

# CUSTOMER AGREEMENT

## 1. Subject of Agreement

1.1. This Agreement sets forth the terms and conditions of the Company's services provision.

1.1. Ivision Market Limited (hereinafter referred to as the "Company"), is registered by Registrar of Companies for England and Wales, with registration number 2024-00011, having its registered office at Ground Floor, The Sotheby Building, Rodney Village, Rodney Bay, Gros-Islet, Saint Lucia. The Company is compliant with Commodity Trading Advisor Exemptions from CTA registration Exemption Type: 4.14 (1)(8) Exemption is processed through NFA's Exemption System Commodity Pool Operator According to NFA records, pools listed below are operated by this firm The Commodity Exchange Act (CEA) regulates the trading of commodity futures in the United States. Passed in 1936.

The Company provides the following services to the Customer: performing operations in financial markets, performing transactions with financial tools either presenting or not presenting on the organized market. This Agreement also sets forth the order of payments between the Parties, in connection with the aforementioned services provision. Accepting this Agreement, the Client guarantees the following:

1.1.1. In case the Client is a private person, he/she is a legal person of age. In case the Client is a legal entity, the entity is capable and no one except the Client has any rights of demand or obligation in respect to the transactions performed in the Client's trading account.

1.1.2 All the transactions on the Client's trading account are performed in compliance with this Agreement.

1.1.3. In case of any change or modification of personal data or expiration of personal identification documents, the Client is obliged within 3 business days to inform the Company of such changes/expiration. The notification must be sent by email containing the Client's first and last name, account number(s), phone, as well as Client's valid passport or ID and recent proof of residential address. The notification must be signed, scanned and sent to support@ivisionmarket.com from the email the Client submitted during his/her account registration. The Company has the right to request other verification documents in order to verify the Client and comply with applicable know-your-client regulations. Any delay or failure to comply with this clause shall amount to breach of these Agreement by the Client and can lead to closure of the Client's account(s).

In case the Client is a private person he submits the registration form personally. If legal entity, the form is submitted by the person in charge.

### Client's Representation

1.2.1. The Client represents and warrants that he/she is free to enter into this Agreement, to perform each of the terms and covenants contained herein and that he/she is not restricted or prohibited, contractually or otherwise, from entering into or performing under this Agreement and that his/her execution of and performance under this Agreement is not a violation or breach of any other agreement between the Company and any other person or entity.

1.2.2 The Client understands and expressly agrees that the Company shall exercise its right to



monitor activity of the Client and verify consistency of Client's behavior and trading activities on the Company's platform.

1.23. The Client further represents that he/she has complete understanding and is agreeing with all terms and conditions of this Agreement.

## **2. Company's Services**

21. The term "Company's services" refers to any interactive services or software provided by the Company, which allow the Client to:

21.1. Connect the Company or authorized third Party, receive information and/or quotes from the Company or authorized third party;

21.2. Perform transactions on financial markets through the Company by means of Meta trader 5 software, including electronic data transmission between the Client's PC (or any similar device) connected to the Internet and the Company's authorized network.

22. Accepting this Agreement the Client confirms he/she has read the communication rules and agrees that he/she is only able to perform orders by means of trading terminal and the Company's live chat only.

23. Company's services include Meta trader 5 software pack, technical analysis means and any thirdparties' services offered along with the Company's services.

24. The Client confirms that the Company may modify, add, rename or leave unmodified the Company's services offered in compliance with this Agreement without prior notification. The Client also confirms that the Agreement is applied to the services which may be modified, added or renamed in future in addition to the services provided by the Company at present.

25. As far as trading operations are concerned the Company only provides execution, not providing any asset management or recommendations.

26. The Company is not liable to (unless set forth in this Agreement):

26.1. Track any Client's trading operation status and inform the Client about it;

26.2. Close any Client's open position.

26.3. Attempt to execute any Client's order by different quotes than the quotes offered in Meta trader5 trading platform.

27. Company's services do not include providing recommendations or information capable of engaging the Client to perform any transactions. In exceptional cases the Company reserves a right to provide information, recommendations or advice to the Client, however, in these cases the Company will not be responsible for any consequences of such recommendations and advice. Despite the Company reserves a right to close or decline any Client's position, all the trading operations performed by the Client as a result of imprecise information and/or mistake still remain in force and are mandatory for both the Client and the Company.

28. The Company is not a tax agent and acts under the legislation of Belize. The Parties comply with their tax and/or any other obligations independently and on their own.

29. The Company reserves a right to decline the Client and offer him/her to withdraw the deposit in case his/her activity or interaction with the Company is deemed inappropriate and/or incorrect.

210. No actual supply of the currency or base asset of a CFD is made within a trading operation. All the profits and losses are deposited/deducted from the Client's trading account balance immediately

after the position closure.

### **3. Orders and Requests**

31. The Company reserves a right to change the trading conditions with a prior notification.

32. Client's orders and requests.

32.1. During trading operations the following execution methods are applied:

3.2.2. “Market execution” method -for Futures and Stock CFDs;

3.2.3. “Market execution” method -for FOREX market trading tools.

3.2.4. Any Client’s order given by means of Meta trader 5 trading terminal generally goes through the following steps:

- a) The Client submits an electronic order.
- b) The client terminal sends the order or request to the server.
- c) Provided there is a stable connectivity between the client terminal and the server, the order is received by the server and verified;
- d) In case the order is valid, it is put into the queue. In this case “Please wait... Order is being processed by the server” message is displayed in the “Order” window of the client terminal;
- e) The server returns the order processing results to the client terminal;
- f) Provided there is a stable connectivity between the client terminal and the server, the terminal receives the order or request processing results.

3.2.5. The Client can cancel a sent order only while it is in queue with “Order is accepted” status. In this case the Client should press the “Cancel order” button. Due to the specifics of Meta trader 5 platform order cancellation in this case cannot be guaranteed.

3.2.6. In case the order has reached the dealer and has “Order is in process” status, such order cannot be cancelled.

3.2.7. The time of the order processing depends on the connection between the client terminal and the Company’s server, as well as on the current market conditions. During regular market hours the order processing time usually is 1 to 5 seconds. In irregular market conditions, the processing time can last longer.

3.2.8. In case the current quote of the financial instrument changes at the moment when the Company is processing the Client’s request, the Company reserves the right to use the new price (Bid/Ask). In such cases, the Client’s request will be processed at the new price.

3.2.9. A Client’s request is declined in the following cases:

- a) During market opening when the order is sent before the first quote is received by the trading platform;
- b) In irregular market conditions.
- c) In case the Client doesn’t have sufficient margin. In this case “No quote” or “Not enough money” message is displayed by the trading platform;
- d) In case the Client uses an electronic advisor performing over 30 requests per minute the Company reserves a right to ban such EAs.;
- e) For instruments with fixed spread or fixed commission for order opening with no spread, the Company reserves the right to change to “Close only” mode and decline new requests for order opening with the comment “Trade is disabled” in case spread on the basic contract exceeds the size of fixed spread or commission amount.

3.2.10. The general means of sending orders and requests is the trading terminal. Orders and requests can also be sent by phone or live chat. 3.2.11. In exceptional cases the use of the same IP address by different Clients can be a basis to consider all the orders on all the accounts, performed from this IP address, as those performed by the same Client. 3.2.12. Orders opened or closed by off-market quotes can be cancelled:

- a) In case the order was opened by an off market quote.
- b) In case the order was closed by an off-market quote.

3.2.13. The Company doesn't allow the usage of arbitrage strategies on connected markets (e.g., currency futures and spot currencies). In case the Client uses arbitrage in either clear or hidden way, the Company reserves a right to cancel such orders.

3.2.14. The Company reserves a right to cancel Client's orders in case they do not comply with this Agreement.

3.3. Trading operations.

3.3.1. A buy order is opened by Ask price. A sell order is opened by Bid price.

3.3.2. A buy order is closed by Bid price. A sell order is closed by Ask price.

3.3.3. Position rollover. Swap addition/deduction to open orders is carried out from 23:59:00 to 00:10:00, trading platform time. So the swap will be added/deducted to all orders which were open during the period from 23:59:00 to 00:00:00, trading platform time.

3.3.4. In case of trading those CFD contracts that have a limited period of trading (expiration date), all orders executed on one contract will be closed by the last quote.

3.3.5. In regular market conditions a Dealer keeps the spread within the range stated in the contract specifications.

3.3.6. Spread can be increased:

- For all company Clients without prior notification in the event the conditions come, different from the regular ones;
- For all Clients with obligatory prior update of contracts specification changes at the Company website;
- For all Clients with obligatory prior update of contracts specification changes at the Company website.

3.3.7. Spread on trading accounts can be widened before, in time and after economic, political and other news release, during the Gap, at the time of Market opening (on Monday) as well as at the time of low market liquidity and when a market situation is conditional on high spreads.

3.3.8. For instruments with fixed spread or fixed commission, the Company reserves the right to increase spread in case spread on the basic contract exceeds the size of fixed spread.

3.4. Open an order.

3.4.1. The obligatory parameters for submitting an order are Name of the tool; Trade volume; Order type.

3.4.2. To open an order by means of the client terminal without using an expert advisor, the Client should press the button "Buy" or "Sell" at the moment, when Company's quotes satisfy him/her.

3.4.3. To open an order by means of the client terminal using an expert advisor, an order should be generated to perform trade at a current quote.

3.4.4. Order processing for open orders:

- a) At the moment when a client's order to open the position comes to the server, an automatic check of the trading account for free margin for the open order is carried out. In the event that the necessary margin is present, the order is opened. If the margin is not sufficient, the order is not opened, and a notice about absence of funds is created on the server;

- b) In case of the “Market execution” trading tool type, a quote for opening an order may differ from the requested one;



- c) The note about the open order appearing on the log-file of the server declares that the Client's request has been processed and the order has been opened. Each open order on the trading platform receives a ticker.
- d) An order to open a position submitted for processing before the first quote appears on the trading platform at market opening, will be declined. In this event in the client terminal window a message will appear "No quote/trading is forbidden". In the event of the Dealer processing by mistake a Client requests to open an order at the price of the previous day closing, the Company is liable to cancel such an order. In such a case the Company contacts the Client and informs about it.

### 3.5. Close an order.

3.5.1. To close an order by means of the client terminal without using an expert advisor, the Client should press the button "Close" in the moment, when Company quotes satisfy him/her.

3.5.2. To close an order by means of the client terminal using an expert advisor, an order shall be generated to close the order at a current quote.

3.5.3. The following orders "Stop Loss" and/or "Take Profit" may be used for closing an order.

### 3.5.4. Processing orders to close a position:

- a) If in the list of open orders on a trading account there are two or more locked positions, then while generating a request or an order to close any of those, an option "Close by" appears in the dropdown "Type" list. After choosing it, one or several open positions of the reverse direction appear. After marking the needed position from the list, a button "Close#...by#..." is activated. By pressing it the Client closes locked positions of equal volumes or partly closes two locked positions of different volumes. In such a case a smaller position and a symmetric part of a bigger one close, and a new position in the direction of a bigger between the two stays open, thus receiving a new ticker;
- b) If in the list of open orders on a trading account there are two or more locked positions, then while generating a request or an order to close any of those, an option "Multiple Close by" appears in the dropdown "Type" list. After choosing it, a list of all positions for the given tool appears and a button "Multiple Close By for..." is activated. By pressing this button the Client closes all locked positions for the tool. In such a case a new position(s) stays open in the direction of a bigger total volume, which receives a new ticker. Important: functions "Close By" and "Multiple Close By" do not operate for the tools with floating stock spread;
- c) When the note about closing a position appears in the log-file, this means that the Client's order to close a position has been processed;
- d) If an order to close a position has been submitted for processing before a first quote appears at the trading platform at market opening, such an order shall be declined by the Dealer. In the client terminal window a message "No price" will appear. The Company is entitled to cancel trade when the Dealer processes the Client's order to close a position at a quote of a previous day closing by mistake. In such a case the Company contacts the Client and informs about it;
- e) If a "Market execution" type is used for a trading tool, a quote for closing an order may differ from the requested one.

### 3.6. Mandatory position closure.

3.6.1. If Margin level is lower than 40% on the Client account, margin call occurs. The Company is entitled but not liable to close Client positions. Decisions to close positions are made by the server.

3.6.2. The Company is entitled to mandatory closing of Client open positions without prior notification of the latter one, if a Margin level is less than or equal to 20% of the necessary margin for maintaining open positions.

3.63. The current account balance is controlled by the server, which in the event of execution of P.

3.6.2. of the present Agreement generates an order to stop out. Stop out is executed at a current market quote on a first -come basis with Client orders. Mandatory position closure is noted in the log-file of the server with a notice “stop out”.

3.64. In the event of executing conditions of P. 3.6.2. of the present Agreement shall the Client have several open positions, the first position closed is the one with biggest floating loss.

3.65. When after a mandatory position closure the Client account has a negative balance, compensation is added to the account, which sets the account to zero. However in special cases (when the Company considers Client's actions as intentional) the Company reserves the right to claim a debt payment from the Client.

3.66. In case the Company has reasons to believe that a Client operates two or more accounts under different registration data (e.g. opening opposite orders on the same trading instrument that are left open over the weekend or during the period between trading sessions), IVISIONFX reserves the right to deduct the losses exceeding the balance of one account from the funds of another account belonging to a Client.

3.67. In case Balance fixed occurs on a client's account, the amount of funds compensated by the company will be deducted from the total sum of the Cashback commission to be paid for the current day.

3.7. Leverage change.

3.7.1. For the Company's Client leverage change is possible only once in 24 hours. For security reasons of trade operations performed by the Client, it is impossible to change leverage if the account is in the trade mode (there are open orders).

3.7.2. The Company is entitled to change leverage on the Client account any time without prior notification.

3.7.3. In order to minimize Client's risks at the time of market opening on Monday, in case a Client kept open orders during the weekend, the Company reserves the right to lower the leverage and change margin requirements several fold.

3.7.4. The leverage for the trading of Metals, CFD, and Crypto currency trading at any trading account is set at:

- 1:333 for Metals.
- 1:100 for CFD.
- 1:10 for Stocks.
- 1:3 for Crypto currencies.

#### **4. Order Description**

Order types in the trading platform Meta Trader 5.

4.1.1. The following order types to open a position (pending orders) may be located in the trading platform:

- a) “Buy Stop” -expects to open a position to buy at a higher quote than the current one at the moment of an order placement.
- b) “Sell Stop” -expects to open a position to sell at a lower quote than the current one at the moment of an order placement;
- c) “Buy Limit” -expects to open a position to buy at a lower quote than the current one at the moment of order placement;

- d) "Sell Limit" - expects to open a position to sell at a higher quote than the current one at the moment of an order placement. The following orders may be used to close a position;

- e) "Stop Loss" -expects to close a previously opened position at a quote less profitable for the Client, than the current quote at the moment of an order placement;
- f) "Take Profit" -expects to close a previously opened position at a quote more profitable for the Client than the current quote at the moment of an order placement.

#### 4.2. Time of placement and validity period of orders

4.2.1. Placement, modification, and removal of orders by the Client shall be performed only during the period when trading according with the following tool is allowed. Trading hours for each tool are stated in the tool specifications.

4.2.2. Should irregular market situations occur, the trading with a certain tool may be stopped mandatorily, till the causes of the closing are removed.

4.2.3. All pending orders as well as orders "Stop Loss" and "Take Profit" for financial tools have the GTC Status ("Good Till Cancelled") and are accepted for indefinite periods. The Client is entitled to set the date and expiration date order validity him/herself, filling the date and time in the fields "Expiry".

#### 4.3. Order placement regulations.

4.3.1. At the moment when the Client submits an order to place the pending orders the following parameters are to be determined:

- a) Name of the tool.
- b) Volume.
- c) Order type (Buy Stop, Buy Limit, Sell Stop, Sell Limit).
- d) Order level.

4.3.2. Additionally, to the parameters determined in the Client order, optional parameters may be stated in the Order, such as the following:

- a) Stop Loss level of a pending order. 0.0000 value means that Stop Loss is not placed (or deleted if it had been submitted earlier).
- b) Take the Profit level of a pending order. 0.0000 value means that Take Profit is not placed (or deleted if it had been submitted earlier).
- c) Date and time of a pending order validity.

4.3.3. The trading server may decline an order in the following cases:

- a) If the value of one or several required parameters is missing or wrong.
- b) In such a case if a pending order is placed by means of the client terminal without using an expert advisor, an error message will appear: "Invalid S/L or T/P."

4.3.4. When the Client submits an order to place "Stop Loss" and "Take Profit" for open positions the following parameters are to be determined:

- a) Ticker of the open position for which the orders are placed.
- b) "Stop Loss" order level. 0.0000 value means that "Stop Loss" is not placed (or deleted if it has been placed earlier).
- c) "Take Profit" order level. 0.0000 value means that "Take Profit" is not placed (or deleted if it has been placed earlier).

4.3.5. Orders of all types shall not be placed closer than a stated number of points to the current market quote. The minimum distance in points from the level of a placed order to the current quote (pending order level) for each tool is stated in tool specifications at the Company website.

4.3.5.1. If the order is executed in irregular market conditions, Stop levels may be increased.

4.3.6. Requests for order closure or modification, in case the current quote is closer to the S/L or T/P levels of this order than to the “Stop levels” value, will be declined with the commentary as follows: “Modification disabled. The order is too close to the market” or “No quote”.

4.3.7. Requests to set, modify or delete a pending order, in case the current quote is closer to the S/L or T/P price of this order than to the “Stop levels” value, will be declined with the commentary as follows: “Invalid S/L or T/P” or “No quote”.

4.3.8. When a note about an order placement appears in the server log-file, it means that the Client order has been processed and the order is placed.

4.3.9. Every pending order receives a ticker.

4.3.10. If an order for placement is received for processing before a first quote appears in the trading platform, it will be declined by a trading server. The window “No price/Trading is forbidden” will appear in the client terminal.

4.4. Orders modification and deletion.

4.4.1. When the Client submits an order to modify parameters of pending orders (level of a pending order, Stop Loss, and Take Profit for this pending order) the following parameters are to be defined:

- a) Ticker.
- b) Order level.
- c) Stop Loss order level. a 0.0000 value means that Stop Loss is not placed (or deleted if it has been placed earlier); A trading server is entitled to cancel an order if a wrong value of one or several parameters has been given. In such a case a button “Modify” is not activated.

4.4.2. When the Client submits an order to modify Stop Loss and Take Profit orders for the open position, the following parameters are to be defined:

- a) Ticker for an open position.
- b) Stop Loss order level. 0.0000 value means that Stop Loss is not placed (or deleted if it has been placed earlier);
- c) Take Profit order level. 0.0000 value means that Take Profit is not placed (or deleted if it has been placed earlier);

4.4.3. When the Client submits an order to delete a pending order, he/she shall state the ticker of a deleting order.

4.4.4. When a note about modifying or deleting an order appears in the server log file, the Client order to modify or delete an order is considered processed, and an order is considered to be modified or deleted.

4.4.5. A trading server may decline a modification or deletion order if it has been submitted for processing before a first quote in the trading platform at market opening appeared. If a Dealer by mistake processes a Client order, order modification or deletion may be cancelled. The Client will receive a notification about it via internal email of a trading terminal.

4.5. Order execution.

4.5.1. An order is executed in the following cases:

- a) Orders Sell Stop -at the moment, when Bid price in the quote flow is equal or smaller than an order level.
- b) Buy Stop order -at the moment, when Ask price in the quote flow is equal or bigger than an

- order level;
- c) Sell Limit order -at the moment, when Bid price in the quote flow is equal or bigger than an order level;



- d) Buy Limit order -at the moment, when Ask price in the quote flow is equal or smaller than an order level;
- e) Take Profit order -for an open buying position, when Bid price in the quote flow is equal or bigger than an order level;
- f) Stop Loss order -for an open buying position, when Bid price in the quote flow is equal or smaller than an order level;
- g) Take Profit order -for an open selling position, when Ask price in the quote flow is equal or smaller than an order level;
- h) Stop Loss order -for an open selling position, when Ask price in the quote flow is equal or bigger than an order level.

4.5.2 In the cases of price gaps order execution is determined by the following rules:

- a) If the "Take Profit" level of a pending order is in the price gap during order opening, once the order is opened Take Profit settings will be annulled. In such a case a note is added to the comments: (tp cancelled/gap);
- b) "Take Profit" order with a level in the price gap is executed at the stated in the order quote;
- c) "Stop Loss" order with a level in the price gap is executed at the first quote after a price gap. In such a case a note is added to the comments (sl/gap);
- d) "Buy Stop" and "Sell Stop" pending orders are executed at the first quote after the price gap. In such a case a note is added to the comments (started/gap);
- e) "Buy Limit" and "Sell Limit" pending orders are executed at the states in these quotes. In such cases a note is added to the comments (started/gap);
- f) In case a price gap is over 300 pips and profit is recorded on it, the Company reserves the right to limit profit for such an order by 300 pips. In certain cases with small price gaps orders may be executed in the standard mode as stated in them quotes.

4.5.3 a) In regular market conditions the order is executed by the Company at the price specified in the order.

b) If the order is executed in irregular market conditions, the order execution price may differ from the one specified in the order, either in favor of the Client or not.

4.5.4 In case the following conditions are simultaneously met on the Client's account:

- a) Margin level does not exceed the consequent of the leverage ratio currently set on the account;
- b) 60% or more of total position volume is placed at one trading tool and in the same direction (sell or buy);
- c) This part of the total position has been formed within 24 hours period before the market closes;

The Company is entitled to set "Take Profit" for orders, included in the total position at the Ask price level of market closing for the tool minus one point (for sell orders) or at the bid price level of the St. Market closing for the tool plus one point (for buy orders).

## 5. Deposit/ Withdrawal of Funds

5.1. Funds deposit to the Client trading account

5.1.1. A Client can deposit funds to his/her account by means of the methods and payment systems available in the Personal Area.

5.1.2. If it is impossible to execute a deposit automatically, the request will be carried out by the Company's financial department within 2 working days after it is created.

5.2. Withdrawal of funds from the Client's trading account

521. The Client can withdraw funds from his/her account only to those payment systems which have been used in P. 5.1.1.

522. In the cases when deposit of the account was executed via various methods, withdrawal is executed via the same methods in the ratio according to the deposited sums;

523. In exceptional cases (such as force majeure circumstances, termination of payment system operation, etc.) the Company is entitled to decline a Client's funds withdrawal in this payment system. Depending on circumstances such cases are considered case by case.

524. According to the Company's withdrawal policy, withdrawal requests are processed within 2 working days upon receipt of withdrawals request.

525. The Company in its sole discretion can request information from the Client about his/her source of income and source of funds in order to verify legitimacy of Client's deposits and withdrawals and in order to comply with applicable regulations.

526. If an account has been deposited via a debit or a credit card at least one time, a withdrawal from the account should be executed back to this card during the year since the last deposit made via the card.

527. If an account was funded via debit or credit card, a card copy is required to process a withdrawal. The copy must contain the first 6 digits and the last 4 digits of the card number, cardholder's name, expiry date and cardholder's signature.

528. If an account has been deposited by a debit or a credit card and a withdrawal request is submitted within one calendar year from the date of the deposit, the funds will be credited back to the card. Up to 100% of the initial deposit can be withdrawn to the card. The amount exceeding the initial deposit may be withdrawn in full or partially via any other payment system or bank where the client has his personal e-wallet or bank account.

529. The company reserves a right to reconcile financial operations on client's trading accounts and payment Systems in order to see genuineness and consistency of the Client's trading activities on the Company's platform.

5.2.9.1. In case of discrepant transactions, the company may cancel any financial operations that are not found in the payment system's records or were cancelled (chargeback). In this case, the company also reserves a right to cancel any trading operations made with the unconfirmed funds as well as call back any related payments for these operations, such as partner commission, auto-referral commission, promo and bonus lots, etc.

5.3. Internal transfer.

5.3.1. Up to 10 internal transfers are processed automatically. Above 10 internal transfers are processed manually by the financial department;

5.3.2. Transfer between third parties is not possible except internal transfers between a partner and his clients that are processed manually as well;

5.4. Financial security.

5.4.1. To provide financial security the Company is entitled to request from the Client a confirmation of the verification of personal data submitted at the registration of a trading account. For this purpose the Company may at any moment ask the Client to submit a copy of a passport or other equivalent document, certified by a notary (at Company's discretion).

5.4.2 The Company is entitled to prohibit the deposit or withdraw funds to the third parties.

## 6. Commission and other costs

6.1. The Client shall pay to the Company commissions and other costs in the amounts stated in the Contract specifications. The Company publishes the size of all the current commissions and other costs at their website.

6.2. The Company is entitled to change the size of commissions and other costs without prior notification of the Client. All changes are published at the Company website in the section "Company news" and/or in contract specifications.

6.3. Provided that all the applicable Company rules and provisions are followed, the Company is not liable to disclose to the Client any reports regarding profits, commissions and other fees received by the Company on the Client's trade, with the exception of the cases specially mentioned in the present Agreement.

6.4. Swap-free accounts are provided on the following terms:

6.4.1. Swap-free accounts are available for Muslims only.

6.4.2. For long-term strategies (the deal which is open more than 2 days), the Company charges a fixed fee for the total number of days during which the order was opened, the fee is fixed and determined as the value of 1 point of the transaction in US dollars, multiplied by the size of the currency pair swap point of the deal. This fee is not an interest and depends on whether the deal is open to buy or sell.

6.4.3. SwapFree option is not available for trading on "Forex Exotic" and CFD instruments.

6.4.4. Opening Swap-free account with IVISIONFX, the Client warrants that he or she is a Muslim, and also agrees that the Company may debit the fee from his or her trading account at any time according to the p. 6.4.2, having notified the customer via email.

6.4.5. Upon detecting:

- 6.4.5.1. The usage of a swap-free account for performing arbitrage orders;

- 6.4.5.2. The usage of the Carry trade-related strategies.

- 6.4.5.3. A purposeful usage of a swap-free option to make additional profits. The company reserves a right to refuse to provide a client with swap-free services as well as debit the fee from his or her trading account at any time according to the p. 6.4.2, having notified the customer via email.

## 7. Communication Between the Client and the Company

7.1. The Company uses the following communication means to contact the Client:

- a) Internal emails of the trading platform at their sole discretion (From the Company to the Client).
- b) Corporate chat, realized through a Personal Area.
- c) Telephone.
- d) Post.
- e) Announcements in the related sections of the Company website;
- f) Corporate chat.
- g) To contact the Client the Company shall use the Client references, stated while opening the account or changed in accordance to the present Regulations.

7.2. To be able to react promptly to the Client's needs the Company sets priorities in answering Clients in the following way: communication means via which the Client can perform trades: online chat (from a Personal Area) are served first, then questions from the forum and email are processed.

7.3. Correspondence (documentation, announcements, notifications, confirmations, reports, etc.) is considered to be accepted by the Client:

- a) An hour after sending it to their email.
- b) Immediately after sending it by internal email of the trading platform;
- c) Immediately after finishing a conversation by phone.
- d) After 7 days since sending, it via post.
- e) An hour after placing it at the Company website.

7.4. To provide confidentiality of all trading operations, performed by the Client, access to a trader Personal Area and trading terminal are secured via passwords. The Client is solely liable for keeping his/her logins and passwords.

7.5. For the purpose of providing security for all Client trading operations, telephone conversations with the Company are recorded on magnetic or electronic media. Such records are proprietary to the Company and serve as evidence of orders submitted by the Client.

## **8. Procedure of Consideration and Settlement of Disputes and Claim**

8.1. Procedure of consideration and settlement of disputes and claims for orders.

8.1.1. Should a dispute situation arise, the Client is entitled to make a claim against the Company. Claims are accepted within 2 working days since the moment the grounds for a claim appeared.

8.1.2. The claim should contain information stated in P. 8.1.6. and be sent to the Quality control department through the email to [support@ivisionmarket.com](mailto:support@ivisionmarket.com) or a submitted ticket to support at Client Portal (<https://ivisionmarket.com/login>). All other claims submitted otherwise shall not be considered.

8.1.3. The Company considers a Client claim in the time period of 10 working days. The Client shall hold negotiations and give answers to all Company requests with good faith.

8.1.4. A Claim consideration is suspended till the Client gives answers to all Company requests.

8.1.5. A Claim will be rejected and the Client's accounts may be terminated in the following cases:

- a) Client fails to answer to any and/or all requests of the Company within 5 days from the day they were received.
- b) The Company discovers that the Client was using multiple devices while accessing the Company's platform and/or accessing the platform from multiple IPs which would be inconsistent with ordinary Client behavior and/or would raise suspicion that the Client's accounts were compromised and/or used by unauthorized third parties.
- c) The Company has reasonable grounds to believe that the Client willingly provided access to his accounts to third parties.

8.1.6. A Client claim shall contain:

- Full name.
- Account number.
- Date and time when a dispute situation occurred.
- Ticker of the arguable order.
- Claim description. 8.1.7. The Company is entitled to reject a claim provided it does not comply with P. 8.1.2., 8.1.6. 8.2. Procedure of consideration of claims against service quality.

8.2.1. Shall the Client have claims against service quality, he/she is entitled to inform the Quality control department about that using a feedback form, located at the website. In the address menu choose a section "Claims against service quality". All claims sent to this address are considered in detail by Quality control department specialists.

822 Time period for considering a claim against service quality is 10 working days. According to the results of the examination a letter notifying about the results of examination shall be sent to the



Client contacts in Personal Area which were stated while opening the account.

8.2.3. A Client claim shall contain:

- Full name.
- Account number.
- Date and time when a dispute situation occurred.
- Name of a service support department who the Client was talking to;
- Communication method (telephone, Life Chat via a Personal Area, corporate chat at the Company website, other communication methods);
- Situation description and the essence of a claim.

8.3.1. Server log-file is the main source of information while considering dispute situations. Information on the server log-file has absolute priority over other arguments while considering a dispute situation, including information at the client terminal log-file.

8.3.2. Shall the server log-file not contain the corresponding note proving Client intentions; it is a basis to hold a claim invalid.

8.4. Compensation payment

8.4.1. Should the claim be found proven; settlement is executed only in the form of compensation payment added to the Client trade account.

8.4.2. Compensation shall not compensate the profit not received by the Client in the event that the Client had an intention to perform some action but has not performed it for some reason.

8.4.3. The Company shall not compensate non-pecuniary damage to the Client.

8.4.4. The Company adds a compensation payment to the Client trading account within one working day since the moment of making a positive decision on the dispute situation.

8.5. Cases of rejection to consider a claim.

8.5.1. Claims against not processed orders submitted during server scheduled maintenance are not accepted, provided a notification about such maintenance has been sent to the Client via internal email of the trading platform or via any other means according to P. 7.1. of the present Agreement. Non-receipt of such a notification is not a ground for making a claim.

8.5.2. Claims against time period of order execution are not accepted regardless of time a Dealer needed to execute an order, and regardless of time when a notice about an order execution appeared in the server log-file.

8.5.3. Dispute situations not stated in the present Agreement are considered by the Company according to the universal best practice.

8.6. Should the order of the Client be open, closed or changed due to the off-market quote, the Company reserves the right to return the order status before spike.

## 9. Risks

The Client confirms that they are notified about risks related to performing trade operations at the world financial markets, including the following:

Leverage risk.

9.1.1. While performing trade on the conditions of “Margin trading” a relatively small change of rate may strongly influence the Client trading account balance due to the leverage effect. In the event of a market movement against the Client position, he/she can bear loss in the amount of the initial

deposit and any other additional funds deposited to support open orders. The Client is fully liable for consideration of all risks, use of financial tools and a choice of the relevant trading strategy.

9.1.2 It is recommended to maintain Margin level at 100% and higher, as well as always submit Stop Loss orders to eliminate possible losses.

## 9.2. Risk of financial tool volatility

9.2.1. A wide range of tools has great change of rates during the day that implies high probability of receiving profits as well as bearing losses for trading.

## 9.3. Technical risks

9.3.1. The Client accepts risks of financial losses due to a failure of information, communication, electrical and other systems from the Client side.

9.3.2 During trading by means of the client terminal the Client accepts the risks of financial losses, which might occur due to:

- a) A failure in the hardware, software, and bad quality of connection from the Client side.
- b) A malfunctioning of the Client equipment.
- c) Wrong settings of the client terminal;
- d) Not a timely update of the client terminal version.
- e) A lack of the Client knowledge about the instructions, described in the support installed in the Terminal.

## 9.4. Risk of irregular market conditions.

The Client accepts that in market conditions different from regular, time of processing Client orders may increase, spread may be widened, and also an execution quote may differ from quotes in the flow.

## 9.5. Risk of technical peculiarities of the trading platform.

9.5.1. The Client accepts that in the queue of orders on the server there can be only one order. An attempt to submit any new order will be rejected and in the order window a notice will appear "Order is locked".

9.5.2 The Client accepts that the only authoritative source of information about the quote flow is the main server serving Clients, performing trades at the real accounts.

Quote databases at the client terminal shall not serve as an authoritative source of information about the quote flow, as in the event of an unstable connection between the client terminal and the server a part of quotes from the quote flow may not reach the client terminal.

9.5.3. The current rates for the underlying assets are those calculated by the Company on the basis of the quotes received by the Company. All issues regarding the market prices determination lie within the sole cognizance of the Company.

9.5.4. The Client unconditionally accepts the quotes provided by the Company to its Clients as exclusively correct; no claims about the quotes provided by the Company being different from the quotes of other sources can be accepted for consideration.

9.5.5. The Company reserves the right to reconsider the provided quotes for any time period if, according to the Company, such quotes fall within the definition of an "Off-market quote", and/or "Irregular market conditions", and/or an "Obvious error" defined in the present Agreement and/or in

the “Terms and definitions” section, and revise the financial results of the trading operations executed at such quotes.

9.5.6. In case of an unscheduled halt of the quotes flow on the trading server caused by a hardware or software failure, the Company reserves the right to synchronize the quotes database on the server with other sources in order to reestablish the continuity of the quotes flow history. In such cases, the Company is entitled, but not obliged, to revise the financial results of the Client's trading operations executed within this time period.

9.5.7. The Client accepts that closing a window of submitting/modifying/removing an order as well as the window of opening/closing an order does not cancel the order which has already been submitted to the Dealer for processing.

9.5.8. The Client accepts the risk of performing unplanned trading operations in the event of submitting an order second time before receiving information about the results of a previous order processing by Dealer.

9.5.9. The Client accepts that an order for simultaneous modification of the level of a pending order and levels Stop Loss and/or Take Profit, submitted for processing after the order has been executed, will be modified only in the part of modifying levels Stop Loss and/or Take Profit orders of the open for this order position.

9.5.10. The Client accepts that in the event of submitting a pending order or Stop Loss and/or Take Profit orders for the level, equal to the current quote in the quote flow, an order will be executed only in the event when a new tick towards an order actuation will occur, provided the conditions in P. 4.5 are satisfied.

9.6. Risk of communication failure.

9.6.1. The Client accepts the risk of any financial losses caused by the fact that he/she did not receive or received with delay any message from the Company.

9.6.2. The Client acknowledges that non-encrypted information sent via e-mail is not protected from unauthorized access.

9.6.3. The Client agrees that the Company has the right to delete messages received by the Client through an internal mail of the client terminal within three calendar days since the moment of the message sending.

9.6.4. The Client is fully liable for keeping confidential information received from the Company and accepts risks of any financial losses caused by unauthorized access of third parties to the trading account.

9.7. Risk of force majeure circumstances.

9.7.1. The Client accepts the risks of financial losses caused by force majeure circumstances.

## **10. Governing law and jurisdiction.**

This Agreement, and the rights and obligations of the parties hereto, shall be governed by, construed and enforced in all respects by the laws of Federal Territory of Labuan, Malaysia, without regard to choice of law principles.

## **11. Force Majeure Circumstances**

11.1. Force majeure circumstances shall include but not limited to: any actions, events or circumstances (including but not limited to any strikes, riots, mass disturbances and civil disturbances, terroristic acts, floods, extraordinary weather conditions, earthquakes, fire, wars, labor

disputes, accidents, government actions, connection and power failures, equipment and software failures, etc.) which in the reasonable opinion of the Company lead to destabilization of a market or markets of one or several tools, interruption of business, liquidation or closing of any market or

absence of an event on the basis of which the Company sets quotes, or introduction of non-standard trading conditions at any market or towards any such event.

11.2. The Company having sound ground is entitled to define the borders of force majeure circumstances occurrence. In the event of force majeure circumstances the Company shall take all measures in good faith to notify the Client about force majeure circumstances.

11.3. The Client agrees that in the event of force majeure circumstances the Company is entitled (without limiting other Company rights according to the present Agreement) without prior written notification and any time to take any of the following actions:

- a) Increase margin requests.
- b) Close one or all open positions at a quote the Company reasonably finds correct;
- c) Suspend or modify application of one or all of provisions of the present Agreement as long as force majeure circumstances do not allow the Company to follow these provisions;
- d) Take or not take any actions towards the Company, the Client and other Clients, provided the Company has reasonable grounds for considering such actions reasonable in such circumstances;
- e) Reconsider financial result of all Client trading operations, falling within force majeure circumstances, by changing quotes, opening/closing orders, or total deletion of orders.