

## StoneX Financial Limited – Order Execution Policy Q&A

1. What is the Trade and Order Execution Policy? Our Trade and Order Execution Policy outlines the steps SFL takes to meet its regulatory commitments in providing best execution to our clients. Best execution means that when we deal with you, we must take all sufficient steps to obtain the best result for you in accordance with our trade and order execution policy. It does not mean that we must obtain the best possible results for you on every single occasion. However, it does require us to verify on an on-going basis that our execution arrangements are working well throughout the different stages of the order execution process.
2. What does it cover? It covers how best execution is applied with regards to: price, costs, speed and likelihood of execution and quantity.
3. Why do I need to know? The Trade and Order Execution Policy is provided for clients for information purposes.
4. Where can I find information on the Trade and Order Execution Policy? Located in Annex 3 of the T&Cs available on the website under important information: <https://www.cityindex.co.uk/terms-and-policies/important-information/>
5. Where can I find further information on Best Execution? We have full information on our best execution page which can be found on our website under Terms and policies/Important information/Best Execution: <https://www.cityindex.co.uk/terms-and-policies/best-execution/>
6. Is there best execution data I can review? Yes, under our regulatory obligations, we publish best execution data on a quarterly basis to our website for clients to view. This can be found on our best execution page.
7. Can I manage the price slippage on my own trades or orders? Yes, you can set your Price Tolerance level settings once logged into your trading account by clicking the market information sheet for the chosen market. Information on price tolerance and how to adjust your settings is covered on the best execution page and on the orders and positions page under Help and support. It is also covered in the terms and conditions. For Meta Trader, please contact the Client Management team.
8. Is there information on how to manage market risk? Yes, full information on risk mitigation tools including guaranteed stop loss orders can be found on our orders and positions page under Help & Support Topics: <https://www.cityindex.co.uk/help-and-support/orders-and-positions/>
9. What can I do if I have a query about my trade or order? All queries that relate to trades and orders should be directed to the Client Management team or Trade desk.
10. Who can I ask if I have further questions? If you have further questions on the above or if you have a question that you cannot find the answer for, please contact the Client Management team who are contactable on phone/email/chat.