

Agreement on the Provision of Services in the International Financial Market

This document, prepared by the international trading company "CRANTON GROUP" (registration number 3197 LLC 2023, hereinafter referred to as the "Company"), establishes the rules of interaction between the Company and its clients (hereinafter referred to as the "Client"), aiming to conduct trading operations in the international financial market through specialized software provided by the Company.

1. Basis of the Agreement

1.1. By accepting the terms of this Agreement, the Client confirms their consent to conduct both trading and non-trading operations in accordance with the rules and conditions set forth in this document. The process of joining the Agreement is carried out by creating (registering) a personal account ("Personal Account") on the official website of the Company.

1.2. Access to the Personal Account is secured by a password chosen by the Client during the registration process on the Company's website. Any actions performed in the Personal Account using this password are considered as actions personally performed by the Client.

1.3. This Agreement does not constitute a public offer. The Company reserves the right to refuse any individual from joining the Agreement at its sole discretion and without explanation.

1.4. The relationships regulated by this Agreement are also governed by the following documents available on the Company's website: the Trading Operations Regulations, the Non-Trading Operations Regulations, the Glossary of Terms and Definitions, and the Risk Warning.

2. Responsibilities and Rights of the Agreement Participants

2.1. The Client's Responsibilities include:

2.1.1. Strict adherence to the terms outlined in the Regulations for executing Operations;

2.1.2. Depositing funds into the Company's account as a guarantee of fulfilling their contractual obligations;

2.1.3. Ensuring the confidentiality of information received during the course of this Agreement;

2.1.4. Providing accurate and up-to-date information during the registration process on the Company's website and promptly notifying the Company of any changes to this information through the Personal Account or any other method prescribed by the Company;

2.1.5. Reviewing all correspondence and notifications from the Company, posted on the Company's website or sent to the Client's email address.

2.2. The Client is entitled to:

- 2.2.1. Perform any Operations within the framework of the Regulations during the established timelines;
- 2.2.2. Initiate fund withdrawals from their account within the available balance limits as per the Regulations;
- 2.2.3. Unilaterally terminate the Agreement at any time without legal proceedings, in accordance with the terms of this Agreement;
- 2.2.4. Independently change their Personal Account password or use the password recovery procedure.

2.3. The Company undertakes to:

- 2.3.1. Provide the Client with services for executing Operations as specified in the Regulations;
- 2.3.2. Ensure the confidentiality of information obtained in the course of executing this Agreement.

2.4. The Company has the right to:

- 2.4.1. Terminate the Agreement unilaterally without legal proceedings in cases where the Client violates the terms of the Regulations or is suspected of misuse of the provided software and funds;
- 2.4.2. Reject the execution of specific Operations by the Client if they do not comply with the Regulations;
- 2.4.3. Require the Client to verify their identity at any time after registration, including providing identification documents for individuals and registration documents for legal entities;
- 2.4.4. Suspend Operations if the Client's information is found to be inaccurate or if the Client refuses to provide requested documents;
- 2.4.5. Refuse to enter into the Agreement, open an account, or register a Personal Account without providing an explanation;
- 2.4.6. Modify the list of Trading Terminals and the terms of their use at its discretion;
- 2.4.7. Record and store all conversations between the Client and the Company's employees to resolve disputes, including the possibility of transferring these recordings to banks and other parties involved in the dispute.

3. Duration and Termination Procedure of the Agreement

3.1. This Agreement becomes effective immediately upon its signing in accordance with the established procedure and remains in force for an indefinite period.

3.2. The Agreement remains valid until its official termination. The Client has the right to initiate the termination of the Agreement no earlier than six months after making the first payment, provided that the Company is notified in writing (including via email) three days in advance and the Client has no open positions in Forex, CFD, or any outstanding obligations to the Company.

Termination becomes effective upon the Company's receipt of the respective notice. The Company also reserves the right to notify the Client of the termination of the Agreement in

writing at any time. In any case, termination does not affect the terms of previously concluded transactions and does not release the parties from fulfilling their obligations, nor does it exempt the Client from responsibilities related to potential account deficiencies.

3.3. The Agreement is considered fully executed and terminated for both parties upon the complete fulfillment of all obligations arising from previously executed transactions.

4. Mutual Responsibilities of the Parties

4.1. The obligations and responsibilities of the parties are defined by the terms of this Agreement and its annexes.

4.2. The Company is liable only for direct damage caused by its deliberate failure to fulfill its obligations under the Agreement, excluding lost profits.

4.3. The Client is responsible for any losses resulting from their actions, including the untimely submission or failure to submit documents, misrepresentation of information, and misuse of the Company's services. The Company reserves the right to compensate such losses from the Client's funds.

4.4. Discrepancies between the data of the Trading Terminal and the Company's Server do not entail the Company's liability, which will implement necessary data adjustments.

4.5. The Company is not responsible for losses caused by hacking attacks, network outages, or telecommunications failures not attributable to the Company's actions.

4.6. The Company is not liable for technical malfunctions or disruptions in the operation of the Trading Terminal that are not caused by the Company, nor for consequential losses suffered by the Client.

4.7. Decisions made by the Client based on analytical data, recommendations, or signals do not render the Company responsible for the results of such operations. The Client acknowledges the risks associated with trading operations.

4.8. The Company is not liable for losses resulting from theft, loss, or disclosure of the Client's password to third parties.

4.9. The Company is exempt from liability for non-performance or incomplete performance of obligations under the Agreement due to force majeure circumstances.

4.10. The Company is not responsible for indirect losses incurred by the Client, including lost profits or income, regardless of prior warnings about such possibilities.

4.11. The Client acknowledges that quotes provided by the Company are the only valid quotes and waives claims regarding quotes from other sources.

4.12. Losses incurred by the Client due to the non-delivery of notifications caused by spam filters are not the responsibility of the Company. The Client must monitor their email inbox and spam filters.

4.13. The Client undertakes to independently pay all taxes and fees related to their activity within the trading account in accordance with the laws of their country and releases the Company from any claims in this regard.

5. Claims Procedure and Dispute Resolution

5.1. Any disputes between the Client and the Company arising from or in connection with the performance of the terms of this Agreement shall first be attempted to be resolved through negotiations. If an agreement cannot be reached, the dispute shall be referred to the CRANTON GROUP Financial Control Service for review or resolved in court. To ensure the pre-claim procedure is adhered to, the following conditions must be met:

- The claim complies with the requirements of this section.
- It is sent to the Company's registered address.
- Confirmation of the claim's receipt by the Company is available.
- The response period for the Company, which is 20 days from receipt, has elapsed.

5.2. The rules for submitting claims include:

- The claim must be submitted in writing.
- It should include the necessary information for consideration, including the amount and rationale for the demands, evidence, and attached documents.
- The claim must be sent no later than three business days after the reason for the complaint arises. Missing the submission deadline is grounds for refusal to consider it.
- The claim must be sent to the Company's email address or via other means of communication that provide confirmation of receipt.

5.3. Requests related to Non-Trading Operations must be sent to the Company's official email address. Only such requests will be considered. The request form must be filled out accurately.

5.4. Response timeframes for inquiries and requests:

- Requests related to Non-Trading Operations are reviewed within three business days.
- Other inquiries and requests are reviewed within seven business days. If the necessary documents are not attached to the inquiry, they will be requested from the Client.

5.5. In case of disputed situations, the Company reserves the right to block operations on the Client's accounts until the dispute is resolved.

5.6. Claims may be dismissed if they contain unreasonable criticism, offensive language, or inappropriate vocabulary.

6. Additional Conditions

6.1. The relationships between the parties and any disputes arising from the implementation of this Agreement are governed by the laws of the country where the Company is registered.

6.2. The Company may independently make any changes or additions to this Agreement and its appendices. Such changes take effect from the date specified by the Company.

6.3. Changes related to legislation or regulatory acts affecting the terms of the Agreement are effective from the moment such documents are amended.

6.4. Any changes made by the Company apply to all Clients, including those who entered into the Agreement before the changes were introduced.

6.5. The Client is obliged to regularly, at least once a week, check the Company's Website for information about changes and additions.

6.6. The Company may send informational messages to the Client in accordance with the contact details provided.

6.7. By providing personal data, the Client consents to its processing by the Company and its partners under the Agreement's terms, including for promotional campaigns and other events.

6.8. The Client may use information provided by the Company or third parties only for the purposes stipulated in the Agreement and is not permitted to distribute or alter it.

6.9. The Company is not a bank or credit institution, does not accept deposits, and does not engage in banking activities. Client funds are used solely for trading operations.

6.10. The Agreement may be concluded with any capable individual or legal entity, excluding residents of the country of the Company's registration and countries where such services are restricted.

6.11. The Company has the right to transfer its rights and obligations under the Agreement to a third party, provided the latter complies with the terms of the Agreement.

6.12. The texts of the Agreement and its appendices may be prepared in different languages. In case of discrepancies, the English text takes precedence.

Appendix 1: Terms and Definitions

1. **Current Price** – A quote representing the current value at which the Company is open to executing trading transactions at a specific moment.
2. **Base Currency** – The first currency in a Forex pair, bought or sold in exchange for the second currency (Quote Currency). It serves as the basis for determining the exchange rate.

3. **Underlying Asset** – The basis of a financial instrument used for trading operations, including currencies, stocks, commodities, financial indices, or derivatives.
4. **Balance** – The current state of the client's account, including closed trades, non-trading operations, bonuses, and available funds, excluding open positions.
5. **Quote Currency** – The currency used to express the value of one unit of the base currency in a currency pair.
6. **Currency Pair** – Two types of currencies forming the basis for trading operations, where the objective is the exchange of one currency for another.
7. **Client's External Account** – A bank or electronic payment system account owned by the client for financial operations outside the Company's platform.
8. **Gap** – A sudden price change without intermediate quotes, often caused by significant news or events impacting the market.
9. **Dealer** – A Company representative authorized to provide quotes, monitor transaction accuracy, and handle financial claims and explanations related to trading operations.
10. **Long Position** – A scenario where the client buys an instrument expecting its price to rise for future sale at a higher price to gain profit.

11. Available Funds – Funds in the client's bonus account that can be used for trading or transferred to the main trading account. These funds include various types of bonuses and incentives from the Company.

12. Closed Position – The result of executing an operation to close a previously opened position, leading to the final financial outcome of the transaction being fixed.

13. Margin – The amount of funds required and reserved in the client's account to maintain open positions. The margin amount depends on the trading conditions for each financial instrument.

14. Instrument – The object of a trading operation. This includes various types of assets such as currencies, stocks, indices, commodities, and other financial instruments.

15. CFD Instrument – A contract for difference that allows clients to speculate on the price changes of underlying assets without owning them. CFDs enable profit generation from both rising and falling prices of the underlying assets.

16. Spot Instruments – A category of currency pairs and metals traded under spot market conditions. The list of such instruments available for trading with the Company is published on the Company's official website and server. In case of discrepancies, the server's information takes precedence.

17. Client – Any individual or legal entity entering into a contractual relationship with the Company to conduct trading operations under the terms of the agreement.

18. Quote Currency – The currency used to evaluate the value of the base currency in a currency pair. The quote currency is listed second in the pair's designation.

19. Short Position – A trading operation involving the sale of an instrument with the expectation of a future price decrease.

- 20. Quote** – A price offer at which a trading operation with a selected instrument can be executed.
- 21. Leverage** – The ratio of the transaction amount to the required margin (initial deposit), allowing clients to enhance their trading capabilities.
- 22. Limit Order (Limit, Take Profit)** – An instruction to execute a transaction at a price better than the current market price: either buying below or selling above the current price.
- 23. Personal Account** – A digital platform on the Company’s website for managing the client’s account, secured with measures to ensure data confidentiality.
- 24. Lot** – A unit of measurement for trading volume, representing the standard size of a transaction with an instrument. Different instruments and trading platforms may establish varying lot sizes.
- 25. Initial Margin** – The mandatory amount of funds required in the account to open a position. Margin requirements vary depending on the instrument.
- 26. Unrealized Financial Result** – The financial outcome of open positions at the current moment, which can be either positive (floating profit) or negative (floating loss).
- 27. Non-Trading Operation** – Any operation on the client’s account not directly related to executing trading transactions, including deposits and withdrawals.
- 28. Trading Volume** – The quantity of an instrument (expressed in lots, units, or transaction amounts) involved in a trading operation.
- 29. Operations** – The totality of all trading and non-trading activities conducted by the client.
- 30. Trading Day** – The operational time frame during which trading and order execution occur. The trading day schedule may adjust for seasonal time changes.
- 31. Order** – A preliminary instruction by the client to perform a trading operation under specific conditions indicated on the trading platform, to be executed in the future.
- 32. Open Position** – An ongoing trade requiring subsequent closure with an opposite operation. It entails specific obligations to maintain the required margin level.
- 33. Position Rollover (SWAP)** – The process of rolling over an open position to the next trading day, accompanied by the accrual or deduction of swap points, depending on the trade conditions.
- 34. Payment Agent** – A third-party organization cooperating with the Company to process incoming and outgoing financial transactions of clients.
- 35. Round Trip** – Two interrelated trading operations of equal volume (opening and closing a position) for one position, including a purchase followed by a sale or vice versa.

36. Quote Flow – A continuous sequence of quotes sent to the trading terminal, reflecting all current and completed price offers from the Company.

37. Point – The minimum change in the quote of an instrument, typically equal to 0.0001 for most currency pairs and 0.01 for yen currency pairs.

38. Business Day – Any day except weekends and official holidays as defined by the Company. Operating hours may be adjusted for seasonal changes to daylight saving time.

39. Realized Financial Result – The final financial outcome for the client based on completed trades, which can be either profitable or loss-making.

40. Quotation Mode – A procedure where the client receives confirmation of the current price to execute a trading operation, varying depending on the selected trading instrument and platform.

41. Company Website – The official online resource of the Company, accessible at <https://crantongroup.com>, where all necessary information and documentation are provided.

42. Available Free Balance – The amount of funds in the client's account available for withdrawal or further trading, calculated per the Company's rules.

43. Company Server – The primary technical system through which all client operations are processed, including trading orders and quote updates.

44. Fund Withdrawal – The procedure of transferring funds from the client's trading account to external bank accounts or electronic wallets, as per the withdrawal request.

45. Withdrawal Method – The specific method chosen by the client for fund withdrawal, detailed in the personal account.

46. Spread – The difference between the buying and selling prices of a trading instrument, expressed in points, which can vary depending on market conditions.

47. Equity – The total value of funds in the client's account, including the current balance and unrealized financial results of open positions.

48. Status – An indicator reflecting the client's level of trading activity and the amount of their funds, expressed in points.

49. Stop Loss – An order type set to minimize losses, activated when the specified price level set by the client is reached. Usually placed below the purchase price for buys or above the selling price for sales.

50. Stop-Out – The automatic closure of client positions at current market prices upon reaching a critical loss level, with details varying depending on the selected trading platform as outlined in the respective documents.

51. Company Account – The Company's account with a bank or electronic payment system, including accounts used by payment agents for client fund transactions.

- 52. Tick** – The smallest possible price fluctuation of an instrument, with exact values for each instrument provided on the Company’s website and server. In case of discrepancies, server information prevails.
- 53. Ticket (ID)** – A unique number assigned to each trading operation or pending order in the trading system.
- 54. Fixed Price Execution Type (On Request)** – A method of order execution where the client first receives a quote and then confirms the operation. In case of changes, the client may request a new quote.
- 55. Instant Execution Type** – The execution of a trading operation at the current price, with the possibility of a new price being offered if the market price changes.
- 56. Market Execution Type** – Trading operations executed at the current market price without prior provision of a quote.
- 57. Trading Operation** – The purchase or sale of a financial instrument without physical delivery, executed between the Company and the client.
- 58. Trading Hours** – The period during which operations and orders for instruments can be executed, established by the Company and reflected on the website and server.
- 59. Trading Account (Client Account)** – An account used to record all client operations, including trading operations, open positions, and orders, as stipulated in the agreement terms.
- 60. Trading Terminal** – A software and technical system allowing clients to interact with the Company online to manage trading operations, including order execution, cancellation, and real-time financial information monitoring. The terminal ensures data security and confidentiality using encryption measures.
- 61. Authorized Person** – An individual or legal entity officially authorized to perform specific actions or make decisions on behalf of the client.
- 62. Margin Level** – The percentage ratio between the client’s total funds and the margin required to maintain open positions, serving as a measure of the account’s financial stability.
- 63. Stop-Out Level** – A predetermined minimum margin level at which one or more of the client’s positions are automatically closed to prevent further losses, as per the rules set by the Company.
- 64. Hedging (Locking)** – A strategy allowing positions to be open simultaneously in opposite directions for the same instrument, used to reduce risk.
- 65. Ask Price** – The current price at which the client can buy an instrument, used in trading terminals with a spread between buying and selling prices.
- 66. Bid Price** – The price at which the client can sell an instrument, essential for selling operations in trading systems with spreads.

67. Mid Price – The average price between the Ask and Bid prices, offered to clients for trading operations in systems without spreads.

68. Expiration – The termination point of a CFD instrument's validity, typically associated with futures contracts. This results in the cessation of trading for the current contract and the start of trading with a new contract. The Company independently sets the expiration dates for each CFD instrument, publishing them on its website and server. In case of discrepancies, the server's information is decisive.

69. Terms and definitions not explicitly clarified in this section are interpreted following established norms and practices in financial trading, including exchange operations and derivative financial instruments, recognized within the business community.

ADDENDUM NO. 2: MANAGEMENT OF NON-TRADING TRANSACTIONS
(ADDENDUM NO. 2 to the Agreement on the Provision of Services in the International Financial Market)

1. Key Principles

1.1. This regulation has been established to implement measures against illegal commerce, financial fraud, and money laundering, aiming to protect clients from fraudulent activities and ensure compliance with the rules governing non-trading transactions executed through the client's account.

1.2. The client's obligations include:

1.2.1. Adherence to laws, including international regulations aimed at combating illegal activities, financial fraud, and money laundering;

1.2.2. Prevention of any facilitation of illegal economic activities or other prohibited actions through their personal account;

1.2.3. Avoidance of involvement in financial fraud or other activities that contradict global legislative and regulatory frameworks;

1.2.4. Refraining from actions via the personal account that could hinder efforts to combat money laundering or other criminal activities;

1.2.5. Ensuring the lawful origin, ownership, and disposal rights of funds transferred to the Company's accounts.

1.3. The Company may use the client's contact details provided during registration, or subsequently updated per established rules, to address issues related to non-trading transactions. The client consents to receive messages from the Company at any time.

1.4. The Company reserves the right to investigate suspicious non-trading transactions and suspend them until all circumstances are clarified and the investigation is concluded.

1.5. During investigations, the Company may request documents from the client to verify the legitimacy of the funds, including identification documents and banking details.

1.6. If suspicious transactions are detected, the Company may:

- 1.6.1.** Refuse to process such transactions;
- 1.6.2.** Restrict fund withdrawals from the client's account at its discretion;
- 1.6.3.** Return credited funds to their original accounts;
- 1.6.4.** Close the client's account and terminate services;
- 1.6.5.** Charge account maintenance fees in the absence of trading activity for a specified period or until the account is closed by the client, as well as in cases of non-compliant use of the account;
- 1.6.6.** Deduct all fees and expenses associated with the suspicious transaction;
- 1.6.7.** Close the client's open positions, fixing the financial results;
- 1.6.8.** Block access to the trading platform until the issue causing suspicion is resolved.

1.7. Refusal to execute suspicious non-trading transactions or termination of the agreement with the client due to suspicions of non-compliance does not render the Company legally liable for violating the terms of this Agreement.

1.8. The Company reserves the right to close the client's account under certain circumstances:

- 1.8.1.** If the client has not engaged in account activity for six months, and no funds remain in the account;
- 1.8.2.** If the client has not engaged in account activity for three years, regardless of whether funds remain, and the Company's efforts to contact the client or their heirs have been unsuccessful. Such inactivity is considered a waiver of the agreement and rights to assets under the agreement;
- 1.8.3.** In other situations stipulated by this Regulation and the Agreement.

1.9. If the client submits a withdrawal request without conducting prior trading operations, the Company may charge an additional fee for executing non-trading transactions.

1.10. In cases where the Company refuses to serve a client or provide access to a specific trading terminal, it may restrict fund withdrawals from the client's account at its discretion.

2. Identification and Characteristics of Suspicious Non-Trading Transactions

2.1. A transaction may be considered suspicious for the following reasons:

- 2.1.1.** If abuses are identified in crediting or debiting funds from the client's account without performing trading operations;
- 2.1.2.** If the transactions are unusual and lack a clear economic purpose or legitimate reason;
- 2.1.3.** If there are signs suggesting the potential use of transactions for money laundering or terrorist financing;
- 2.1.4.** If the client fails to provide required identification information within the timeframe specified by the Company or provides false information;
- 2.1.5.** If counterfeit or invalid documents are presented;
- 2.1.6.** If a legal entity lacks a permanent governing body at its registered address;
- 2.1.7.** If the client fails to provide information about ultimate beneficiaries upon the

Company's request;

2.1.8. If the client does not comply with the Company's requests to provide information or documents, including details about their financial status.

2.2. The listed criteria and indicators of suspicious transactions are not exhaustive. A transaction may be deemed suspicious by the Company based on situational analysis, even if the criteria and indicators are not explicitly present.

2.3. Upon detecting suspicious transactions, the Company independently decides on further actions regarding the client and their transactions.

3. Crediting Funds to the Client's Account

3.1. Account funding is conducted via transfers to the Company's accounts or those of its authorized payment agents.

3.2. Client transfers must comply with applicable legal requirements and restrictions.

3.3. The client is obligated to verify the Company's account details in their personal account before each transfer.

3.4. The client bears full responsibility for the accuracy of payment instructions. Any updates to funding methods published in the personal account require the client to carefully follow new instructions when making payments.

3.5. Funds may be deposited into the Company's account either directly by the client or through persons authorized by the client to perform such actions.

3.6. If funds are transferred from a card not belonging to the client, the Company reserves the right to request supporting documentation, including the cardholder's consent, identification documents, and a card image. In the absence of such documents or if their authenticity is doubtful, the Company may return the funds.

For the safe submission of card copies, the following requirements apply:

3.6.1. The front of the card must show key details, including the bank's name, expiration date, cardholder initials (if applicable), and the first six and last four digits of the card number;

3.6.2. The CVV2/CVC2 code on the back of the card must be concealed.

3.7. The client acknowledges that the Company is not responsible for payment delays caused by technical issues.

3.8. Funds are credited to the client's account in the amount received by the Company, with all related transfer fees borne by the client.

3.9. The Company accepts payments in the currency specified in the client's personal account.

3.10. Information on exchange rates and associated costs is available in the personal account and may change without notice.

3.11. Account funding occurs in the following cases unrelated to compensation:

3.11.1. When funds are transferred to the Company's account by the client;

3.11.2. When funds are returned to the Company's account following an unsuccessful attempt to contact the client to resolve arising issues.

3.12. Timing of fund credits:

3.12.1. For account funding via bank transfer or payment agents, funds are credited the next business day after receipt, provided the payment includes all necessary identification details. The Company is not responsible for delays caused by incorrect data entry.

3.13. If funds are not credited to the account within five business days, the client may request clarification by providing proof of the transfer.

3.14. The Company will conduct a review at the client's request, with the client bearing any potential fees.

3.15. Based on the results of the review, the Company will inform the client of the outcome. If necessary, the client may need to contact their bank for further clarification. The Company does not assume responsibility for interactions between the client and their bank.

4. Withdrawal of Funds by the Client

4.1. The Client has the right to initiate the withdrawal of part or all of the funds from their account at any time by submitting the appropriate request to the Company. This may include a request for a withdrawal or a transfer within the Company's system, subject to the following conditions:

4.1.1. Withdrawal requests must be within the available balance of the Client's account and exceed the transaction fee as per the Company's policy. Requests for amounts equal to or less than the transaction fee will not be processed. The Company reserves the right to decline such requests.

4.1.2. All withdrawal requests must comply with applicable laws and regulations.

4.1.3. Requests must adhere to the conditions outlined in this Regulation and the Client Agreement.

4.2. Withdrawals may be processed through a payment agent selected by the Company.

4.3. Withdrawal requests must be made in the account's currency. In cases of currency discrepancies, the amount will be converted at the Company's exchange rate.

4.4. Transfer details, including currency, fees, and limits, are determined by the Company and may vary depending on the withdrawal method.

4.5. The Client agrees to bear all expenses associated with the withdrawal transaction.

4.6. Withdrawals are processed upon receipt and verification of the corresponding request from the Client.

4.7. A withdrawal request is considered accepted if it is properly submitted through the personal account and reflected in the system.

4.8. Processing a withdrawal request may take up to 7 business days.

4.9. The Client may request withdrawal to a bank account or bank card in their name. Requests for third-party account details will not be accepted.

4.10. The Client may transfer funds to another account within their profile. Transfers to third-party accounts are not allowed.

4.11. Transfers to accounts previously used for funding the Client's account can be processed using the same payment systems employed for incoming transactions. When selecting the withdrawal method used for deposits, the Client must comply with the Company's security and verification procedures.

4.11.4. Transfers to bank cards previously used by the Client for funding the account are subject to the terms and conditions defined by the card payment systems.

4.12. Funds are credited to the Client's account as follows:

4.12.1. For bank transfers — on the next business day after the request is processed unless otherwise specified by the Company in the Client's submission procedure.

4.12.2. For card operations — on the same day the request is processed.

4.12.3. Transfers to bank cards used for funding the account are executed in accordance with established procedures.

4.13. If funds are not received within the specified timeframe, the Client has the right to initiate an investigation by providing necessary supporting documents for the transfer.

4.14. The Company will provide the Client with documentation confirming the completion of the withdrawal transaction. Investigation-related expenses may be charged to the Client, with the compensation method determined on a case-by-case basis.

4.15. If the Company's error is confirmed during the investigation, the Company will compensate the Client for commission-related expenses.

4.16. If errors in payment details provided by the Client lead to the failure of fund transfers, the Client will bear the cost of resolving the issue.

4.17. The Client has the right to cancel a submitted withdrawal order before it is processed by the Company, clearly indicating which order is to be canceled.

4.18. The Client may revoke funds specified in a withdrawal order before they are actually credited to their account. All expenses related to executing the order and services rendered will be borne by the Client.

5. Management of Changes to Recommended Trading Platforms

5.1. The Company reserves the right to amend the list of recommended Trading Platforms under this Agreement, notifying the Client accordingly.

5.2. If the changes result in the inability to continue using a specific Trading Platform, the Client must, within the timeframe specified in the notice, arrange for the withdrawal or transfer of funds from their Trading Account. This can be done by submitting a withdrawal request from the Trading Account or a transfer request to another account on a different Trading Platform.

5.3. If the Client fails to meet this condition within the specified timeframe, the Company reserves the right to decide on the disposition of the funds by transferring them:

5.3.1. To another active account of the Client on an alternative Trading Platform. If multiple such accounts exist, the Company will decide which account to use.

5.3.2. If the Client does not have other accounts for use on different Trading Platforms, the funds may be transferred to a new Trading Account opened by the Company on behalf of the Client for use on another available Trading Platform.

5.4. The Company may close and terminate any Trading Account opened in the Client's interest if, within three years of notification of its opening and fund transfer, the Client shows no activity, specifically:

5.4.1. No Trading Operations on the account, indicating a lack of interest in the Company's services.

5.4.2. No action taken regarding the funds in the account.

5.4.3. The Company's attempts to contact the Client or their representatives through all available means have been unsuccessful.

The Client's inaction during this time will be considered a waiver of the Agreement's terms and rights to assets owed under this Agreement.

APPENDIX №3: TRADING PROCEDURES

(Appendix №3 to the Agreement on the Provision of Services in the Global Financial Market)

1. Fundamental Principles

1.1. This Regulation becomes an integral part of the Agreement on the Provision of Services in the Global Financial Market, establishing the rules and conditions for clients to conduct trading operations in the global financial market.

2. Interaction Between the Client and the Company

2.1. Communication between the Client and the Company regarding key trading operation terms is conducted through requests, proposals, and confirmations from the Client, as well as responses, confirmations, reports, and informational messages from the Company. These documents and information are created, transmitted, and recorded using the Trading Platform.

2.2. Agreements on key trading operation terms are possible only during working hours and may be conducted in the following ways:

2.2.1. By exchanging electronic messages via the internet-connected Trading Platform;

2.2.2. By telephone call. The availability of this service and the procedure for making agreements via phone are governed by this Agreement and additional conditions available on the Company's website.

2.3. Trading operation terms agreed via phone are clarified after Client verification. Verification requires the Client to provide their trading account login credentials and password.

2.4. Trading operation terms agreed via phone are considered accepted if:

2.4.1. The key terms of the trading operation are repeated by the dealer after the Client;

2.4.2. Immediately after the dealer repeats the key terms, the Client confirms the operation using one of the following expressions: "yes," "confirm," "agree," "deal," or any other expression clearly indicating agreement.

2.5. Terms agreed via phone are deemed approved at the moment of the Client's confirmation. The terms repeated by the dealer are taken as the basis. If the dealer repeats the terms incorrectly, the Client must interrupt them and restate the terms.

2.6. During phone communication, including the verification process, the Company may record conversations with the Client using its recording tools. The Client may also record conversations at their discretion. Both parties agree that phone call recordings made by the Company can be used as valid evidence in dispute resolution, both out of court and in court.

2.7. All agreements on trading transactions reached via phone, as well as orally transmitted orders, are recorded by the Operator in the Trading Platform system.

2.8. The Client may request information about the status of their Trading Account by phone in case of unsuccessful attempts to conduct a trading operation or upon detecting errors in the Trading Platform.

2.9. The Operator reserves the right to immediately terminate the conversation if the Client exhibits:

2.9.1. Emotional dissatisfaction or criticism directed at the Company;

2.9.2. Insults or inappropriate remarks toward the Company or its employees;

2.9.3. Use of offensive language.

2.10. Any instructions sent to the Company and confirmed with the Client's unique account credentials are considered to have been executed personally by the Client.

2.11. If the Client does not receive confirmation of a trading operation's execution or order placement via the Trading Platform, they must independently verify the operation's execution or order placement through the Trading Platform's reports or by calling to clarify the information.

3. Procedure for Conducting Trading Operations with Financial Instruments

3.1. Clients are provided the opportunity to perform trading actions with various instruments under the terms specified on the Company's website or through individual agreements.

3.2. The Company reserves the right to independently modify the rules for conducting trading operations before weekends and holidays, as well as during periods of low market activity.

3.3. An operation is considered completed once the Client has agreed to the key parameters of the operation, and this data has been recorded in the Company's system log. Each open position is assigned a unique number.

3.4. To execute a trading deal, the following essential conditions must be agreed upon:

- **3.4.1.** Selection of the instrument;
- **3.4.2.** Determination of the type of operation: buy, sell, or close an existing position;
- **3.4.3.** The deal size in lots or other units according to the minimum acceptable parameters for the instrument, as available on the Company's website and server;
- **3.4.4.** Setting the deal price, if such an option is provided by the selected trading interface or execution method.

3.5. Under specific market conditions, such as high volatility or reduced activity, the Company may offer only one type of quotation.

3.6. The Company has the right to close open positions of the Client without their consent in situations outlined in this Regulation.

3.7. If the Client has open positions at the end of the trading day, the Company will automatically roll them over to the next day. The rollover conditions and fees are detailed on the Company's website and system.

3.8. A commission may be charged for opening a position, depending on the type of trading instrument and platform. The commission rates and list of applicable instruments are available on the Company's website and in its system.

3.9. Trading for an instrument is paused if the current price is unavailable in the Company's system.

3.10. The Company reserves the right to amend the rules for conducting trading operations, including but not limited to:

- Changing the minimum and maximum volumes of trading operations and open positions,
- Methods of order execution,
- Choice of trading platform,
- Level of forced closure of positions (Stop-Out),
- Maximum profit for each position,
- Trade duration, margin requirements, and commissions,
- Trading hours.

The Company may also restrict the Client's access to a specific trading terminal or refuse service. Amendments to the list of available instruments may be made considering the Client's country of residence laws. If an operation is conducted on a restricted instrument, the Company may close such a position at the last available price or take other actions in compliance with legal requirements.

3.11. The Client acknowledges that their orders for trading operations may be partially executed or not executed at all due to insufficient liquidity for the instrument.

3.12. The Client agrees that if the ratio of requests to executed operations becomes disproportionately high, their requests, instructions, or orders may be declined or executed with subsequent priority by the Company.

3.13. The Client is obliged not to close trading positions with a loss exceeding 10% of their current balance. In the case of such a loss, the Client must replenish their trading account or recover the loss through profit.

3.14. The Company is authorized to forcibly close the Client's open positions for the following reasons:

- **3.14.1.** When the forced closure level (Stop-Out) set by the Company is reached;
- **3.14.2.** If the Company suspects the Client of conducting questionable non-trading operations;
- **3.14.3.** If the Client's trading position was opened due to an error on the Company's part, including technical malfunctions or incorrect quotations;
- **3.14.4.** If the Client's activity creates excessive load on the Company's servers;
- **3.14.5.** When the Company cannot support the Client's open position due to changes in legislation, market conditions, relationships with third parties, or third-party actions affecting the Company's service provision;
- **3.14.6.** In case of service termination for the Client by the Company.

4. Order Placement, Modification, and Activation

4.1. Clients can place, modify, or activate orders for buying or selling instruments during the permitted trading hours for the respective instrument, using the trading terminal or phone communication. Placing or modifying an order requires the instrument's current quotation on the Company's server. Restrictions on order execution outside trading hours depend on the specifications of the selected trading terminal.

4.2. An order must include all key parameters of the trading operation as established in this Regulation:

- Instrument name,
- Volume,
- Type of operation,
- Preferred execution price (or set limit).

4.3. The placed order must maintain a minimum distance from the current market level as specified on the Company's website and server. In case of discrepancies, the server data takes precedence. This minimum distance may be increased under unusual market conditions.

4.4. Orders set by the Client may be canceled by the Company without prior notice for the following reasons:

- **4.4.1.** If there are insufficient funds in the Client's account to fulfill the order;
- **4.4.2.** Upon expiration of the order if a time limit was set;
- **4.4.3.** In case of closing the position associated with the order;
- **4.4.4.** Upon expiration of a CFD instrument;
- **4.4.5.** If the order to open a position was executed during a gap, related stop orders or profit orders falling into the gap may be canceled;
- **4.4.6.** If the order placement was caused by the Company's errors, such as technical failures or incorrect quotations;
- **4.4.7.** If the number of orders placed by the Client increases the server load;
- **4.4.8.** In case of service termination for the Client by the Company.

4.5. Cancellation or modification of an order after its execution or when the market price reaches the order level is not permitted.

4.6. Orders and limits are executed under conditions specified by the Company for each type of trading terminal and recorded in supplements to this Regulation.

4.7. The Company has the right to limit the number of orders placed by the Client or their volume for any instruments.

4.8. The Company may remove from the Client's trading terminal reports orders that were canceled or deleted after one month from their cancellation or deletion. Conditions under

which the Client's order may be canceled or deleted without prior notice are detailed in clause 4.4 of this section.

5. Procedure for Determining Mutual Obligations Between the Client and the Company

5.1. The Company regularly accounts for financial interactions between itself and the Client, including funds in the Client's account and unrealized financial results of open positions. Financial obligations include monetary assets in the account and the current result of open positions. In exceptional circumstances, such as technical failures or force majeure events that prevent accurate determination of financial results, mutual obligations are calculated based on the Client's account balance and results from the previous operational day by Greenwich Mean Time (GMT).

5.2. The automatic calculation of the current financial result (unrealized profit or loss) is performed with every change in quotations for open positions and is displayed in the trading terminal.

5.3. Financial results of the Client's operations (profit and loss) are recorded in their account upon the closing of a position for each instrument.

5.4. The Client is obligated to maintain a sufficient margin level to support open positions.

5.5. In the event of forced position closures, if the Client's account becomes negative, the Company has the right to offset the loss by bringing the account balance to zero, using funds from the Client's other accounts.

5.6. If, due to a technical failure or other circumstances beyond the Company's control, an incorrect financial result is displayed in the Client's trading terminal, the actual result calculated according to the formulas outlined in the appendices to this Regulation will prevail.

6. Fees/Charges

6.1. The Client understands that the Company's income is derived from the difference between the sale and purchase price (spread) in each transaction.

6.2. If the Client selects a specific commission scheme, they may incur fees for opening and closing positions on Forex and CFD. These fees will be automatically deducted from their account during relevant operations by the Company.

6.3. The Client is obligated to pay all applicable state taxes, fees, and mandatory charges associated with their account, including but not limited to tax payments in accordance with the legislation of the Client's country of residence. The Client waives any claims against the Company related to the payment of such taxes and fees.

6.4. The Company may also charge additional fees for banking services, such as account deposits or withdrawals, and for returned payments.

6.5. The Client agrees that the Company has the right to demand payment of taxes under applicable laws, based on the financial results of their interactions with the Company. The Company is not authorized to withhold or deduct commissions or taxes from the Client's account.

6.6. In certain circumstances, the Client may incur additional charges, including fees for account statements, order cancellations, fund transfers between accounts, call-based orders, and fees imposed by banks, contract markets, or regulatory authorities for services provided by the Company under this Agreement.

6.7. The Client agrees and understands that the Company may charge fees to cover costs incurred for opening and maintaining trading accounts, receiving trading quotations, and providing specialized services. The closure of a trading account is possible either six months after its registration or after trading a volume ratio of 1:50, where 1 represents the minimum amount to activate the account and 50 represents the required number of lots traded.

6.8. Additional costs may be incurred for access to specialized services offered by the Company.

6.9. The Client acknowledges and accepts responsibility for calculating and paying all applicable taxes in accordance with the legislation of their country of residence.

6.10. The Client agrees that the Company has the right to charge taxes in compliance with applicable laws, based on the financial results of their interaction with the Company.

6.11. Taxes and fees are payable in accordance with the conditions of the Client's trading operations from the moment of registration and depending on the total net profit earned before a withdrawal request is made.

6.12. The Client is aware that all amounts to be withdrawn from their account are treated as gross amounts, from which the Company is entitled to withhold taxes. The Client waives any claims against the Company regarding such withholdings.

7. ROLLOVERS AND OVERNIGHT INTEREST

7.1. A rollover fee is applied daily to each open position on Forex and CFD instruments at the end of the trading day.

7.2. This fee can either be requested by the Client from the Company or automatically charged by the Company, depending on the type of position and instrument.

7.3. The financing fee depends on the type of instrument and fluctuates based on current market rates. The charge or credit is applied the day after it is incurred. The Company reserves the right to amend the terms of this fee.

- 7.4.** A commission for opening and closing positions on Forex and CFD may be charged to the Client.
- 7.5.** This commission is deducted from the Client's account upon the opening or closing of a position.
- 7.6.** CFD trading is tied to underlying assets, including futures. Before the expiration of the underlying asset, it is replaced, which impacts CFD quotations.
- 7.7.** CFDs do not have an expiration date.
- 7.8.** CFD trading is continuous, with periodic updates to the underlying assets.
- 7.9.** The Company determines the underlying asset for CFDs and the conditions for its replacement.
- 7.10.** After replacing the underlying asset, a price adjustment is made, which is reflected in the Client's account as a credit or debit.
- 7.11.** The price difference reflects market buy and sell rates, requiring adjustment to purchase and sale prices.
- 7.12.** Clients incur costs related to spreads when contracts are replaced, along with standard overnight interest charges.
- 7.13.** Typically, the debit amount exceeds the credit amount during these operations.
- 7.14.** Any trade opened by the Client at the end of the day or over the weekend is automatically rolled over to the next business day.
- 7.15.** Rolling over trades results in the accrual or deduction of overnight interest.
- 7.16.** The amount of overnight interest is determined by the Company.
- 7.17.** The Client consents to the Company charging or crediting overnight interest on open positions.
- 7.18.** Overnight interest is applied daily at a specified time as determined by the trading platform.
- 7.19.** The Client acknowledges that overnight interest may impact their account balance.
- 7.20.** The Company sets the overnight interest rate at its discretion.
- 7.21.** The Company is authorized by the Client to perform operations involving overnight interest.
- 7.22.** The Client agrees to the deduction or crediting of overnight interest for each transaction, according to the applicable rate.

APPENDIX №4: RISK DISCLOSURE

(Appendix №4 to the Agreement for the Provision of Services in Global Financial Markets)

The purpose of this informational section (hereinafter referred to as the "Information") is to acquaint the Client with the risks associated with operations in financial markets and to warn the Client about potential financial losses related to these risks. The list of risks mentioned in this Information is not exhaustive due to the diversity of situations that may arise when performing these operations.

1. Operations in global financial markets involve risks due to potential fluctuations in the prices of underlying assets. These fluctuations can significantly impact the Client's Trading Account balance because of the leverage mechanism. Consequently, market movement in a direction contrary to the Client's position may result in losses exceeding their initial investments, including additional funds deposited to maintain open positions. The Client bears sole responsibility for accounting for all risks, selecting strategies, and utilizing their funds when performing these operations.
2. Certain financial instruments are characterized by significant intraday volatility, indicating a high likelihood of both profit and loss from these operations. During periods of increased volatility, reduced liquidity, and other abrupt changes in market conditions resulting in quote fluctuations exceeding 5% within a single operational day, the Company reserves the right to fix the financial result of the Client's operations at a price reflecting no more than a 5% change in quotes, determined by the Company at the start of such fluctuations.
3. The Client assumes the risk of losses due to malfunctions in information, telecommunication, electronic, and other systems.
4. Under non-standard conditions, the processing time for the Client's commands and orders may increase.
5. The Client acknowledges the possibility of losses caused by force majeure events, which include but are not limited to:
 - 5.1. Social unrest, terrorism, conflicts, natural disasters, accidents, fires, floods, storms, power outages, and equipment failures, which may lead to instability in one or more markets.
 - 5.2. Suspension of trading, market closures, or the disappearance of markets on which the Company bases its quotes, as well as the imposition of restrictions or extraordinary trading conditions.
6. In the context of high-risk operations, the Client must consider that both positive and negative outcomes often coexist and depend on many factors, including the accuracy of market analysis.
7. Accordingly, the Company advises the Client to carefully evaluate whether the risks of trading in international financial markets align with their financial goals and capabilities.

8. The purpose of this Warning is not to discourage the Client from trading but to ensure their understanding of the associated risks, assist in making informed decisions, and help them choose a strategy that aligns with the terms of the agreement with the Company.