



# Terms and Policies

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## Risk notice

We provide services for trading foreign currency pairs, precious metals and derivative financial contracts. Trading is on a margin or leverage basis, a type of trading which carries a high degree of risk to your capital. Price movements of foreign currencies, precious metals and derivative financial contracts may change quickly and your profits and losses may be many times the amount of your investment or deposit. If you do not hold sufficient funds to meet your margin requirements, then we may close your open positions immediately and without notice. Please read the Risk Warning Notice carefully to understand the risks of trading on a margin or leverage basis. You should not trade in foreign currencies, precious metals and derivative financial contracts unless you understand and accept the risks of margin trading. Trading in these products may not be suitable for some investors.

## A. The scope of this Agreement

### 1. Introduction

- 1.1 These General Terms are part of the agreement between GAIN Capital Singapore Pte Ltd (trading as City Index), a company incorporated in Singapore with registration number 200400922K (“we”, “us” or “our”) and its client (“you” or “yourself”) which governs our trading services and your Trades with us. 1.7 Please read the Agreement and the Notices and Policies carefully and contact us if there is anything which you do not understand. Unless we have agreed in writing that any part of this Agreement is not to apply, we will regard this Agreement as setting out all the relevant terms concerning our trading services. Contracts that we enter into with you under this Agreement are legally binding and enforceable. By signing the Application form or by electronically submitting your application on our Website or, if applicable, via a mobile application you confirm that you accept the terms of the Agreement. When we open an Account for you, you will be bound by the Agreement in your dealings with us.
- 1.2 We hold a capital markets services licence issued by the Monetary Authority of Singapore (“MAS”) to deal in securities and carry out leveraged foreign exchange trading. Our office is located at 6 Battery Road #20-01, Singapore 049909.
- 1.3 The agreement between us relating to our trading services consists of the following documents: 1.8 Words and expressions have the meanings set out in the Definitions at clause 32. References to clauses are to clauses in these General Terms unless stated otherwise.
- Application Form;
  - General Terms and the Supplemental Terms for the relevant product; 1.9 Unless written notice is required in accordance with this Agreement, you may communicate with us in writing (including fax), by email or other electronic means or orally (including by telephone). E-mail, chat, text, instant messaging features whether transmitted through the Internet, a proprietary network, a computer, a pager or another wireless device or otherwise may be provided to you as a convenience to enhance your communications with us. Except where otherwise provided in clause 4.2 you shall not use these features to request, authorise or effect any transaction, to send fund transfer instructions or for any other communication that requires non-electronic written authorisation. We shall not be responsible for any loss or damage that results if any request is not accepted or processed. You agree that you shall use these features in compliance with applicable laws and regulations, and you shall not use them to transmit inappropriate information, including information that may be deemed obscene, defamatory, harassing or fraudulent.
  - Key Service Features; and
  - Market Information.
- Together these are referred to as the “**Agreement**”.
- 1.4 The Agreement supersedes all our previous terms and conditions and any amendments thereto and will be effective from the specified date or the date we acknowledge acceptance of your Application Form.
- 1.5 Each Product we offer is subject to its Supplemental Terms. Should there be any conflict between these General Terms and the Supplemental Terms, the Supplemental Terms will prevail.
- 1.6 Other materials which explain the basis upon which we trade with you but are not part of the Agreement include: 1.10 The language of communication shall be English, and you will receive documents and other information from us in English. We may in our sole discretion provide local language support. If a document is translated into another language this will be for information purposes only and the English version will prevail.
- the Website – including any Trading Platform via which you will trade with us; and
  - our notices and policies – the Risk Warning Notice, our Trade and Order Execution Policy and our Conflicts of Interest Policy (together “Notices and Policies”). These are located in the Annexes to the General Terms.

## 2. General Information

- 2.1 Our trading service is an electronic service and you specifically consent to the receipt of documents in electronic form via email, Website or other electronic means. Any communication sent to you may not in addition be sent in a paper form other than on your request. We reserve the right to charge for documents in a paper form.
- 2.2 You confirm that you have regular access to the Internet and consent to us providing you with information about us and our services (including the Market Information), our costs and charges and our Notices and Policies by email or by posting such information on our Website or the Trading Platform.
- 2.3 We will deal with you as principal and not as agent on your behalf. This means that any Trades are agreed directly between you and us and we will be the counterparty to all of your Trades.
- 2.4 Unless we agree otherwise in writing, you will also deal with us as principal and not as an agent or representative of another person. You will not permit any person to deal on your behalf unless we agree that such person (the "Agent") can act on your behalf. We will be entitled to rely on any instructions given to us by the Agent in relation to your Account. We may require confirmation that the Agent has authority to act on your behalf at any time we reasonably consider appropriate.
- 2.5 **We shall not give advice to you on the merits of any Trade and shall deal with you on an execution-only basis. None of our staff are authorised by us to give you investment advice. Accordingly, you should not regard any transaction proposal, suggested trading strategies or other written or oral communications from us as investment recommendations or advice or as expressing our view as to whether a particular transaction is suitable for you or meets your financial objectives. You must rely on your own judgement for any investment decision you make in relation to your Account. If you require investment or tax advice, please contact an independent investment or tax adviser.**
- 2.6 You will not have any rights of ownership, delivery or otherwise in any Underlying Instrument as a result of a Trade with us. We will not transfer any Underlying Instrument or any rights (such as voting rights and delivery obligations) in it to you.

## B. Dealing with us

### 3. Your Account

- 3.1 After we have accepted your Application Form we will open your Account. We may open different Accounts for you with different features and characteristics, including amongst other things different Product types, and different Margin Factors. Depending on your knowledge, experience and types of Trades, certain Account types and features may not be available to you. When we open an Account for you we will inform you of the type of Account opened. We reserve the right to refuse to open an Account for any reason. Furthermore we may change the features and criteria of our Accounts at any time by notifying you of the

change whether on the Website or Trading Platform or otherwise.

- 3.2 We owe you no duty to ensure that a service or Product is appropriate for you and are not obliged to assess or ensure the suitability of any Trade you place.
- 3.3 You undertake that any information you provide to us is correct. You must immediately inform us of any material change to the information provided to us on your Application Form, including any change to your contact details or financial status.
- 3.4 When we open your Account we will provide you with a unique Account number and will agree with you such other Security Information as we consider appropriate:
- 3.4.1 it is your responsibility to keep your Account number and Security Information confidential;
- 3.4.2 you agree that you will not disclose your Account number or Security Information to any other person;
- 3.4.3 we may agree separate Security Information with your Agent or any joint Account holders; and
- 3.4.4 when you deal with us or give us an instruction, we will require details of your Account number and your (or your Agent's) Security Information.
- 3.5 Except where otherwise provided in this clause 3.5, you are responsible for paying any losses, fees or charges arising from Trades entered into or instructions given using your Account number and Security Information. You will not be responsible for any losses after we receive a request from you that we stop using any item of the Security Information. You will also not be responsible for any losses where we have been negligent in allowing a person you have not authorised to access your Account, or where it can be shown that a person has gained access to the Trading Platform by abuse of our systems except where such loss results from your failure to comply with clause 3.4 or 24.5. If you fail to comply with these clauses then you will be liable for the resulting loss. Please note that we do not restrict the domain from which any person can access the Trading Platform.
- 3.6 If you open an Account in the name of yourself and others, then:
- 3.6.1 we may act on instructions from either you or any other person in whose name the Account is opened (each a "Joint Account Holder"), including instructions to trade. In certain circumstances we may require instructions from all Joint Account Holders;
- 3.6.2 we may give any notice or communication to either you or another Joint Account Holder;
- 3.6.3 all Account holders shall be jointly and severally liable for losses, fees or charges arising on a joint Account. Among other things, this means that any monies owed on the Account shall be payable

in full by you or any of the other Joint Account Holders; and

3.6.4 if you or any other Joint Account Holder dies, we may take instructions from and pay any balance to the survivor(s).

3.7 Your Account will, by default be designated in a Base Currency by us and be set to immediate conversion. Your Base Currency can be found on the Trading Platform or in the Key Service Features. Trades for certain Markets may be conducted in other currencies however the resulting Open Positions and Unrealised Losses and Unrealised Profits may be valued at or converted in notional terms to the Base Currency in accordance with clause 17 or the relevant Supplemental Terms. You should note that any such balances have not been physically converted and that the presentation of the information in your Base Currency is for information only.

3.8 Credit and debit entries, including any Daily Financing Fees, deposits and withdrawals, will be made to your Account. You are responsible for monitoring your Open Positions and any activity in your Account. We are not obliged to monitor or advise you on the effect of any Trade, Order or Open Position. You may access your Account information at any time by logging into the Trading Platform.

#### 4. Instructions and Basis of Dealing

4.1 You may give us instructions for Trades via the Trading Platform or by such other means as we may from time to time specify to you in writing. In such circumstances:

4.1.1 when you do so you are offering to enter into a Trade with us at the price we quote as adjusted (if applicable) within your specified Price Tolerance when you complete all obligatory fields and click the relevant button; and

4.1.2 when we receive your offer we will provide you with an electronic acknowledgement but you and we will be bound by a Trade only when details of the Trade are reported as executed on the Trading Platform. If you do not see details of the executed Trade on the Trading Platform, please contact us immediately to confirm the status of the Trade. After we execute the Trade we will send you a contract note as described in clause 11.

4.2 We may in our sole discretion accept instructions for Trades (including closing only Trades when our Trading Platform is not in operation) by telephone, but not through other components of the Website such as e-mail. When we do so:

4.2.1 your instruction will constitute an offer to enter into or close a Trade at the price we quote. Trades placed by telephone will only be accepted at the current Our Price.

4.2.2 you can place an Order only by dealing directly with an authorised dealer. We will not accept an Order left with other employees, on an answering machine or on a voice mail facility;

4.2.3 you and we will be bound by a Trade only when our authorised dealer confirms that the offer has been accepted.

4.3 You may place an electronic Order on the Trading Platform at any time or, subject to clause 4.2, you may place a telephone Order with an authorised dealer during our Trading Hours. However we will execute Trades only during times which are both our Trading Hours and the Market Hours for the relevant Market. Market Hours are stated in the Market Information. We will advise you of any change to our Trading Hours or Market Hours on the Website or the Trading Platform, and where reasonably practicable, we will give you no less than two Business Days notice of such change.

4.4 Prices quoted by us (whether by telephone, the Trading Platform or otherwise) do not constitute a contractual offer to enter into a Trade at the price quotes or at all. We reserve the right to refuse to enter into any Trade. Such situations include but are not limited to, when:

4.4.1 Trades are placed outside of the specified Market Hours (clause 4.3);

4.4.2 Trades are larger than the maximum Quantity or smaller than the minimum Quantity we set for the Market (clause 4.6);

4.4.3 Our Price has moved unfavourably in excess of the specified Price Tolerance (clauses 5.6 and 5.7);

4.4.4 your Trading Resource is insufficient to fund the proposed Trade (clause 9);

4.4.5 entry into the Trade would cause you to exceed the maximum Open Position limit, if any, we set for the Market and applied to your Account (clause 4.6);

4.4.6 entry into the Trade would cause you to exceed the maximum Total Margin, if any, applied to your Account (clause 9);

4.4.7 Our Price or the proposed Trade derives from a Manifest Error (clause 13);

4.4.8 Events Outside Our Control or Market Disruption Events have occurred (clause 14);

4.4.9 any amount you owe us has not been paid (clause 15);

4.4.10 we believe the Trade would be in breach of this Agreement or any legal or regulatory requirement applicable to you or us; and

4.4.11 where you place multiple Trades which in aggregate exceed our maximum Quantity (clause 4.6).

4.5 If we accept a Trade before becoming aware of any of the events described in clauses 4.4.1 to 4.4.11, we may in our sole discretion treat the Trade as void or close the Open Position at Our Price prevailing at the time we close the Open Position. If we choose to maintain the Open Position,

you will be liable for the full value of the Trade when it is closed.

4.6 We may set minimum and maximum Quantities for opening and/or closing Trades in each Market. We may also set maximum Quantities for Open Positions in each Market. Minimum and maximum Quantities applicable to your Account are stated in the Market Information. Trades to close an Open Position are subject to the minimum and maximum Quantity valid at the time that the closing Trade is executed. Unless we agree, no instruction to Trade can be placed which is less than our minimum Quantity or greater than our maximum Quantity for the relevant Market. Where a Trade is executed through several transactions at varying prices you will be charged separate fees and commission for each individual transaction. If multiple Trade instructions are placed or triggered, which in aggregate exceed our maximum Quantity for the relevant Market, we may in our sole discretion take any of the following action: (a) refuse to enter into all or some of the Trades; and/or b) partially fill your Trades. We may vary the minimum and maximum Quantity from time to time and new minimum and maximum Quantities will be effective at the time of publication.

4.7 Subject to our right to refuse to enter into any Trade, we will endeavour to execute a Trade within a reasonable time after we receive it or after the conditions for an Order are fulfilled.

## 5. Our Price

5.1 During Market Hours, we will quote two prices for the Market: a higher price ("Our Offer Price") and a lower price ("Our Bid Price"); together these prices are known as "Our Price" for a Market. Our Price is determined by reference to the price of the Underlying Instrument which is quoted on one or more third party reference sources (including, without limitation, bank and institutional data feeds) that we select at our discretion. For Trades executed when the relevant reference source is closed or where there is no reference source, Our Price will reflect what we consider the market price of the Underlying Instrument is at that time. Our Price and how we calculate Our Price is determined in our absolute discretion and any changes are effective immediately. Details of how we quote Our Price are stated in the Supplemental Terms and the Trade and Order Execution Policy. If Our Price for closing trades in any Market is not available on the Trading Platform, please contact the Client Management Team to obtain a quote.

5.2 We will accept a Trade only on the basis of a current Our Price. You may not be able to enter into Trades at Our Price where Our Price is described as "indication only" or "indicative" or "invalid" (or words or messages to the same effect).

5.3 We provide quotes for Our Prices on a best efforts basis. If a Market Disruption Event or an Event Outside of Our Control occurs we may not be able to provide a quote for Our Price or execute Trades during Market Hours.

5.4 The difference between Our Bid Price and Our Offer Price is "Our Spread". For certain Products, Our Spread may contain an element of charge or commission for us. For some Markets our Spreads change frequently. Our Spreads are set in our absolute discretion and any

changes are effective immediately. Details of Our Spread for each Market are stated in the Market Information.

5.5 Unless otherwise stated in the relevant Supplemental Terms, we will provide you with best execution. Please read our Trade and Order Execution Policy which sets out the basis upon which we seek to provide best execution.

5.6 Markets where Price Tolerance applies will be set out in the Market Information. Price Tolerance will only apply to instructions to Trade for immediate execution and not to Orders. Where applicable, you may change the Price Tolerance via the Trading Platform before you place a Trade. If, before we have executed your Trade, Our Price moves unfavourably away from our quoted price but remains within the specified Price Tolerance, your Trade will be executed at the current Our Price. If Our Price moves unfavourably away from our quoted price and outside the specified Price Tolerance, your Trade will be rejected. If, before we have executed your Trade, Our Price moves in your favour (irrespective of the specified Price Tolerance), we will execute the Trade at the current Our Price.

## 6. Closing Trades

6.1 All Open Positions continue until closed by you or us in accordance with this Agreement.

6.2 You may place an instruction to close an Open Position by selecting the applicable Open Position you would like to close and completing all obligatory fields and clicking the relevant close button on the Trading Platform. Instructions placed for closing Trades are subject to clause 4.

6.3 You may partially close an Open Position but for a smaller Quantity and the same expiry (if appropriate) as the Open Position by selecting the Open Position and the Quantity you would like to partially close and completing all obligatory fields and clicking the relevant close button on the Trading Platform. If you do so, and if accepted by us, there will be an Open Position remaining for the amount that is not partially closed. Instructions placed to partially close Trades are subject to clause 4 (including the requirement that both the part of the Open Position that you select to close and the part that would remain open if we accepted your instruction must not be smaller than the minimum Quantity).

6.4 You will usually be able to close an Open Position during Market Hours however, we reserve the right to reject any Trade in accordance with clause 4.4. As a consequence, you may not be able to close the Open Position and your losses may be unlimited until such time as you are able to close the Open Position.

6.5 Unless Open Positions are closed in accordance with this clause 6, or are terminated, voided or otherwise closed in accordance with this Agreement, they will remain open until their expiry (if they have an expiry date) or will remain open indefinitely if they do not. On the expiry date (or event, if such expiration is dependent upon an event) the Open Position will be closed and settled at Our Price at the time the Open Position is closed.

6.6 Where we exercise our rights in accordance with this Agreement to close any of your Open Positions, we will do so at a time and date determined by us in our reasonable discretion.

## 7. Orders

7.1 The range of different Order types which we accept shall be decided by us in our absolute discretion. Certain types of Orders may only be available for a limited range of Markets and clients.

7.2 Further details of the types of Orders we accept and which types of Orders attach to specific Open Positions or other Orders are available in the Market Information or by contacting the Client Management Team. **It is your responsibility to understand the features of an Order and how the Order will operate before you place it.**

7.3 We endeavour to fill Orders at the first Our Price reasonably available to us after the price specified is reached or at the occurrence of the event or condition specified in the Order. However, we may not be able to execute Orders or execute Orders at a specified price or event if there is an Event Outside of Our Control in relation to an Underlying Instrument. For all Orders we may not be able to execute your Order at the price level you specify. We will endeavour to execute your Order at Our Price nearest to your specified price.

7.4 We may, without limitation, set a minimum price difference between the current Our Price and the price or level of any Stop Orders and Limit Orders and we reserve the right not to accept any Orders which are within this minimum price difference. Unless an Order is cancelled or ceases to have effect, we will regard it as valid and execute it when Our Price reaches the price you specify or the specified event or condition occurs.

7.5 Subject to clause 7.6 below, you may, with our consent (which will not be unreasonably withheld), cancel or amend an Order at any time before we act upon it. Changes to Orders may be made on the Trading Platform or, if our Trading Platform is not in operation, by contacting the Client Management Team during our Trading Hours.

7.6 When you place an Order to close an Open Position (a "Closing Order"):

7.6.1 if you close the Open Position before the Closing Order is executed, we will treat this as an instruction to cancel the Closing Order; and

7.6.2 if you close only a portion of the Open Position before the Closing Order is executed, we will treat the Order as an Order to close only the portion of the Open Position that remains open.

## 8. Our Charges

8.1 Depending on the Market concerned, we may:

8.1.1 include an element of profit for us in Our Spread;

8.1.2 charge commission; and/or

8.1.3 impose a Daily Financing Fee on your Open Positions.

8.2 We will tell you the details of the fees and charges including account operational fees that apply to your Account and the basis of calculation for any such fees or charges in our Key Service Features.

8.3 We may from time to time share a proportion of Our Spread, commissions and other Account fees with other persons including (without limitation) Introducers. We will inform you of this in the Key Service Features.

8.4 We do not currently receive payments from other persons in connection with any Trade under this Agreement. If this changes we will inform you.

8.5 We may pass on to you charges which we may from time to time incur in borrowing stock in the external market to hedge a Short Position which you have opened with us. These charges will fluctuate depending on market conditions and the scarcity of the stock concerned. We will advise you of any such charges at the time they are incurred or as soon as possible after we become aware that they have been incurred, whether in the Market Information or otherwise.

8.6 We may pass on to you any additional charge for stamp duty, transfer tax or other taxes or duties which we may incur to hedge any Trade with you where the Underlying Instrument is a non-UK security.

8.7 We will notify you of any change to our current fees and charges or any additional fees and charges that we may apply to your Account in accordance with clause 28.

## 9. Margin Requirement

9.1 You must pay a Margin Requirement when you place a Trade which creates an Open Position. If your Trading Resource is less than the Margin Requirement for the Trade you wish to place, we may reject your Trade. The Margin Requirement is due and payable when you place the Trade and must be maintained at all times until the Open Position is closed.

9.2 Details of how we calculate Margin Requirement for different Markets can be found in the Supplemental Terms.

9.3 Margin Factors for each Market are stated in the Market Information. Any changes to a Margin Factor will increase or decrease your Margin Requirement. A default Margin Factor will be applied to each Market. We may from time to time allow you to change the Margin Factor applicable to each Market as set out in the Market Information. Margin Requirement may change as Our Price for the relevant Market changes. Margin Requirement may also be affected by exchange rate changes between the Base Currency and the currency of the Open Position. Margin Factors may be expressed as a percentage, number or other form applicable to the nature of the Market.

9.4 Non-standard Margin Requirements may apply for the following:

9.4.1 for certain Markets derived from options or options-related financial instruments; and

9.4.2 when a Margin Multiplier is applied (clause 9.6)

Details of how we calculate non-standard Margin Requirements are set out in the Supplemental Terms.

9.5 We reserve the right to change the way in which we calculate Margin Requirements.



- 9.6 We may apply a Margin Multiplier to all Trades placed in your Account or to a specific Trade or Market. The application of a Margin Multiplier or any change in a Margin Multiplier will result in a change to the Margin Requirement for any Trades or Open Positions for the relevant Markets.
- 9.7 We may alter Margin Factors, Margin Multiplier, and Margin Requirement at any time and any change will become effective immediately. For Open Positions, subject to our rights in clauses 14 and 15, we will provide you with at least 24 hours notice of any increase in Margin Factors, Margin Multiplier or Margin Requirement. It is your responsibility to know at all times the current Margin Factors, Margin Multiplier and Margin Requirement applicable to your Account and your Open Positions.
- 9.8 We will be entitled to notify you of an alteration to the Margin Factors, Margin Multiplier and Margin Requirement by any of the following means: post, telephone, fax, email, text message or by posting notice of the increase on the Website or Trading Platform.
- 9.9 Your Total Margin will be the aggregate of all Margin Requirements in your Account. We may set a maximum figure for your Total Margin which will act as a limit on the amount of funds we hold as the Margin Requirement in your Account. If we set a maximum Total Margin we will inform you.
- 10. Margin Close Out Level**
- 10.1 **If the Margin Level for your Account reaches or falls below the Margin Close Out Level, this will be classified as an Event of Default under clause 15. In such circumstances we may, among other things, close all or any of your Open Positions immediately and without notice and refuse to execute new Trades until your Margin Level is 100% or greater. It is your responsibility to monitor your Account(s) at all times and to maintain your Margin Level above the Margin Close Out Level.** We will close your Open Positions at Our Price prevailing at the time when your Open Positions are closed.
- 10.2 We may but are not obliged to contact you before we take any action under clause 10.1.
- 10.3 You will be notified of the Margin Close Out Level applicable to your Account. We may alter the Margin Close Out Level applicable to your Account at any time. Subject to our rights in clauses 14 and 15, we will provide you with at least three (3) days notice of any change to your Margin Close Out Level.
- 10.4 We will be entitled to notify you of an alteration to your Margin Close Out Level by any of the following means: post, telephone, fax, email text message or by posting notice of the increase on the Website or Trading Platform.
- 10.5 The Margin Close Out Level is designed to help limit the extent of your trading losses. We do not however guarantee that your Open Positions will be closed when the Margin Level for your Account reaches the Margin Close Out Level or that your losses will be limited to the amount of funds you have deposited in your Account.
- 11. Contract Notes and Statements**
- 11.1 Unless we have agreed otherwise we will send you a contract note in respect of each Trade that we execute on your behalf. The absence of a contract note will not affect the validity of any Trade.
- 11.2 Contract notes will be sent to you as soon as reasonably practicable and no later than the next Business Day after a Trade is executed. Other than on your specific request, contract notes and statements will be sent to you by e-mail. We reserve the right to charge for contract notes and statements sent to you in a paper form.
- 11.3 It is your responsibility to review all contract notes and statements received to ensure that they are accurate. If you believe that a contract note or statement received by you is incorrect, because it refers to a Trade which you have not placed or for any other reason, you must tell us immediately. Contract notes and statements will, in the absence of a Manifest Error, be conclusive and binding unless we receive an objection from you in writing within 48 hours of receipt or we notify you of an error in the contract note or statement in the same period. If you do not receive a contract note for any Trade you have executed, please inform us immediately.
- 11.4 Periodic statements, including statements of your Cash, Open Positions and any charges made to your Account will ordinarily be sent to you on a regular basis.
- 12. Payments and Withdrawals**
- 12.1 If your Account shows a positive Cash balance, you may request that we make a payment to you of such amount. We may however elect to withhold any payment requested, in whole or in part, if:
- 12.1.1 you have Unrealised Losses on your Account; and/or
- 12.1.2 we reasonably consider that funds may be required to meet any Margin Requirement; and/or
- 12.1.3 there is any amount outstanding from you to us; and/or
- 12.1.4 we are required to do so under any relevant legislation or regulation; and/or
- 12.1.5 the amount requested is less than the minimum withdrawal limit as set out in the Key Service Features.
- 12.2 We may debit the Cash balance on your Account with any amount due to us under this Agreement and with any bank transfer charges we incur in transferring funds to you. In addition, you are responsible for all costs and expenses we incur as a result of you failing to pay amounts due or if you breach the Agreement including, without limitation, bank charges, court fees, legal fees and other third party costs we reasonably incur.
- 12.3 If we credit a payment to your Account but subsequently discover that the credit was made in error, we reserve the right to reverse any such credit and/or cancel any Trades which could not have been made but for that credit.

- 12.4 Unless we agree otherwise, any amounts payable to you will be paid by direct transfer to the same source (in your name) from which you have made payment to us.
- 12.5 Payment of any amount due to us is subject to the following conditions:
- 12.5.1 unless otherwise agreed, payment must be made in the Base Currency for your Account;
- 12.5.2 if made by debit or credit card, the debit or credit card must be accepted by us and we reserve the right to charge an administration fee;
- 12.5.3 unless otherwise agreed your Account will be credited with the net cleared funds received after all deductions of bank charges or any other costs of transfer incurred in relation to the payment;
- 12.5.4 if made by cheque or bank transfer, the cheque must be drawn on or the transfer made must be made from an account in your name with a Singapore bank we deem satisfactory. We will regard as an acceptable Singapore bank incorporated or registered and duly licensed in Singapore;
- 12.5.5 if you wish to make a payment through a non-Singapore licensed bank (or card issued by such a bank) please contact us to confirm the acceptability of the bank concerned before a payment is required to be made; and
- 12.5.6 we do not accept cash or payments from third parties unless otherwise agreed.
- 12.6 If your Account is in debit, the full amount is due and payable immediately.
- 12.7 We may refuse to accept payment by cheque or banker's draft and may require immediate payment by telegraphic transfer, debit card or any other method of electronic transfer acceptable to us.
- 12.8 If you fail to pay any sum due to us on the due date in accordance with this Agreement, we will charge interest on this amount. Interest will be due on a daily basis from the due date until the date on which payment is received in full at a rate not exceeding 4% above the applicable central bank's official base rate for short-term funds (or a rate we reasonably consider serves materially the same function) from time to time and will be payable on demand.
- 13.2 If a Trade is based on a Manifest Error (regardless of whether you or we gain from the error) we may act reasonably and in good faith to:
- 13.2.1 void the Trade as if it had never taken place;
- 13.2.2 close the Trade or any Open Position resulting from it at Our Price prevailing at the time we close the Trade or any Open Position; or
- 13.2.3 amend the Trade so that its terms are the same as the Trade which would have been placed if there had been no Manifest Error.
- 13.3 We will exercise the rights in clause 13.2 as soon as reasonably practicable after we become aware of the Manifest Error. To the extent practicable we will give you prior notice of any action we take under this clause but if this is not practicable we will give you notice as soon as practicable afterwards. If you consider that a Trade is based on a Manifest Error, then you must notify us immediately. We will consider in good faith whether it is appropriate to take any action under this clause 13 taking into account all the information relating to the situation, including market conditions and your level of expertise.
- 13.4 In the absence of our fraud, wilful deceit or negligence, we will not be liable for any loss, costs, claims or demand for expenses resulting from a Manifest Error.

#### **14. Events Outside Our Control and Market Disruption Events**

- 14.1 We may determine that a situation or an exceptional market condition exists which constitutes an Event Outside Our Control and/or a Market Disruption Event.
- 14.2 If we determine that an Event Outside Our Control or Market Disruption Event has occurred we may take any of the steps referred to in clause 14.3 with immediate effect. We will take reasonable steps to notify you of any action we take before we take any action to the extent practicable. If it is not practicable to give you prior notice, we will notify you at the time or promptly after taking any such action.
- 14.3 If we determine that an Event outside our Control and/or a Market Disruption Event has occurred, we may take one or more of the following steps:
- 14.3.1 cease or suspend trading and/or refuse to enter into any Trades or accept any Orders;
- 14.3.2 alter our normal trading times for all or any Markets;
- 14.3.3 change Our Price and Our Spreads and/or minimum or maximum Quantity;
- 14.3.4 close any Open Positions, cancel and/or fill any Orders, and/or make adjustments to the price and/or Quantity of any Open Positions and Orders;
- 14.3.5 change the Margin Factors and/or Margin Multipliers in relation to both Open Positions and new Trades;
- 14.3.6 change the Margin Close Out Level applicable to your Account;

### **C. Our Rights in Special Circumstances**

#### **13. Manifest Error**

- 13.1 A Manifest Error is an error, omission or misquote (including any misquote by our dealer) which by fault of either of us or any third party is materially and clearly incorrect when taking into account market conditions and quotes in Markets or Underlying Instruments which prevailed at that time. It may include an incorrect price, date, time, Market or currency pair or any error or lack of clarity of any information, source, commentator, official, official result or pronouncement.



- 14.3.7 immediately require payments of any amounts you owe us, including Margin Requirement;
- 14.3.8 void or roll over any Open Positions; and/or
- 14.3.9 take or omit to take all such other actions as we consider to be reasonable in the circumstances to protect ourselves and our clients as a whole.
- 14.4 In some cases we may be unable, after using reasonable efforts, to acquire, establish, re-establish, substitute, maintain, unwind or dispose of any Underlying Instrument we consider necessary to hedge or protect our exposure to market and other risks arising from an Open Position. When this occurs we may close that Open Position at the prevailing Our Price.
- 14.5 We will not be liable to you for any loss or damage arising under this clause 14, provided we act reasonably.
- 15. Events of Default and Similar Circumstances**
- 15.1 The following shall constitute Events of Default:
- 15.1.1 an Insolvency Event occurs in relation to you;
- 15.1.2 you are an individual and you die, become of unsound mind or are unable to pay your debts as they fall due;
- 15.1.3 the Margin Level for your Account reaches or falls below the Margin Close Out Level;
- 15.1.4 you act in breach of any warranty or representation made under this Agreement or any representation or warranty made by you under this Agreement and/or any information provided to us in connection with this Agreement is or becomes untrue or misleading;
- 15.1.5 any sum due to us is not paid in accordance with this Agreement;
- 15.1.6 whether or not any sums are currently due to us from you, where any cheque or other payment instrument has not been met on first presentation or is subsequently dishonoured or you have persistently failed to pay any amount owed to us on time including Margin Requirement;
- 15.1.7 at any time and for any periods deemed reasonable by us you are not contactable or you do not respond to any notice or correspondence from us; and
- 15.1.8 we reasonably believe that it is prudent for us to take any or all of the actions described in clause 15.2 in the light of any relevant legal or regulatory requirement applicable either to you or us.
- 15.2 If any Event of Default occurs we may take all or any of the following actions:
- 15.2.1 immediately require payment of any amounts you owe us, including Margin Requirement;
- 15.2.2 close all or any of your Open Positions;
- 15.2.3 following a non-Base Currency Open Position being closed, convert any Realised Profits and Realised Losses to your Base Currency in accordance with clause 17;
- 15.2.4 cancel any of your Orders;
- 15.2.5 exercise our rights of set-off;
- 15.2.6 change the Margin Close Out Level applicable to your Account;
- 15.2.7 impose a Margin Multiplier to your Trades or Account;
- 15.2.8 suspend your Account and refuse to execute any Trades or Orders;
- 15.2.9 terminate this Agreement; and/or
- 15.2.10 take or omit to take all such other actions as we consider to be reasonable in the circumstances to protect ourselves and our clients as a whole.
- 15.3 We may also close your Account on 14 days notice in the circumstances set out below. If we rely on our rights under this clause, your Account will be suspended during the 14 day notice period and you will not be able to place Trades other than those to close existing Open Positions. If you have not closed all Open Positions within the period of 14 days notice we shall be entitled to take any action within clause 15.2. The relevant circumstances are:
- 15.3.1 any litigation is commenced involving both of us in an adversarial position to each other and, in view of the subject matter of or any issues in dispute in relation to that litigation, we reasonably decide that we cannot continue to deal with you while the litigation is pending;
- 15.3.2 where you have persistently acted in an abusive manner toward our staff (for example by displaying what we consider to be serious discourtesy or the use of offensive or insulting language);
- 15.3.3 where we believe on reasonable grounds that you are unable to manage the risks that arise from your Trades.
- 15.4 Without limiting our right to take any action under clauses 15.2 and 15.3, we may also close or void individual Open Positions and/or cancel any Orders where:
- 15.4.1 we are in dispute with you in respect of an Open Position. In this case we can close all or part of the Open Position in order to minimise the amount in dispute; and/or
- 15.4.2 there is a material breach of the Agreement in relation to the Open Position.
- 15.5 Without limiting our right to take action under clauses 15.2, 15.3 and 15.4, we may in our discretion suspend your Account pending investigation for any reason. Whilst your Account is suspended you will be able to close your Open Positions but you will not be entitled to place new Trades.

Circumstances in which we may choose to exercise this right include but are not limited to the following:

15.5.1 when we have reasonable grounds for believing that an Event of Default has occurred or may occur but believe that it is reasonably necessary to investigate circumstances with a view to confirming this;

15.5.2 when we have reasonable grounds for believing that you do not have a sufficient understanding of the Trades which you are placing or the risks involved;

15.5.3 when we have not received within 10 days of a written request all information, which we believe that we require in connection with this Agreement, and/or

15.5.4 we have reason to believe that there has been a breach in your Account security or that there is a threat to your Account security.

15.6 If we have suspended your Account pending investigation, we will use reasonable endeavours to conclude our investigation within ten (10) Business Days. When we conclude our investigation we will inform you whether trading on your Account may resume or whether we will seek to take further action pursuant to this Agreement.

15.7 We may exercise our rights to close Open Positions under this clause 15 at any time after the relevant event has occurred and will do so on the basis of the next available Our Price for the affected Open Positions.

## 16. Netting and Set Off

16.1 The Agreement and all Trades under it shall form part of a single agreement between us and you. You and we both acknowledge that we enter into the Agreement and any Trades under it in reliance upon the fact that these are part of a single agreement between us.

16.2 Without prejudice to our right to require immediate payment from you under the terms of this Agreement, we will, at any time, have the right to:

16.2.1 combine and consolidate your Cash and any money we or any of our Associated Companies hold for you in any or all of the accounts you may have with us or with any of our Associated Companies; and

16.2.2 set off against each other the amounts referred to in (a) and (b) below:

a) all amounts that are payable by us or any of our Associated Companies to you (regardless of how and when payable), including your Cash (if a credit balance), Unrealised Profits and any credit balance held on any account you have with us or with any of our Associated Companies, even if any of those accounts have been closed;

b) all amounts that are payable by you to us or any of our Associated Companies

(regardless of how and when payable), including, but not limited to, Unrealised Losses, interest, costs, expenses, and/or charges incurred in respect of, or any debit balances in, any account you have with us or with any of our Associated Companies, even if those accounts have been closed.

16.3 If the amount in clause 16.2.2(b) exceeds the amount in clause 16.2.2(a) above, you must forthwith pay such excess to us whether demanded or not.

16.4 You are also entitled to require us to exercise the rights in clause 16.2 above in relation to all your accounts and/or Open Positions which have been closed.

16.5 If the rights under clauses 16.2, 16.3 or 16.4 are exercised, all the payment obligations will be consolidated into an obligation for you to pay a net sum to us or for us to pay a net sum to you.

## 17. Currency Conversions and Valuations

17.1 Where we are entitled to do so under this Agreement (including in connection with our rights under clauses 15 and 16) we may convert sums denominated in one currency to another currency. We may also perform a notional currency conversion where this is required for valuation purposes.

17.2 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.

17.3 Unrealised Profits and Losses that are denominated in another currency may be valued at or converted in notional terms to your Base Currency. Such balances are for your information only and are not final until the Realised Profits and Losses are converted and applied to your Account.

17.4 We shall perform any currency conversion or valuation at commercially reasonable rates. We may receive remuneration from the counterparty to any foreign exchange transaction which we enter into.

17.5 If we have exercised our rights in connection with clauses 15 and/or 16 or you have made a payment to us in a different currency from that in which you were obliged to pay us, we shall pass on to you all commission or other charges which we incur in any currency conversion we carry out.

## 18. Representations and Warranties

18.1 Representations and warranties are personal statements, assurances or undertakings given by you to us on which we rely when we deal with you. You make the following representations and warranties at the time you enter into this Agreement and every time you place a Trade or give us any other instruction:

18.1.1 all information that you supply to us (whether in the Application Form or otherwise) is true, accurate and not misleading in any material respect;

18.1.2 if you are an individual, you are over 18 years old;

- 18.1.3 except where we have agreed otherwise in writing, you act as principal and not any other person's agent or other representative;
- 18.1.4 you have obtained all necessary consents and have the authority to enter into this Agreement and/or to place any Trades and instructions;
- 18.1.5 if you are a company or body corporate you are properly empowered and have obtained all necessary corporate or other authority under your memorandum and articles of association or other constitutional or organisational documents;
- 18.1.6 you are not accessing the Trading Platform or dealing with us from the United States of America or its territories unless you are an Eligible Contract Participant as such term is defined in Section 1a(12) of the United States Commodity Exchange Act;
- 18.1.7 neither the entry into this Agreement, the placing of any Trade and/or any Order or the giving of any other instruction will violate any law, rule or regulation applicable to you;
- 18.1.8 you have not and will not upload or transmit any Malicious Code to our Trading Platform or Website or otherwise use any electronic device, software, algorithm, and/or any dealing method or strategy that aims to manipulate any aspect of our Trading Platform or Website, including, but not limited to, the way in which we construct, provide or convey Our Price; and
- 18.1.9 you will use the Products and services offered by us pursuant to this Agreement honestly, fairly and in good faith.
- 18.2 You agree that for the duration of this Agreement you will promptly notify us of any change to the details supplied by you on your Application Form, including in particular moving to another country or territory or any change or anticipated change in your financial circumstances, regulatory or employment status (including redundancy and/or unemployment) which may affect the basis on which we do business with you.
- 18.3 Any breach by you of any warranty or representation made under this Agreement, including, but not limited to, the representations and warranties given in clause 18.1, renders any Trade voidable or capable of being closed by us at our then prevailing Our Price, at our discretion.
- 19. Market Abuse**
- 19.1 When we execute a Trade on your behalf, we may buy or sell on securities exchanges or directly from or to other financial institutions shares or units in the relevant Underlying Instrument or financial instruments related to that Underlying Instrument. The result is that when you place Trades with us your Trades can have an impact on the external market for that Underlying Instrument in addition to the impact it might have on Our Price. This creates a possibility of market abuse and the purpose of this clause is to prevent such abuse.
- 19.2 You represent and warrant to us at the time you enter into the Agreement and every time you enter into a Trade or give us any other instruction that:
- 19.2.1 you will not place and have not placed a Trade with us if to do so would result in you, or others with whom you are acting in concert having an interest in the price of the Underlying Instrument which is equal to or exceeds the amount of a Declarable Interest in the Underlying Instrument; or
- 19.2.2 you will not place, and have not placed a Trade in connection with:
- a placing, issue, distribution or other similar event; or
  - an offer, takeover, merger or other similar event; or
  - any corporate finance activity.
- 19.2.3 you will not place and have not placed a Trade that contravenes any law or regulation prohibiting insider dealing, market manipulation or any other form of market abuse or market misconduct; and
- 19.2.4 you will act in accordance with all applicable laws and regulations.
- 19.3 In the event that you place any Trade in breach of the representations and warranties given in this clause 19 or any other clause of this Agreement or we have reasonable grounds for believing that you have done so, in addition to any rights we may have under clause 15, we may:
- 19.3.1 enforce the Trade or Trade(s) against you if it is a Trade or Trades which results in you owing money to us;
- 19.3.2 treat all your Trades as void if they are Trades which result in us owing money to you, unless and until you produce conclusive evidence within 30 days of our request that you have not in fact committed any breach of warranty, misrepresentation or undertaking under this Agreement.
- 19.4 You acknowledge that it would be improper for you to deal in the Underlying Instrument if the sole purpose of such a transaction was to manipulate Our Price, and you agree not to conduct any such transactions.
- 19.5 We are entitled (and in some cases required) to report to any relevant regulatory authority details of any Trade or Order. You may also be required to make appropriate disclosures and you undertake that you will do so where so required.
- 19.6 The exercise of any of our rights under this clause 19 shall not affect any of our other rights we may have under this Agreement or under the general law.
- 20. Your Right to Cancel**
- 20.1 You are entitled to cancel this Agreement by giving us notice in writing within a 14 day cancellation period. You need not give any reason for the cancellation and the

right to cancel applies even if you have already received services from us before the cancellation period expires.

- 20.2 The period for cancellation begins on the date the Agreement starts to apply to you.
- 20.3 You may only give us notice of cancellation in writing. The notice will be considered received by us in accordance with clause 30.
- 20.4 As the price of our contracts depend on fluctuations in the Underlying Instrument which are outside our control and which may occur during the cancellation period, you have no rights to cancel this Agreement if any Trade placed by you has been executed before we receive notice of cancellation.
- 20.5 Following a valid cancellation and subject to clause 16.2, we will return any amounts you have deposited with us prior to receipt of your cancellation notice.
- 20.6 If you do not exercise the right of cancellation, the Agreement will continue in effect until either you or we terminate the Agreement by either of us giving notice in accordance with clause 28, or by our exercising any of our other rights to terminate under this Agreement. There is no minimum or fixed duration of the Agreement.

## 21. Complaints and Disputes

- 21.1 If you wish to raise any complaint or dispute you should contact us as soon as practicable.
- 21.2 Please keep your own record of dates or times of Trades and other issues as that will help us to investigate any complaints or disputes. It may be difficult or not reasonably possible for us to locate records/tapes in relation to Trades and other issues in the absence of information about the dates and times of any Trades or other issues in dispute.
- 21.3 We operate a Complaints Handling Procedure to enable us to deal promptly and fairly with complaints. Details of this procedure are available on request from the Client Management Team.
- 21.4 Any complaint or dispute should in the first instance be referred to the Client Management Team (details of which are given in the Key Service Features). If the complaint or dispute is not resolved to your satisfaction you may refer the matter to the Complaints Manager at the same address.
- 21.5 If you remain dissatisfied with our investigation or handling of your complaint or dispute you may in certain circumstances refer the matter to the Financial Industry Disputes Resolution Centre Ltd ("FIDReC") at 36 Robinson Road, #15-01 City House Singapore 068877.
- 21.6 As a capital markets services licence holder regulated by the MAS, we subscribe to FIDReC. If you are an eligible claimant under the Terms of Reference issued by FIDReC you may be entitled to compensation from it if we cannot meet our obligations. 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).

## D. Miscellaneous and Legal Issues

### 22. Privacy and Data Protection

- 22.1 We will obtain and hold information about you (including, without limitation, personal information and information relating to your Account and your Account history) in accordance with data protection and anti-money laundering legislation including the Personal Data Protection Act 2012. You agree that we can rely on, hold and process your information for the purpose of performing our obligations under this Agreement, including administering the relationship with you, managing your Account, recovering amounts payable, considering any of your applications, carrying out risk assessment, complying with regulatory obligations, and undertaking product development and analysis.
- 22.2 You agree to our disclosing any such information referred to in this clause 22:
- 22.2.1 in accordance with this clause 22;
- 22.2.2 where we are required to by law or regulatory obligation;
- 22.2.3 to regulatory authorities where appropriate or on reasonable request, and to such third parties as we reasonably consider necessary in order to prevent crime, e.g. the police; and
- 22.2.4 where reasonably necessary, to any third party which provides a service or licence to us in connection with the Products or services we provide for your Account or this Agreement, but only for the purpose of providing that service or licence or in connection with our compliance with any reporting, audit or inspection obligations to any such third party service providers or licensors.
- 22.3 In order to provide services to you, you acknowledge that it may be necessary for your information to be transferred to someone who provides a service to us in other countries, and you consent to such transfer.
- 22.4 You consent to us, or our agents acting on our behalf, carrying out such credit and identity checks, including money laundering checks, compliance regulatory reporting and fraud prevention checks, as we may reasonably consider necessary or desirable, including requesting a reference from your bank or any credit reference agency. You understand and agree that any third party referred to in this clause may share any information concerning you with us and other organisations involved in credit reference, the prevention of fraud and/or crime and/or money laundering or for similar purposes or to recover debts involved.
- 22.5 You authorise us to contact you by email, telephone or post to give you information about carefully selected products or services offered by us, that are similar or related to products or services provided or previously provided to you. You consent to us using your data for this purpose for the period you have an Account with us. If you do not wish to receive such information then please contact us in writing. Our Address and contact details are stated on the Website.

- 22.6 You consent to us passing your personal data to selected Associated Companies or third parties (including Introducers) for the purpose of contacting you by email, telephone or post to give you information about carefully selected products or services offered by that party that are similar or related to the Products or services provided or previously provided to you by us. You consent to us using your data for this purpose for the period you have an Account with us. If you no longer wish to receive such information then please write to us at Our Address for the attention of the Client Management Team or write directly to the third party.
- 22.7 Where you have been introduced to us by an Introducer, you consent to us exchanging information with that Introducer in order to perform our obligations under this Agreement and as required by us to maintain our relationship with the Introducer. This may, without limitation, result in us disclosing financial and personal information about you, your application, details of trading activity in the Account and/or your conduct of the Account and/or your use of our facilities (including information gained when you use our learning tools and trading simulators). If you no longer wish us to pass on such information then please write to us at Our Address.
- 22.8 We will use reasonable endeavours to contact you and notify you of any change to how we hold, process or disclose information, by posting a notice on our Website or sending you an email to your last known email address. If you do not tell us you object to this change in writing within 60 days of the notice and you continue to maintain the Account after the expiry of this period of notice then we will regard you as having agreed to it.
- 22.9 If you wish to access information that we hold about you, or to have inaccurate information corrected please contact us by sending an email to our email address in the Key Service Features. Please note we may require you to pay a fee for this information.
- 22.10 You agree that we may record all conversations and 'live chats' with you and monitor (and maintain a record of) all e-mails and electronic communications sent by or to us. All such records are our property and can be used by us, amongst other things, in the case of a dispute between us or for training purposes.
- 23. Intellectual Property**
- 23.1 The Website, including the Trading Platform, and any and all Information, software applications, documentation, and other information, data and materials which we may supply or make available to you, either directly or through a third party service provider or licensor (collectively the "City Index Materials") are and will remain our property or that of our third party service providers or licensors.
- 23.2 All copyrights, trademarks, design rights and other intellectual property rights in the City Index Materials, including without limitation all updates, modifications, compilations and enhancements, and all derivative works based on any of the City Index Materials, are and will remain our property (or those of our third party service providers or licensors as applicable).
- 23.3 We supply or make the City Index Materials available to you on the basis that (a) we can also supply and make them available to other persons and (b) we can cease or suspend providing any of them, but we will only do that if your Account has been closed or required by any of our third party service providers or licensors, by applicable law or as otherwise provided in this Agreement.
- 23.4 You may access and use the City Index Materials only as expressly permitted for the operation of your Account in accordance with this Agreement.
- 23.5 You must comply with any policies relating to any of the City Index Materials, or their use, including any additional restrictions or other terms and conditions that we or our third party service providers or licensors may issue, of which we may notify you from time to time.
- 23.6 You must not supply all or part of the City Index Materials to anyone else and you must not copy or reproduce all or part of them without our prior written permission.
- 23.7 You must not delete, obscure or tamper with copyright or other proprietary notices displayed on any of the City Index Materials.
- 23.8 Except to the extent expressly permitted under this Agreement or any other written agreement between you and us, you must not (a) modify, translate or create derivative works based upon any of the City Index Materials; (b) take any action compromising or challenging, or threatening to compromise or challenge, the enjoyment or use by any other client of any of the City Index Materials or the rights of us or any of our third party service providers or licensors in any of the City Index Materials; or (c) reverse engineer, decompile or disassemble any of the City Index Materials comprising software or otherwise attempt to discover the source code thereof.
- 23.9 You must notify us immediately of any unauthorised use or misuse of any of the City Index Materials of which you become aware and, to the extent reasonably requested by us, provide us cooperation in remedying such violation and/or taking steps to prevent the future occurrence thereof.
- 23.10 We or our third party service providers or licensors may from time to time modify market data, our Trading Platform or Website, or the City Index Materials, and/or methods or speeds of delivering the same, which modifications may require corresponding changes to the methods or means you use to access the City Index Materials and/or may sever or adversely affect your access to or use of the City Index Materials. Neither we nor any other City Index Parties shall be liable for any such consequences.
- 24. Website and System Use**
- 24.1 We will use reasonable endeavours to ensure that the Website and our telephone systems can normally be accessed for use in accordance with this Agreement. However all or any of these may fail to work properly or at all or our premises may suffer from power failure. On this basis:
- 24.1.1 we do not warrant that they will always be accessible or usable;
- 24.1.2 we do not warrant that access will be uninterrupted or error free.



- 24.2 We may suspend use of the Website to carry out maintenance, repairs, upgrades or any development related issues. We shall use reasonable endeavours to give you notice of this and to provide alternative ways for you to deal or obtain information as to your Account but this may not be possible in an emergency.
- 24.3 We warrant that we have the right to permit you to use the Website in accordance with this Agreement.
- 24.4 We will use reasonable endeavours to ensure that the Website is free from any Malicious Code, but we do not warrant that it will be free at all times of Malicious Code. You should use your own Malicious Code protection software that is up to date and of good industry standard. In addition you must not upload or transmit any Malicious Code to our Trading Platform or other aspects of our Website.
- 24.5 You are responsible for ensuring that your information technology is compatible with ours and meets our minimum system requirements, as may be amended from time to time. The minimum system requirements currently in effect are set out on our Website.
- 24.6 We or other third party service providers or licensors may provide you with Information in connection with the provision of our services. You agree that:
- 24.6.1 neither we nor any other City Index Parties shall be responsible or liable if any such Information is inaccurate or incomplete in any respect or for any actions you take or do not take based on, or your reliance upon, such data or information;
- 24.6.2 you will use such Information solely for the purposes set out in the Agreement;
- 24.6.3 you will truthfully complete and submit to us in a timely fashion
- a) any declaration as we may require at any time in respect of your status as a user of Information; and
- b) any additional agreements with us or any of our third party service providers or licensors relating to our provision to you of any Information.
- 24.6.4 such Information is proprietary to us or the provider and you will not retransmit, redistribute, publish, disclose, alter, amend, rent loan, licence or display in whole or in part such data or information to third parties; and
- 24.6.5 you will pay any fees and other costs associated with your access to and use of any Information, of which we may notify you from time to time, and shall be responsible for payment of any and all taxes, charges or assessments by any foreign or domestic national, state, provincial or local governmental bodies, or subdivisions thereof, and any penalties or interest relating thereto, in respect of your access to and use of any Information.
- 25. Limitation of Liability**
- 25.1 Nothing in this Agreement shall exclude or limit our liability for death or personal injury caused by our negligence or for fraud or fraudulent misrepresentation or for liability that cannot be excluded under any applicable laws or the requirements of any regulator.
- 25.2 Subject to clause 25.1, we shall not be liable for:
- 25.2.1 Events Outside our Control;
- 25.2.2 any action we may take under:
- (i) clause 13 (“Manifest Error”);
- (ii) clause 14 (Events Outside our Control or Market Disruption Events”); and/or
- (iii) clause 15 (“Events of Default and Similar Circumstances”) provided that we act within the terms of those clauses and in particular act reasonably where required to do so;
- 25.2.3 any failure of communication (for any reason) within clause 24 (“Website and Systems Use”) including (without limitation) the unavailability of the Website (including the Trading Platform) or our telephone systems provided always we act within the terms of clause 24;
- 25.2.4 the use, operation, performance and/or any failure of any third party trading systems, software or services not provided by us;
- 25.2.5 any claim loss, expense, cost or liability suffered or incurred by you (together “Claims”) except to the extent that such loss, expense is suffered or incurred as a result of our breach of the Agreement, negligence or wilful default.
- 25.3 Other than as described in clause 25.4 and subject to the limits on our liability in this clause 25, we are each only responsible for losses that are reasonably foreseeable consequences of breaches of this Agreement at the time the Agreement is entered into.
- 25.4 Neither we nor any other City Index Parties are responsible for indirect losses which happen as a side effect of the main loss or damage and which are not foreseeable by you and us. Neither we nor any other City Index Parties shall be liable to you for losses which you incur which are foreseeable by us or other City Index Parties only because you have communicated the possibility of such losses or any special circumstances to us or City Index Parties.
- 25.5 Neither we nor any other City Index Parties shall be liable to you for any loss of profit or opportunity, or anticipated savings or any trading losses.
- 25.6 The limitations of liability in clause 25 apply whether or not we or any of our employees or agents or any City Index Parties knew of the possibility of the claim being incurred.
- 25.7 We carry on the business to which this Agreement relates in reliance on the limitations and/or exclusions in this clause being enforceable. We do not insure against any of the potential liabilities described in this clause. If the

exclusions and restrictions are not acceptable to you, then you should not deal with us

## 26. Your money

- 26.1 Subject to clause 26.2, any money which you have transferred or transfer to us, or which has been transferred to us on your behalf ("Your Money"), which is Client Money within the meaning of the Client Money Rules, will be held by us on trust for you at all times and for this purpose, and in accordance with the requirements of the Client Money Rules, it must be and will be segregated from our own money at a bank licensed by the Monetary Authority of Singapore or a custodian outside Singapore which is licensed, registered or authorised to conduct banking business in the country or territory where the account is maintained. In the event of our insolvency, Your Money will be excluded from our assets.
- 26.2 We may hold money held in accordance with clause 26.1 above on your behalf in an account with a bank or third party located outside Singapore. This account will be segregated from our money or assets which may be held with the bank or third party. The legal and regulatory regime applying to any such bank or third party will be different from that of Singapore and in the event of the insolvency or any other equivalent failure of that bank or third party, your money may not be as effectively protected as if your money is held with an equivalent bank in Singapore.
- 26.3 We will not be liable for the failure or insolvency of any bank or other permitted third party holding money under clause 26.1.
- 26.4 We do not pay interest on any money that you transfer to us unless we have expressly agreed to do so in writing.
- 26.5 You will not grant any security interest in any deposits in your Account to any person other than us.
- 26.6 In this clause 26 "Client Money Rules" means the provisions of Part III of the Securities and Futures (Licensing and Conduct of Business) Regulations ("SFR") relating to client money applicable to capital markets services licence holders carrying out activities regulated under the Securities and Futures Act, Chapter 289 of Singapore ("SFA").

## 27. Tax

- 27.1 You are responsible for the payment of all taxes that may arise in relation to your Trades under applicable law and regulations.
- 27.2 We shall not be responsible for any taxes that may arise as a result of a change in law or practice or by reason of your paying tax in a jurisdiction other than Singapore.
- 27.3 We shall not be responsible for advising you on any change in tax law or practice. You shall in all circumstances be responsible for your own tax advice in relation to your Trades and/or trading activity.

## 28. Amendments and Termination

- 28.1 We may amend or replace any clause or part of the Agreement in whole or in part by giving you written notification of the changes. Amendments to this Agreement will not be valid and binding unless they are expressly

agreed by us in writing. We will only make changes for good reason including but not limited to:

- 28.1.1 making them clearer or more favourable to you;
- 28.1.2 reflecting legitimate changes in the cost of providing the service to you;
- 28.1.3 reflecting a change of applicable law, regulation or codes of practice or decisions by a court, ombudsman, regulator or similar body;
- 28.1.4 reflecting changes in market conditions;
- 28.1.5 reflecting changes in the way we do business.
- 28.2 If you object to any change you must tell us within 14 days of the date the notice is deemed received by you under clause 30 ("Notices"). If you do not do so you will be deemed to have accepted the change(s). If you give us notice that you object, then the changes will not be binding on you, but we may require you to close your Account as soon as reasonably practicable and/or restrict you to placing Trades and/or Orders to close your Open Positions.
- 28.3 Subject to clause 28.2 the amendments or new terms made pursuant to this clause 28 will apply (including to all Open Positions and unexecuted Orders) from the effective date (which we will state) of the change specified in the notice.
- 28.4 We may end this Agreement and close your Account at any time giving you 30 days written notice. This is in addition to any other rights to end this Agreement and/or close your Account which we may have.
- 28.5 You may also end the Agreement and/or close your Account at any time, in whole or in part, by giving us written notice. Your Account will be closed as soon as reasonably practicable after we receive notice, all Open Positions are closed, all Orders cancelled and all of your obligations discharged.
- 28.6 Where either you or we provide notice to close your Account and/or end this Agreement under this clause 28, we reserve the right to refuse to allow you to enter into any further Trades or Orders which may lead to you holding further Open Positions.
- 28.7 If, after a period of six years, there has been no movement or trading on your Account, you have a positive Account balance and we have been unable to trace you after reasonable enquiry, we may decide to close your account and the money will be retained by us. If however you contact us at a later date we will repay the balance to you upon the provision of evidence as to the validity of your claim.

## 29. General Provisions Relating to the Agreement

- 29.1 A court or regulatory authority may decide that a part or clause of this Agreement is not enforceable. If this happens then the relevant part of the Agreement will be given no effect and will not be considered part of the Agreement. This will not invalidate any other clause or part of the Agreement.

- 29.2 You may not assign or transfer any of your rights or obligations under this Agreement without our prior written consent. We may assign or transfer all or any of our rights or obligations under this Agreement to any of our Associated Companies on 30 days written notice. We will comply with any applicable laws or regulations which may apply to this transfer, including obtaining your or any other party's consent where necessary.
- 29.3 Either you or we may elect not to require the other party to comply with this Agreement, or may delay requiring the other party to do so. This will not amount to a waiver by the party making such election of its rights under this Agreement unless that party clearly states that this is its intention. This means that the relevant party can still require compliance with the Agreement in future.
- 29.4 Except as provided by clauses 23, 24, 25 and 29.5, no clause of this Agreement is intended to confer any benefit on any person who is not a party to it or to be enforceable under the Contracts (Rights of Third Parties) Act, Chapter 53B of Singapore.
- 29.5 The Agreement may, however, be enforced by any of our Associated Companies. We do not require the consent of our Associated Companies to vary, amend, modify, suspend, cancel or terminate any provision of the Agreement.
- 30. Notices**
- 30.1 This clause 30 does not apply when:
- 30.1.1 you place Orders and execute Trades pursuant to this Agreement;
- 30.1.2 we provide notice of changes to Margin Requirements, Margin Factors or Margin Multiplier pursuant to clause 9; or
- 30.1.3 we provide notice of changes to the Margin Close Out Level applicable to your Account pursuant to clause 10.3.
- 30.2 When a notice may be given in writing, it may be provided by letter, fax, e-mail or the Website including the Trading Platform.
- 30.3 We may send notices to you at your last known home or e-mail address, place of work, fax, telephone, pager number or other contact details.
- 30.4 You must send notices by letter to the Client Management Team at Our Address.
- 30.5 Unless specifically agreed otherwise in these General Terms, any notice given by us to you or by you to us will be deemed given and received if:
- 30.5.1 delivered by hand to Our Address in these General Terms or to your last known home or work address: at the time of delivery;
- 30.5.2 sent by first class post on a Business Day: the next Business Day or second Business Day after posting if not sent on a Business Day;
- 30.5.3 sent by air mail from outside Singapore: the second Business Day after posting (or the fourth Business day after posting if not sent on a Business Day);
- 30.5.4 sent by fax before 4pm on a Business Day: one hour after a "transmission complete" report is received. If sent by fax at any other time: at 9 am on the next Business Day (provided a "transmission complete report" is received); and/or
- 30.5.5 sent by e-mail before 4pm on a Business Day: one hour after sending. If sent by email at any other time: 9:00 am on the next Business Day, (but an e-mail will not be deemed to have been delivered if the sender receives a "not sent" "not received" or similar message from the e-mail service provider).
- 30.6 Additionally:
- 30.6.1 we may give you a notice by SMS text in which case you will be deemed to have received such a message one hour after we have sent it, provided we do not receive a "not sent" message.
- 30.6.2 we may leave you a message on the Website or Trading Platform and this will be deemed delivered one hour after we have posted it.
- 31. Governing Law, Jurisdiction and Language**
- 31.1 The Agreement and our relations before we entered into this Agreement shall be governed by and construed in accordance with Singapore laws.
- 31.2 The Courts of Singapore will have exclusive jurisdiction over any claim or matter arising under or in connection with the Agreement and the legal relationships established by the Agreement.
- 31.3 Nothing in this clause shall limit our right to take proceedings against you in any other competent jurisdiction, nor shall the taking of proceedings in any one or more jurisdictions preclude the taking of proceedings in any other jurisdictions, whether concurrently or not, to the extent permitted by the law of such other jurisdiction.
- 32. Definitions**
- In this Agreement the following words and expressions shall have the following meanings:
- "Account" means any account that we maintain for you for dealing in the Products made available under this Agreement and in which your Cash, Margin Requirements and Margin Payments are held and to which Realised Profits and/or Losses are credited or debited
- "Agent" means an agent or representative who we agree may act for you and/or give instructions on your behalf in respect of this Agreement
- "Agreement" means the General Terms, together with the Supplemental Terms, the Application Form, Market Information and the Key Service Features
- "Application Form" means the form(s) (in paper or electronic form) which you complete to open an Account and to trade with us under this Agreement

“Associated Companies” means in relation to another corporation:

- (a) a company that is a related corporation of that other corporation, as defined in section 6 of the Companies Act, Chapter 50; or
- (b) a company that is a connected person of that other corporation, as defined in section 2 of the SFA

“Base Currency” is the currency in which your Account is denominated and in which we will debit and credit your Account

“Business Day” means Monday through Friday, excluding any Singapore public holiday

“Cash” means a figure stated on the Trading Platform which represents the amount of cleared funds available in your Account

“City Index Materials” has the meaning as set out in clause 23.1

“City Index Parties” means, collectively, us, our Associated Companies, our third party service providers, and our third party licensors, and the directors, officers, members, employees, agents and representatives of us, our Associated Companies, our third party service providers and our third party licensors

“Client Management Team” means our customer services team details of which are set out in the Key Service Features or on the Website

“Conflicts of Interest Policy” means our policy on potential conflicts of interest that may arise in providing our services and how we manage them

“Daily Financing Fee” means the charge (also referred to as cost of carry) which we apply daily to the Open Position. Details of the Daily Financing Fees are set out in the Key Service Features

“Declarable Interest” means the prevailing level or percentage at the material time, set by law or by the stock exchange(s) or other facility upon which the Underlying Instrument is traded, at which financial or other interests in an Underlying Instrument must be publicly disclosed

“Events of Default” has the meaning given in clause 15.1

“Events Outside Our Control” means any event preventing us from performing or otherwise delaying or hindering our performance of any or all of our obligations under the Agreement and which arises from or is attributable to any acts, events, omissions or accidents beyond our reasonable control including (but not limited to):

- (a) an emergency or exceptional market condition;
- (b) compliance with any law, governmental order or regulatory requirement or any change in or amendment to any law, regulation or rule (or in the application or official interpretation by any court, tribunal or regulatory authority);
- (c) any act, event, omission or accident which prevents us from maintaining orderly trading or hedging activities or meeting increased margin payments with third party brokers in any market in one or more of the Underlying Instruments in relation to which we ordinarily accept Trades;
- (d) any strike, lock-out or other industrial dispute, riot, terrorism, war, civil commotion, nuclear, chemical or biological

contamination, act of God, malicious damage, accident, breakdown of equipment, fire, flood, storm, interruption of power supply, failure of a utility service or breakdown of or interruption in any electronic, communication or information system; and/or

- (e) the suspension or closure of any index/market/exchange/clearing house or the abandonment or failure of any factor upon which we base, or to which we may relate, Our Prices, or the imposition of limits or special or unusual terms on any such factor

“FIDReC” means the Financial Industry Dispute Resolution Centre Ltd

“General Terms” means these terms and conditions

“Information” means such market data, news feeds and other information as we may supply or make available to you, either directly or through a third party service provider or licensor, together with any element thereof as used or processed in such a way that it can be identified, recalculated or re-engineered from or used as a substitute for such data or information.

“Insolvency Event” means, in respect of any person:

- (a) a resolution is passed or an order is made for the winding up, dissolution, judicial management or administration of such person,
- (b) any bankruptcy order is made against such person,
- (c) the appointment of a receiver, administrator, manager, judicial manager, administrative receiver or similar officer, or if any encumbrancer takes possession of or sells, all or any part of the business or assets of such person,
- (d) the making of an arrangement or composition with creditors generally or the making of an application to court for protection from creditors generally,
- (e) the convening of any meeting of such person’s creditors for the purposes of considering a voluntary arrangement or composition or general assignment with or for the benefit of its creditors, or any analogous proceeding, or
- (f) if the relevant person becomes insolvent or is otherwise unable to pay its debts as they become due, or any act of insolvency or event that is analogous to those set out in paragraph (a), (b), (c), (d) or (e) of this definition applies to the person concerned.

If the person concerned is a partnership, the occurrence of any of the events listed in this paragraph in relation to any partner shall be an Insolvency Event in relation to such person.

“Introducer” means a person or firm we appoint to effect introductions of potential clients to us

“Key Service Features” means a document available on our Website which forms part of the Agreement, and which includes information specific to your Account including the Margin Close Out Level, our charges and contact details

“Limit Order” has the meaning as set out in the Market Information

“Long Position” means an Open Position resulting from a Trade or Trades placed to buy units of a Market at Our Offer Price

“Malicious Code” means any computer virus, Trojan horse, worm, time bomb or similar code or component designed to disable, damage, disrupt, manipulate, amend or alter the operations of, permit unauthorised access to, or ease, destroy or modify any software, hardware, network or other technology

“Manifest Error” has the meaning given by clause 13.1

“Margin Close Out Level” means the Margin Level at or below which we may close your Open Positions and take other actions to restrict your Account under clause 10. We will notify you of your Margin Close Out Level as detailed in the Key Service Features

“Margin Factor” means the percentage we set for each Market and which is used to determine the relevant Margin Requirement and which is set out in the Market information

“Margin Level” means the ratio of Net Equity (the sum of your Cash and Unrealised P & L) to Total Margin (expressed as a percentage). Your Margin Level is stated on the Trading Platform

“Margin Multiplier” means the number by which a Margin Requirement is multiplied to increase or decrease the amount you are required to hold as security for a Trade

“Margin Requirement” means the amount of money that you are required to deposit with us as consideration for entering into a Trade and maintaining an Open Position;

“Market” means a contract we make available which is comprised of a unique set of price information, minimum and maximum Quantity, expiry and other commercial features determined by reference to an Underlying Instrument;

“Market Disruption Event” means any of the following events:

- (a) trading in respect of the Underlying Instrument is suspended or limited for any reason whatsoever, including by reason of movements in the price of the Underlying Instrument exceeding limits permitted by the relevant exchange or limits or special or unusual terms are imposed on the trading of the Underlying Instrument by the relevant exchange;
- (b) trades which we have entered into in relation to any relevant Underlying Instrument or other relevant financial instrument are cancelled by the relevant exchange;
- (c) an unusual movement in the level of, or the unusual loss of liquidity in respect of, the Underlying Instrument or our reasonable anticipation of the occurrence of the same; and/or
- (d) the occurrence of any other event which causes a material market disruption in respect of the Underlying Instrument

“Market Hours” means the hours during which we are prepared to provide quotes for Our Price and execute Trades and Orders in a Market, as further specified in the Market Information

“Market Information” means an electronic document located on the Website or Trading Platform which sets out the commercial details for each Market, including but not limited to: Margin Factors

and other requirements for dealing in each Market including the minimum and maximum Quantity

“MAS” means the Monetary Authority of Singapore

“Net Equity” means a figure stated on the Trading Platform which represents the sum of your Cash and Unrealised P & L

“Notices and Policies” means information we are required by law or regulation to disclose to our clients, including: the Risk Warning Notice, our Trade and Order Execution Policy, our Conflicts of Interest Policy

“Open Position” means a Trade which has not been closed in whole or in part under this Agreement

“Order” means an instruction you give us to execute a Trade when the price of a Market reaches a specified price or an event or condition occurs

“Our Address” means 6 Battery Road, 20-01, Singapore 049909

“Our Bid Price” means the lower of two prices we quote for each Market

“Our Offer Price” means the higher of the two prices we quote for each Market

“Our Price” means Our Bid Price and Our Offer Price for each Market.

“Our Spread” means the difference between Our Bid Price and Our Offer Price

“Product” means each type of financial instrument or investment contract we make available under this Agreement, subject to additional terms set out in the relevant Product Supplement

“Price Tolerance” is a feature which allows you to adjust the amount of slippage you will accept on applicable Trades, where slippage is the difference between Our Price quoted on the Trading Platform and the price the Trade is executed

“Quantity” means the amount of units traded in a Market synonymous to “stake” or “trade size”

“Realised Profits” and “Realised Losses” means your profits or losses (as appropriate) which result on expiry or closure of an Open Position

“Risk Warning Notice” means the notice provided to clients in the Annex to these General Terms detailing the risks associated with undertaking trading in our Products

“Security Information” means account numbers, passwords and other information required to identify you for the purposes of you trading with us under this Agreement

“SFA” means the Securities and Futures Act, Chapter 289 of Singapore

“SFR” means the Securities and Futures (Licensing and Conduct of Business) Regulations

“Short Position” means an Open Position resulting from a Trade or Trades to sell units in a Market at Our Bid Price



“Stop Order” has the meaning as set out in the Market Information

“Stop Loss Order” has the meaning as set out in the Market Information

“Supplemental Terms” means the supplemental terms to the General Terms for each Product type

“Total Margin” means a figure stated on the Trading Platform which represents the aggregate of the Margin Requirements applicable to your Account

“Trade” means a transaction entered into by you pursuant to this Agreement

“Trade and Order Execution Policy” means our policy on the extent to which we will be required to provide clients with best execution when executing Trades and Orders

“Trading Hours” as detailed in the Key Service Features

“Trading Platform” means the password protected trading system (including any related software and/or communications link) that we may supply or make available to you, either directly or through our third party service providers or licensors, and through which you can deal with us under this Agreement and view your Account information

“Trading Resource” means a figure stated on the Trading Platform which represents your Net Equity less your Total Margin. This is subject to:

- any additional factors which need to be taken into account under the Supplemental Terms for any particular Product type;
- any additional factors which we may agree will be taken into account in assessing your Trading Resource

“Underlying Instrument” means the instrument, index, commodity, currency (including currency pair), or other instrument, asset or factor whose price or value provides the basis for us to determine Our Price for a Market

“Unrealised Losses” and “Unrealised Profits” means the profits or losses (as appropriate) that have not as yet been realised on Open Positions before expiry or closure

“Unrealised P & L” means a figure stated on the Trading Platform which represents your Unrealised Profits less your Unrealised Losses

“Website” means our internet address as stated in the Key Service Features and which comprises (among other things) the link to the Trading Platform.

## Leveraged FX – Supplemental Terms

### 1. Leveraged FX

- 1.1. A leveraged FX contract is a margined over the counter (i.e. not executed on an exchange) trade between you and us where the price is determined by reference to the exchange rate between the currency pair that underlies the contract ("FX Contract").
- 1.2. Leveraged FX trading is defined by the Monetary Authority of Singapore as a regulated activity under the Securities and Futures Act (Cap.289).

### 2. General Information

- 2.1. These FX Supplemental Terms set out the terms and conditions of our FX Contracts and they form part of the Agreement with you.
- 2.2. Unless separately defined in these Supplemental Terms, words and expressions shall have the same meanings given to them in the General Terms.
- 2.3. Trades in FX Contracts may be placed through the Trading Platform or as otherwise permitted in accordance with clause 4 of the General Terms ("Instructions and Basis of Dealing").
- 2.4. We may convert the value of any Open Position denominated in one currency to another currency for Account valuation and other purposes under clauses 3.7 and 17 of the General Terms ("Currency Conversions and Valuations").
- 2.5. All Trades and Open Positions resulting from an FX Contract continue until closed by you or us in accordance with the General Terms. FX Contracts are not automatically closed or rolled on a daily basis.

### 3. Our Price

For an FX Contract, Our Price is the price of the first named currency expressed in terms of the second named currency. For example, in the case of the EUR/USD currency pair, if Our Bid Price is 1.3546 and Our Offer Price 1.3548, this means that you can either buy USD and therefore sell EUR at 1.3546 (our bid price) or sell USD and therefore buy EUR at 1.3548 (our offer price).

### 4. Margin Requirement

- 4.1. To place a Trade which creates an Open Position in a FX Contract the Margin Requirement is calculated as follows:

$$(Quantity \times Our \ Price) \times \text{Margin Factor}$$

The Margin Requirement will be calculated in the currency of the FX Contract but will be expressed in the Base Currency of your Account. Margin Requirement will change as the exchange rate between your Base Currency and your traded FX Contract changes.

- 4.2. If you have both long and short positions in the same underlying currency pair, the Margin Requirement is calculated as follows:
- a) calculate (Quantity x Our Price) x Margin Factor of the aggregate of all Long Positions in the same underlying currency pair

- b) calculate (Quantity x Our Price) x Margin Factor of the aggregate of all Short Positions in the same underlying currency pair

- c) the Margin Requirement is the greater of a) or b)

The Margin Requirement will be calculated in the currency of the FX Contract but will be expressed in the Base Currency of your Account. Margin Requirement will change as the exchange rate between your Base Currency and your traded FX Contract changes.

- 4.3. For a Trade which creates an Open Position that is subject to a Margin Multiplier: the figure calculated under paragraph 4.1 or 4.2 above (as applicable) x Margin Multiplier.
- 4.4. When you execute a Trade which results in a Long Position, we will use Our Bid Price to calculate the Margin Requirement
- 4.5. When you execute a Trade which results in a Short Position, we will use Our Offer Price to calculate the Margin Requirement
- 4.6. We reserve the right to refuse to execute a Trade if your Margin Level is insufficient to fund the Margin Requirement, any Unrealised P & L created by Our Spread and any costs associated with the Trade.
- 4.7. You are responsible for monitoring your Margin Level and ensuring that it is sufficient to maintain your Open Positions. Your Margin Level must be sufficient to fund the amount of:
- Total Margin;
  - fees and charges, including the Daily Financing Fee (if applicable), required to maintain and close your Open Positions;
  - Unrealised Losses; and
  - any new Open Positions you wish to create.

### 5. Fees and Charges

The basis of calculation of Daily Financing Fees is set out in the Key Service Features. We may vary the method of calculating the Daily Financing Fees and/or commission. When we do so we will give you notice in accordance with clause 28 of the General Terms ("Amendments and Termination").

### 6. Profits and Losses

- 6.1. Profits and losses for an Open Position will be credited or debited as Unrealised P & L. Unrealised Profits will allow you to place additional Trades but cannot be withdrawn until you close the Open Position. Unrealised Losses will reduce the amount you have available to place new Trades and may result in your positions being closed under clause 10 of the General Terms ("Margin Close Out Level").
- 6.2. When an Open Position is closed, Realised Profit or Realised Loss is calculated as: (the difference between the opening and closing price) x Quantity.

6.3 Realised Profits or Realised Losses will be credited to or debited from your Cash balance

## **7. Taxes**

We do not withhold any sums for tax purposes for FX Contracts. You are responsible for the payment of all taxes that may arise in relation to your Trades and recommend that for all personal Tax enquires relating to Tax arising from Trading that you seek independent financial advice.

## Annex 1: Risk Disclosure Statement

1. Note: As far as leveraged foreign exchange trading is concerned, this statement is provided to you in accordance with regulation 47E (1) of the Securities and Futures (Licensing and Conduct of Business) Regulations.

2. **This statement does not disclose all the risks and other significant aspects of trading in derivative products such as leveraged foreign exchange. In light of the risks, you should undertake such transactions only if you understand the nature of the contracts (and contractual relationships) into which you are entering and the extent of your exposure to the risks. Trading in leveraged foreign exchange may not be suitable for some members of the public. You should carefully consider whether such trading is appropriate for you in the light of your experience, objectives, financial resources and other relevant circumstances. In considering whether to trade, you should be aware of the following:**

**(a) Leveraged Foreign Exchange Trading**

**(i) Effect of 'Leverage' or 'Gearing'**

Transactions in leveraged foreign exchange carry a high degree of risk. The amount of initial margin is small relative to the value of the leveraged foreign exchange transaction so that the transaction is highly 'leveraged' or 'geared'. A relatively small market movement will have a proportionately larger impact on the funds you have deposited or will have to deposit; this may work against you as well as for you. You may sustain a total loss of the initial margin funds and any additional funds deposited with the firm to maintain your position. If the market moves against your position or margin levels are increased, you may be called upon to pay substantial additional funds on short notice in order to maintain your position. If you fail to comply with a request for additional funds within the specified time, your position may be liquidated at a loss and you will be liable for any resulting deficit in your account.

**(ii) Risk-Reducing Orders or Strategies**

The placing of certain orders (e.g. 'stop-loss' orders, where permitted under local law, or 'stop-limit' orders) which are intended to limit losses to certain amounts may not be effective because market conditions may make it impossible to execute such orders. At times, it is also difficult or impossible to liquidate a position without incurring substantial losses. Strategies using combinations of positions, such as 'spread' and 'straddle' positions may be as risky as taking simple 'long' or 'short' positions.

**(b) Additional Risks Common to Leveraged Foreign Exchange Trading**

**(i) Terms and Conditions of Contracts**

You should ask the corporation with which you conduct your transactions for the terms and conditions of the specific leveraged foreign exchange transaction which you are trading and the associated obligations (e.g. the circumstances under which you may become obligated to make or take delivery of the underlying interest of a leveraged foreign exchange transaction)

**(ii) Suspension or Restriction of Trading and Pricing Relationships**

Market conditions (e.g. illiquidity) or the operation of the rules of certain markets (e.g. the suspension of trading in any contract or contract month because of price limits or 'circuit breakers') may

increase the risk of loss by making it difficult or impossible to effect transactions or liquidate/offset positions.

**(iii) Deposited Cash and Property**

You should familiarise yourself with the protection accorded to any money or other property which you deposit for domestic and foreign transactions, particularly in a firm's insolvency or bankruptcy. The extent to which you may recover your money or property may be governed by specific legislation or local rules. In some jurisdictions, property which had been specifically identifiable as your own will be pro-rated in the same manner as cash for purposes of distribution in the event of a shortfall.

**(c) Commission and Other Charges**

Before you begin to trade, you should obtain a clear explanation of all commissions, fees and other charges for which you will be liable. These charges will affect your net profit (if any) or increase your loss.

**(d) Transactions in Other Jurisdictions**

Transactions on markets in other jurisdictions, including markets formally linked to a domestic market, may expose you to additional risk. Such markets may be subject to a rule which may offer different or diminished investor protection. Before you trade, you should enquire about any rules relevant to your particular transactions. Your local regulatory authority will be unable to compel the enforcement of the rules of the regulatory authorities or markets in other jurisdictions where your transactions have been effected. You should ask the firm with which you conduct your transactions for details about the types of redress available in both your home jurisdiction and other relevant jurisdictions before you start to trade.

**(e) Currency Risks**

The profit or loss in transactions in leveraged foreign exchange transactions will be affected by fluctuations in currency rates where there is a need to convert from the currency denomination of the contract to another currency.

**(f) Trading Facilities**

Most open-outcry and electronic trading facilities are supported by computer-based component systems for the order-routing, execution, matching, registration or clearing of trades. As with all facilities and systems, they are vulnerable to temporary disruption or failure. Your ability to recover certain losses may be subject to limits on liability imposed by the one or more parties, namely the system provider, the market, the clearing house or member firms. Such limits may vary. You should ask the firm with which you conduct your transactions for details in this respect.

**(g) Electronic Trading**

Trading on an electronic trading system may differ not only from trading in an open-outcry market but also from trading on other electronic trading systems. If you undertake transactions on an electronic trading system, you will be exposed to risks associated with the system including the failure of hardware and software. The result of any system failure may be that your order is either not executed according to your instructions or not executed at all.

**(h) Off-Exchange Transactions**

In some jurisdictions, firms are permitted to effect off-exchange transactions. The firm with which you conduct your transactions

may be acting as your counterparty to the transaction. It may be difficult or impossible to liquidate an existing position, to assess the value, to determine a fair price or to assess the exposure to risk. For these reasons, these transactions may involve increased risks. Off-exchange transactions may be less regulated or subject to a separate regulatory regime. Before you undertake such transactions, you should familiarise yourself with the applicable rules and attendant risks.

Note:

“Margin” means an amount of money, securities, property or other collateral, representing a part of the value of the contract or agreement to be entered into, which is deposited by the buyer or the seller of a futures contract or in a leveraged foreign exchange transaction to ensure performance of the terms of the futures contract or leveraged foreign exchange transaction.

3. You should also be aware of the following risk warning:

**(a) Nature of margined trades**

In certain circumstances your losses on a Trade may be unlimited. For instance, if you open a position with us by selling the contract in question (a practice known as “shorting a market”) and the price rises, you will make a loss on that Trade and it is impossible to know the limit of your potential losses until you close the Trade or your Open Positions are closed when your Margin Level reaches the Margin Close Out Level. You must ensure that you understand the potential consequences of a particular Product or Trade and be prepared to accept that degree of risk.

**(b) Volatility**

As mentioned above whether you make a profit or a loss will depend on the prices we set and fluctuations in the price of the Underlying Instrument to which your Trade relates. Neither you nor we will have any control over price movements in the Underlying Instrument. Price movements in the Underlying Instrument can be volatile and unpredictable.

A feature of volatile markets is “Gapping”, the situation where there is a significant change to Our Price between consecutive quotes. Gapping may occur in fast and falling markets or if price sensitive information is released prior to Market opening. The price at which we execute your Orders may be adversely affected if Gapping occurs in the relevant Market. All types of Orders will be executed when Our Price meets or exceeds your specified Order price. If Gapping occurs, the price at which your Order is executed may significantly exceed your specified Order price.

**(c) Liquidity**

A decrease in liquidity (a term which describes the availability of buyers and sellers who are prepared to deal in an Underlying Market) may adversely impact Our Price and our ability to quote and trade in a Market. If there is a significant reduction or a temporary or permanent cessation in liquidity in an Underlying Instrument, such events may be deemed an Event Outside of Our Control or Market Disruption Event (as applicable) under the General Terms and we may increase Our Price, suspend trading or take any other action we consider reasonable in the circumstances. As a result you may not be able to place Trades or to close Open Positions in any affected Market.

This brief statement cannot disclose all the risks and other significant aspects of trading in derivative products such as leveraged foreign exchange. You should therefore carefully study trading in such products before you trade.



## Annex 2: Conflicts of Interest Policy

### 1. Introduction

We aim to identify and prevent conflicts of interest which may arise between us and our clients, and between one client and another, in order to avoid any adverse effect on our clients. This Conflicts of Interest Policy (the "Policy") sets out procedures, practices and controls in place to achieve this.

This Policy applies to all officers, directors (whether Executive or Non-Executive), employees and any persons directly or indirectly linked to us (together "Personnel") and refers to interactions with all of our clients.

Unless separately defined in this Policy, words and expressions shall have the meanings given to them in the General Terms.

### 2. Regulatory Requirements Relating to Conflicts of Interest

The MAS has detailed requirements relating to risk management, including the management of conflicts of interest, which are found primarily in a set of four risk management guidelines issued by the MAS which cover credit risk, market risk, internal controls and the role of an institution's Board of Directors and senior management. Among other things, the MAS guidelines require us to adopt adequate policies, procedures and controls to address conflicts of interest situations. In support of this, we:

- take all reasonable steps to identify conflicts of interest between us and our client, or one client of ours and another;
- keep and regularly update a record of the kinds of service or activity we carry on (or which is carried on our behalf) in which a conflict of interest entailing a material risk of damage to the interests of one or more of our clients has arisen or may arise;
- maintain and operate effective organisational and administrative arrangements with a view to taking all reasonable steps to prevent conflicts of interest from constituting or giving rise to a material risk of damage to the interests of our clients including conducting periodic reviews of the responsibilities of key personnel to minimise areas of potential conflicts of interest and ensuring there are independent checks for proper segregation of duties; and
- establish, implement and maintain an effective, written conflicts of interest policy.

As with all laws and regulations applicable to our business, we take our regulatory requirements relating to conflicts of interest very seriously.

### 3. Scope

We have identified the types of conflicts which may occur in our business and which carry a material risk of damage to the interests of a client. These include, but are not limited to, when we or any person directly or indirectly linked to us:

- a) are likely to make a financial gain or avoid a financial loss at the expense of our client;
- b) have an interest in the outcome of a service or product provided to, or of a transaction carried out on behalf of,

our client which is distinct from our client's interest in that outcome;

- c) have a financial or other incentive to favour the interests of another client or group of clients over the interests of our client;
- d) carry on the same business as our client;
- e) receive, or will receive, from a person other than our client an inducement in relation to the service provided to our client in the form of monies, goods or services, other than the standard commission or fee for that service; or
- f) design, market or recommend a product or service without properly considering all of our other products and services and the interests of our clients.

### 4. Guarding Against Conflicts of Interest

We have put in place the systems and procedures described below to: minimise the potential for conflicts of interest, to ensure that we have adequate arrangements to manage all conflicts of interest, and where possible to avoid material conflicts of interest.

- 4.1 **Personal account dealing.** All Personnel are bound by the requirements of our Personal Account Dealing Notice. All transactions undertaken by Personnel are actively monitored by our Compliance Department.
- 4.2 **Production or provision of investment research/ research recommendation.** We do not produce investment research or provide investment research recommendations.
- 4.3 **"Need to Know" policy.** Where Personnel are in possession of confidential or inside information such as information relating to a client's Trade, Personnel may not disclose such information to another party without ensuring that such disclosure is permitted under applicable laws and regulations in Singapore including the SFA and:
  - there is a clear need-to-know on the part of the recipient;
  - the procedures set out in this Policy are adhered to;
  - where the information relates to a client, the information transfer is in accordance with the best interests of the client; and
  - the recipient is made aware of the requirement to treat the information as confidential.

Only information required for the intended use may be disclosed and the receiving individual is then bound by the same restrictions.

Personnel are required to take care when handling confidential information, such as information relating to a client's trades or personal details. In particular, Personnel are required to ensure that they do not leave documents containing confidential information on their desks and that they refrain from discussing confidential information

in circumstances where it could be overheard by other Personnel who have no need to know such information or where any such disclosure may be in breach of applicable laws and regulations in Singapore.

**4.4 Restriction on access to information/electronic data.**

The access to computer drives and to files located within drives is restricted by the use of passwords and user IDs. Computers are automatically locked if unattended for a short period. In addition, Personnel are reminded of the importance of data protection.

**4.5 Gifts and inducements.** Personnel may not solicit or accept any gift or inducement which may influence their independence or business judgement or which could create a conflict with any duty owed to us or our clients or which does not comply with applicable laws and regulations in Singapore, and in particular, the Prevention of Corruption Act, Chapter 241.

Examples of gifts and inducements which may not be offered or accepted include cash, gifts readily convertible into cash or any other object of significant value.

Personnel are required to register with the Compliance Department details of hospitality or gifts, whether given or received, with an estimated value in excess of S\$250 (or the equivalent in other currencies) and to seek guidance from that department if in doubt about the suitability of any gift.

Such items are recorded in our 'Register of Gifts and Inducements' which is subject to regulatory inspection.

**4.6 External business interests.** Personnel undertake that they will not (unless granted prior written consent from our senior management or permitted under the terms of their employment) be engaged in or have an interest, either directly or indirectly, in any trade, business or occupation, which is or may be in competition with us and/or which would involve use of our time, property, facilities or resources.

**4.7 Segregation of duties.** Job roles are designed to limit the potential for conflicts of interest. Where appropriate and proportionate, systems and controls exist to prevent Personnel from undertaking roles where such a conflict may exist. However, due to the nature, scale and complexity of our business, there can be occasions when a member of staff is required to undertake duties that could give rise to a conflict. In this event, every effort is made to ensure that such circumstances exist only for a limited period or that additional controls are in place to identify inappropriate behaviour.

All Personnel are regularly assessed for competency for their roles and Personnel are required to follow the internal procedures detailed in our Compliance Manual. Where a potential conflict may exist within a role, additional monitoring, control and sign-off procedures are in place to mitigate any such conflict. Audit records, reconciliation procedures and Compliance monitoring arrangements are also in place to ensure all processes are adequately controlled and reviewed.

As part of our segregation of duties policy, no one individual (other than a director) is authorised to carry out the following four functions simultaneously:

- to initiate a transaction;
- to bind the firm;
- to make the payment; and
- to account for the above.

In so far as a conflict of interest may arise from the performance of two or more of the above functions by a director, that director will be subject to a policy of independence (see below).

As part of the Compliance Department's regular review of each department's operations, the roles undertaken by individuals within that department and the segregation of duties are reviewed as appropriate.

All departments are accountable to a specified Director and receive individual supervision from that Director. Inside information passed between departments is on a 'need-to-know' basis in accordance with the need-to-know policy described above and applicable laws and regulations in Singapore.

**4.8 Independence policy.** In some circumstances, it may be appropriate to manage conflicts of interest by requiring Personnel to adhere to and observe a policy of independence. In such circumstances, Personnel subject to such a policy will be required to sign an undertaking to disregard any interest or potential interests of ours or of any part of it, or of any other client, in discharging their functions.

In such cases it is our policy that Personnel must act independently and in the interests of our clients. No employee may be swayed in any service provided to a client by the interests of any of our other departments, by us generally, or by another client. Therefore in performing any service on behalf of a client, only the client's interest is to be considered. Any interest or potential interests of ours or of any part of it, or of any other client, must be disregarded.

If any employee is aware of any circumstances which he thinks may give rise to a conflict, he must refer the matter immediately to the Compliance Officer.

**4.9 Public interest disclosure policy.** We are committed to ensuring that malpractice is prevented and, should it arise, to deal with it immediately. Employees are informed as to whom they can and should report public interest issues.

We encourage employees to raise their concerns about any malpractice internally at the earliest possible stage. This procedure sets out the method for raising such concerns and the general principles of how we deal with such matters. It does not, however, confer any contractual rights.

For the protection of all employees, we maintain a formal set of procedures. These procedures apply equally to all employees who have reasonable grounds to believe

that malpractice has occurred, is occurring or is likely to occur. Employees are responsible for taking appropriate, reasonable and timely action wherever and whenever they become aware of any situation or matter that could expose us to loss, liability or embarrassment.

For the purposes of this procedure, the following constitute malpractice:

- a) the commission of a criminal offence;
- b) failure to comply with a legal obligation;
- c) the occurrence of a miscarriage of justice;
- d) the endangerment of an individual's health and safety;
- e) the endangerment of the environment; and
- f) the concealment of any information relating to any of the above.

Employees are encouraged to follow the steps laid out in this procedure, ensuring they are able to raise genuine concerns about malpractice without fear of harassment or victimisation.

- 4.10 **Training.** We provide regular training to our Personnel on conflicts of interest and the procedures for managing conflicts of interest.

- 4.11 **Disclosure policy.** We believe that our internal policies and procedures, systems and controls, generally mitigate the risk of any conflict of interest arising, either between us and our client or between two or more of our clients.

Where, however, the potential for conflict arises and that conflict cannot be avoided we would either make a full disclosure or, if it is considered that the disclosure is an inappropriate method of managing the conflict, we would not proceed with the matter or transaction giving rise to the conflict.

If any Personnel are aware of any circumstances which may give rise to a conflict of interest, they must immediately refer the matter to the Compliance Department.

## 5. Policy Review

We regularly review our Conflicts of Interest Policy to ensure that it covers conflicts that can be reasonably expected to arise within the course of our business. Any significant amendments to this Policy must be approved by our senior management.

## Annex 3: Trade and Order Execution Policy

### 1. Introduction

We will conduct our business with you honestly fairly and professionally. More specifically, we will provide you with best execution when we deal with you. Providing best execution means that when we deal with you we should take reasonable steps to obtain the best result for you in accordance with our Trade and Order Execution Policy (the "Policy").

This document sets out the terms of our Policy. For convenience we annex this Policy to our General Terms documentation. Unless separately defined in this Policy, words and expressions shall have the meanings given to them in the General Terms. However this Policy is not part of our Agreement and it does not form part of the contract between us.

We deal with you as principal and not as agent. We are therefore your only "execution venue". In dealing with us, you transact directly with us and not on any exchange or other external market or venue. Any Trades with us are non-transferable. If you create an Open Position with us you must close it with us.

### 2. Execution policy

In providing best execution we are obliged to take into account certain execution factors. We must tell you what these are and the relative importance we give to each. If you are a retail client, we must determine whether we have provided you with best execution by reference to the total consideration you pay (that is price and costs of execution) though we will also use our judgement and take into account other relevant factors (such as any instructions regarding price) with the aim of providing you with the best result.

We consider that the following execution factors are of high importance:

**Price.** Our Price for a given Market is calculated by reference to the price of the relevant Underlying Instrument. We obtain this price from third party external reference sources. For some kinds of instruments, e.g. for foreign exchange, we will collect price data from nominated wholesale market participants.

Our Price will often differ from the price of the Underlying Instrument. For some Markets we add Our Spread to the price of the Underlying Instrument. We may also adjust Our Price for any Market to take into account factors such as liquidity in external markets for the Underlying Instrument, dividend amounts, financing charges in an external market or other relevant factors. You must pay Daily Financing Fees, commission and other charges in addition to Our Price for some Products and Markets – see under "Costs" below.

When trading in the Underlying Instrument is very active and the price of the Underlying Instrument changes quickly, there is no guarantee that every price movement in the Underlying Instrument will result in a change to Our Price. We aim to update Our Price as frequently as we reasonably can but our ability to do so may be limited by technological factors including current hardware, software and data and communications links.

We execute all Trades at Our Price and in accordance with the General Terms.

Spread Our spread will change as the Underlying Market spread changes, and we may limit the variation of Our Spread by applying

a Minimum Spread and/or a Maximum Spread as detailed in the Market Information.

**Price Tolerance** A Price Tolerance is set for all Forex Markets (i.e. currency pairs) which is applicable to Market Orders only. See General Terms and Market Information for details.

**Costs. The relative importance we attach is high.**

The Key Service Features document and Market Information document outline the various fees and charges and other important commercial information relevant to the service that we provide to you.

Additionally for many Markets you will be required to pay Daily Financing Fees on Open Positions. Generally:

- if you hold a Short Position (i.e. you have executed a "sell" Trade), we pay you a Daily Financing Fee; and
- if you hold a Long Position (i.e. you have executed a "buy" Trade), you pay us a Daily Financing Fee.

Details of the Daily Financing Fees are set out in the Key Service Features.

The Key Service Features and Market Information documents form part of our Agreement with you and should be read in conjunction with our General Terms and Supplemental Terms.

**Speed and Likelihood of Execution.**

When you execute through the Trading Platform you will receive immediate execution capability: if you see an Our Price on the screen and the Quantity you want to trade is less than our maximum Quantity for that Market, then the Trade will, under almost all circumstances, be executed at the Our Price quoted on the Trading Platform, subject to the Price Tolerance adjustment, if applicable. We will execute all Trades in accordance with the General Terms.

Trades will be executed as soon as reasonably possible and in most circumstances almost instantaneously. However, there may be circumstances where Trades cannot be executed almost instantaneously, for example, due to illiquidity in the Underlying Instrument or if there is something unusual about the nature of the Order.

**Quantity.** We normally provide certainty of execution for Trades you wish to place for a Quantity which is greater than our minimum Quantity and lower than our maximum Quantity.

Our minimum and maximum Quantities are set by us for each Market and may vary depending on current market conditions for the Underlying Instrument. Our minimum and maximum Quantities can be found in the Market Information.

### 3. Working an Order in the Market

The Our Price at which a worked Order is executed will be based upon the average price we receive for our transactions on an External Execution Venue. In such circumstances, our Trade with you may be subject to any applicable charges as described in the Market Information.

Our Trade or Trades with you only become effective after we have executed our hedge transactions on an External Execution Venue and you have confirmed Our Price. Please note if we have agreed to work an Order in the market for you and have started to execute transactions on an External Execution Venue then you cannot cancel the Order. However, we may agree to cancel any unfilled part of the Order.

#### 4. Dealing with your Orders

In most cases when the condition or event specified in your Order occurs it will be executed at or very close to the specified Order Price. However, please note that for all Orders, the price you receive at execution is not guaranteed. Our Price may move from a price which is less than your specified Order price to a price which is greater than your specified Order price (or vice versa) without a quote at any intermediate price. This will be due to rapid price changes in the Underlying Instrument (called 'gapping'), for example following a profits warning or the release of financial statistics different from those expected. In such a case, Our Price at the time of execution may be markedly different to the specified Order price.

If, when an Order is executed, the Quantity is less than our maximum Quantity for that particular Market, the Order will be executed at or near the specified Order price.

Note that if you have placed multiple Orders in the same Market, with the same or similar specified Order prices and with an aggregate Quantity greater than our maximum Quantity, there is no guarantee that they will all be executed at the Order prices. The execution prices will depend on the liquidity in the external market for the Underlying Instrument and the execution of the first Trade may affect the liquidity available for the execution of the second and any subsequent Trades.

We will execute all Orders in accordance with the General Terms.

#### 5. Our obligations

We will comply with our Trade and Order Execution Policy when we are required to exercise our judgement in obtaining the best outcome for the execution of clients' Trades and Orders.

#### 6. Monitoring and review of Policy

We will monitor compliance with the Policy and maintain records of the data which is used to set Our Price.

We will review the Policy at appropriate intervals. As part of that process, we will review:

- the sources of external pricing in Underlying Instruments;
- Our Price in relation to the external pricing of an Underlying Instrument; and
- any fees or charges.

If we make any changes to this Policy, we will give you at least 14 days written notice before the change takes effect. The current version of our Policy is located on the Website.