the following cases:

- a) if the Company reasonably suspects that the Authorized Representative is not legally allowed or properly authorized to act as such;
- b) an Event of Default occurred;
- c) in order for the Company to ensure compliance with the relevant market rules and or practices, Applicable Regulations or other applicable laws; or
- d) in order to protect the interest of the Client.

### **38. Multiple Account Holders**

38.1. Where the Client comprises two or more persons, the liabilities and obligations under the Agreement shall be joint and several. Any warning or other notice given to one of the persons which form the Client shall be deemed to have been given to all the persons who form the Client. Any Order given by one of the persons who form the Client shall be deemed to have been given by all the persons who form the Client.

38.2. In the event of the death or mental incapacity of one of the persons who form the Client, all funds held by the Company or its Nominee, will be for the benefit and at the order of the survivor(s) and all obligations and liabilities owed to the Company will be owed by such survivor(s).

### **39. Incapacity or Death**

The Company reserves the right to freeze the client account(s) upon receipt of any documentation prescribed by law that confirms their incapacity or death.

The client acknowledges that:

- (a) such documentation has to be provided by their authorised representative(s) in order for the Company to accept any instructions or take action over any account held in the Client's name;
- (b) the Company will not be responsible for any losses, charges or costs related to the Client's account(s) following the client's incapacity or death;



- (c) the Company will close the client's account(s) upon receipt of legal documentation confirming their incapacity or death and return any money held on account to the authorised representative(s) following the deduction of any costs related to the client account(s); and
- (d) the Company will act in good faith and as soon as practically possible following receipt of the relevant documentation and will not be liable in any way for possible delays (if any) in executing point (c).

## **APPENDIX 1 – CFD TRADING TERMS**

### *1. Scope*

1.1. This Appendix is applicable only to those Clients trading in the Financial Instruments of CFDs.

### *2. Types of CFD Orders*

2.1. The following CFD Orders may be placed with the Company, depending on the types of Client Account:

- a) Limit. Orders executed according to Client specifications at the first available market price until they are filled, canceled, or expired.
- b) Market. Orders are executed immediately at the first available market price.
- c) Stop. Orders are active but do not execute until the market price reaches the Order's trigger price. Orders are then executed as market orders.

### *3. Placing, Cancelling or Removing Orders and Execution of Client Orders*

3.1. Orders can be placed, executed and (if allowed) changed or removed within the Trading Hours for each type of CFD appearing on the Company's Website and/or the Platform, as amended from the Company from time to time.

3.2. Pending Orders, not executed, shall remain effective through the next trading session (as applicable).

3.3. Market Orders not executed because there is not enough volume to fill them, will not remain effective and will be cancelled.

3.4. All open spot positions will be rolled over to the next business day at the close of business in the relevant Underlying Market, subject to the Company's rights to close the open spot position. Any open forward positions will be rolled over at the expiry of the relevant period into the next relevant period subject to the Company's rights to close the open forward position.

3.3. Orders shall be valid in accordance with the type and time of the given Order, as specified by the Client. If the time of validity of the order is not specified, it shall be valid for an indefinite period. However, the Company may delete one or all pending orders if the Client Account Equity reaches zero. However, the Company may delete one or all pending orders at Stop Out level as defined in paragraph 7.6. below.

3.4. Orders cannot be changed or removed after placed in the market. Stop Loss and Take Profit Orders may be changed even if the trade was placed in the market as long as they are higher in distance than a specific level (depending on the trading symbol).

3.5. The Client may change the expiry date of Pending Orders or delete or modify a Pending Order before it is executed, if it is not Good Till Cancelled (GTC).

3.6. The Company shall receive and transmit for execution to the Liquidity Provider any Orders given by the Client strictly in accordance with its terms or execute the Order itself on an own account basis. The Company will have no responsibility for checking the accuracy of any Order.

3.7. CFD Orders are executed as:

a) CFD on currency pairs:

- Take Profit (T/P) orders are executed at the first available market price;
- Stop Loss (S/L) orders set for lock positions are executed at the first available market price;
- Limit orders are executed at the first available market price;
- Buy Stop and Sell Stop orders for position opening are executed at the first available market price.

b) CFD on other underlying assets:

- Take Profit (T/P) orders are executed at the first available market price;
- Limit orders are executed at the first available market price;
- Stop Loss (S/L) orders are executed at the first available market price;
- Buy Stop and Sell Stop orders for the opening position are executed at the first available market price.

3.8. During the course of this Agreement in relation to all individual CFD trading the Company will either receive the Client Orders and transmit them for execution to a third party (called the Liquidity Provider) who may in turn transmit the order to another party for execution (a list of these institutions appear on our Website) or execute the order as the counterparty in a CFD.

3.9. The Company is obliged to monitor or advise the Client on the status of any Transaction as provided by Applicable Regulations. The Company is not obliged to close out any Client's Open Positions. When the Company decides to do so, this will be done on a discretionary basis and will not be considered an undertaking of an obligation to continue.

3.10. It is the Client's responsibility to be aware of his positions at all times.

3.11. The Quotes appearing on the Client's terminal are based on the quotes from liquidity providers or the Company and are indicative quotes and hence the actual execution price may vary depending on the market conditions. For example, if there is high volatility in the Underlying Market the execution of the Order may change due to execution time and also the Client may ask for price but he will get the first price that will be in the market and this may result in positive or negative Slippage for the Client.

3.12. In the event that the Company is unable to proceed with an Order, with regard to price or size or other reason, depending on the Order type, the Order may be rejected or partially filled. The Company offers market execution of Orders and hence re-quotes from the Company are not possible.

#### *4. Spreads and Swaps*

4.1. The Company's BID and ASK prices for a given CFD are calculated by reference to the price of the relevant Underlying Asset, which the Company obtains from third party external reference sources (i.e. from its Liquidity Providers). The difference between the BID and ASK prices quoted of a given CFD is the Spread. The Company may increase the Spread between the BID and ASK prices it quotes Clients compared to the Prices it obtains from third party external reference sources (mark-up). The Swaps appear in the Contract Specifications on our Website and/or Platform.

4.2 At market opening and closing times, prior to announcements, during period of low liquidity, the market spread may widen substantially.

4.3. For keeping a position overnight in some types of CFDs the Client may be required to pay or receive financing fees "Swap/Rollover". Swap rates appear in the Contract Specifications on our Website and/or Platform. Swaps are calculated when the position is kept open overnight at midnight (00:00 CET) and are charged daily. Weekend swaps are calculated on Wednesday as triple-swap.

#### *5. Lots*

5.1. The 1 (one) standard lot size is the measurement unit specified for each CFD. The Company may offer standard lots, micro-lots and mini-lots, in its discretion, as defined from time to time in the Contract Specifications or the Company's Website.

#### *6. Trailing Stop, Expert Advisor and Stop Loss Orders*

6.1. The Client agrees that trading operations using additional functions of the Client Trading Terminal such as Trailing Stop, Expert Advisor, Trade Replication/Copying, Social Trading and/or One-Click-Trader are executed

completely under the Client's responsibility, as they depend directly on his trading terminal and the Company bears no responsibility whatsoever.

6.2. The Client agrees that placing a Stop Loss Order will not necessarily limit losses to the intended amounts, because market conditions may make it impossible to execute such an Order at the stipulated price and the Company bears no responsibility whatsoever.

### *7. Margin Requirements*

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

7.2. Unless a Force Majeure Event has occurred, the Company has the right to change the Margin requirements, by providing a post in the Website and/or Platform and the Company has the right to apply new Margin requirements to the new positions.

7.3. The Company has the right to change Margin requirements without prior notice to the Client in the case of Force Majeure Event and especially when there are abnormal market conditions. In this situation the Company has the right to apply new Margin requirements to the new positions and to the positions which are already open.

7.4. Without prejudice to paragraphs 7.5. and 7.6. below and paragraph 13.1. of the Client Agreement, the Company has the right to close at market prices and or limit the size of Client Open Positions and to refuse new Client Orders to establish new positions in any of the following cases:

- a) The Company considers that there are abnormal trading conditions.
- b) The value of Client collateral falls below the minimum margin requirement.
- c) At any time equity (current balance including open positions) is equal to or less than a specified percentage of the margin (collateral) needed to keep the open position.
- d) The Company makes a Margin Call (including the situation where the Platform automatically notifies the Client) and the Client fails to meet it.
- e) The Liquidity Provider or the Company (as the case may be) cannot execute the Order for example because it is unable to determine the market price of the Underlying Asset.
- f) The system of the Company rejects the Order due to trading limits imposed on the Client Account.

7.5. The Company does not have an obligation to make Margin Calls to the Client (indulging the situation when the Platform automatically warns the Client that it reached a specific percentage of the Margin in the Client Account). However, if the Company does make a Margin Call then the Client should take any or all of the three options to deal

with the situation: a) Limit his exposure (close trades); or b) Hedge his positions (open counter positions to the ones he has right now) while reevaluating the situation; or c) Deposit more money in his Client Account.

7.6. For **Retail** Clients' trading accounts, when the Margin Level reaches 50% (ratio of equity to Margin in the Client Account), the client positions will start closing automatically at market prices (Stop Out level of 50%) starting with the most losing Order and the Company has the right to refuse new Orders. For **Professional** Clients' trading accounts, when the Margin Level reaches 30% (ratio of equity to Margin in the Client Account), the client positions will start closing automatically at market prices (Stop Out level of 30%) starting with the most losing Order and the Company has the right to refuse new Orders.

7.7. Margin must be paid in monetary funds in the Currency of the Client Account.

7.8. The Client undertakes neither to create nor to have outstanding any security interest whatsoever over, nor to agree to assign or transfer, any of the Margin transferred to the Company.

#### *8. Swap Free Client Accounts*

8.1. The Company offers Swap Free Client Accounts for CFD trading, subject to the Company's requirements being fulfilled.

8.2. The rest of the provisions herein in this entire Agreement shall also apply to Swap Free Client Accounts save any mentions to Swaps.

8.3. Clients wishing to change from a normal Client Account into a Swap Free Client Account must close all their open positions first.

8.4. If the Client has a Swap Free Client Account, no Swaps or roll over charges will be applied to trading positions overnight. Any charges applicable to Swap free Client Accounts appear in the Contract Specifications on the Company's Website and/or the Platform.

8.5. If the Client has a Swap Free Client Account, when a position is held open for more than three consecutive nights (including weekends), the account is subject to daily charges on exotic currency pairs from the fourth night onwards. The table with the description of the daily overnight charges can be found on the [website](#).

8.6. The Client who has a Swap free Client Account may not hold his floating positions for a long period of time. In such an event, the Client must close the floating positions and Swaps will be applied retroactively.

8.7. Hedging a position by its corresponding CFD contract in a Swap Free Account is forbidden. In such an event, the Client must close the hedges immediately and Swaps will be applied retroactively.