



# Key Service Features

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This Key Service Features document outlines the various fees and charges and other important commercial information relevant to the service that we provide to you. The Key Service Features forms part of our Agreement with you and should be read in conjunction with our General Terms and Supplemental Terms, which take precedence in the event of any conflict with this document. A full copy of these documents can be downloaded from our Website.

Unless separately defined in these Key Service Features, words and expressions herein shall have the meanings given to them in the General Terms.

Information about individual Markets (for instance: maximum/minimum trade Quantities and Margin Factors), is also available on our Trading Platform or by contacting the Client Management Team. Please review the information found in the relevant Market Information before placing a Trade.

## 1 Contact Details and Trading Hours

The Client Management Team can be contacted via live chat or email through the website page at [www.cityindex.com.sg](http://www.cityindex.com.sg) or via telephone at +65 6826 9988.

You have access to continuous trading and support 24 hours a day during the period from 5:00 pm New York time on Sunday through 5:00 pm New York time on Friday of each week.

If we plan to close for a period, for example Christmas Day, we will advise you of any modified hours via either the Trading Platform and/or the Website. There may be other times when the suspension or closure of an exchange or market including over the counter markets may occur. We may not be able to quote or to execute the relevant Trades and Orders during those times.

## 2 Your Base Currency

The Base Currency for your Account is Singapore Dollars (SGD), unless we agree otherwise in writing. Unless we have agreed otherwise, we will automatically convert any Cash, Realised Profits and Losses, adjustments, fees and charges that are denominated in another currency to your Base Currency before applying them to your Account. We shall perform any currency conversion or valuation at commercially reasonable rates (typically no greater than +/- 0.5% away from our quoted rate at the time of the conversion).

## 3 Your Margin Close Out Level

The Margin Close Out Level for your Account is **100%**, unless we agree otherwise in writing with you. If your Margin Level is at or below the Margin Close Out Level, we may close all or any of your Open Positions immediately and without notice at the next available price, to help prevent losses from escalating further. For certain positions where the underlying market is illiquid, we may decide to close positions in partial amounts over a period of time. We may do this with or without prior notice to you.

You should not expect to receive a Margin warning notice prior to closure. We therefore strongly recommend that you monitor your Margin Level closely.

## 4 Our Charges

The commissions, fees, charges and/or other charge arrangements stated below (together the "Charge Arrangements") apply to the operation of your Account. If we agree with you in writing (or have agreed with you in writing prior to the publication of this Key Service Features) to Charge Arrangements which are different to the arrangements stated below, the different Charge Arrangements

will apply (or continue to apply) to the operation of your Account. If you are in any doubt as to the Charge Arrangements that apply, please contact the Client Management Team.

### a) Commission

We do not charge a separate commission for any Trade in a Market.

### b) Daily Financing Fee

For Open Positions in all FX Contracts, Daily Financing Fees will be calculated on the full value of the Open Position by using the Market interest rate premium or discount together with our overnight charge.

Under normal market conditions we will charge you Daily Financing Fees each day, where you have a Long Position or notional Long in the currency with the higher interest rate of the currency pair (after our spreads are taken into account). Alternatively we will pay you Daily Financing Fees each day if you have a Long Position or notional Long Position in the currency with the lower interest rate of the currency pair (after our spreads are taken into account).

The financing posting/adjustment will initially be made in the second currency of the currency pair (sometimes referred to as the „Quote“ currency). For example, in the case of EUR/CAD, the financing adjustment would be made in CAD, then immediately converted back to the Base Currency for your Account. Financing calculations are on a T + 2 (working days) basis for all currency pairs except USD/CAD\*. On each Wednesday we will apply a fee equivalent to the Daily Financing Fee for the period Friday – Monday.

\*For USD/CAD Trades, the financing calculation is on a T + 1 (working days) basis and on each Thursday we will apply a fee equivalent to the Daily Financing Fee for the period Friday – Monday. For all Trades, the Daily Financing Fee will be adjusted to include non-business days which affect either currency in a Trade.

### c) Fee and Commission Sharing Arrangements

We may pay to third parties (for example Introducers) a portion of any dealing commission, Spread, Daily Financing Fee, and/or any other charge you may pay. Typically this will be a percentage of the amount we receive from you. Further details of fee and commission sharing arrangements will be provided on request.

**d) Other Fees/Charges**

All credit card transactions will incur a fee of 2%.

Wire transfer charges will be incurred for withdrawals made via wire transfer to bank accounts outside of Singapore.

**e) Inactivity Fees**

Where no activity has occurred on your Account(s) for a period of twelve (12) months or more, your Account(s) will be deemed inactive and we reserve the right to charge a monthly inactivity fee of SGD25 (or equivalent in your Base Currency) to inactive Account(s), along with any additional applicable fees. Activity is defined as placing a Trade and/or applying an Order on your Account(s) or maintaining an Open Position during the period.

**5 Complaints and Disputes**

We are committed to providing a high standard of service to our customers. If you have a complaint against us, we request that you advise our customer service in the first instance of your complaint in writing (with all relevant details). We will thereafter investigate your complaint promptly and fully.

In the event that you are not satisfied with our response, you may file a complaint to the Financial Industry Disputes Resolution Centre Ltd ("FIDReC"), which provides an independent disputes resolution scheme. Further information about FIDReC and its Terms of Reference can be obtained from its online website at [www.fidrec.com.sg](http://www.fidrec.com.sg).