

HIGH CAPITAL MARKETS LTD

Customer Services Agreement



The Company is authorized and regulated by the Financial Services Commission of Mauritius with License number: GB21026331 for the provision of the investment services specified in this Customer Service Agreement (hereafter the "Agreement").

The Customer is requested to read the Agreement and make sure he/she understands the following terms prior accepting the Agreement and use the Company's services.

1. Scope and Application

This Agreement governs the relationship between the Customer and the Company and is electronically executed. The Customer is required to accept these terms provided that it has read and agrees with the terms of the Agreement by checking and/or clicking the respective acceptance checkbox during the Online Account Opening Procedure which is further explained below.

For the avoidance of any doubt, this Agreement has the same legal effect and confers the same legal rights upon the parties as if it had been signed. The Customer hereby acknowledges and agrees that by completing and submitting the account opening documentation forms of the Company fully agrees to be abide by and bound by the terms set out in this Agreement and all other policies, procedures, and risk disclosures of the Company, including any amendments thereto that the Company may make from time to time at its sole discretion.

2. Definitions

Account - shall mean a trading account maintained by the Customer with the Company.

Applicable Regulations - means the Financial Services Act, the Securities Act 2005, relevant regulations, circulars, guidelines and Directives of the Financial Services Commission and any other applicable laws of Mauritius, as amended from time to time

Authorized Third Party-Representative - shall mean an individual person or legal entity undertaking a transaction on behalf of another individual person i.e., the Customer or legal entity but in his/its own name.

Company's Website - shall mean the Company's Website <https://trendinex.com>.

CFD Contract or CFD - shall mean a contract which is a contract for difference by reference to fluctuations in the price of the relevant security or index.

Customer - shall mean the individual person, legal entity or firm being a Customer of CTZ Markets.

Company - shall mean High Capital Markets Ltd a limited liability company incorporated and registered under the laws of Mauritius, with Company number 183353. The Company is authorized and regulated by the Financial Services Commission of Mauritius ("FSC") under the license number GB 21026331 with registered address 6th Floor, Tower 1, Nexteracom Building Ebene



Equity - shall mean the aggregate of (i) the Balance; and (ii) unrealized profit or loss on open positions (after deduction of any Charges and the application of any Spread on closing of a position).

Financial Instruments - shall mean Contracts for Differences (CFD) on spot Forex, spot precious metals, futures, shares, or any other commodities available for trading.

Margin - shall mean the required funds needed to open or maintain open positions in a CFD Transaction.

Margin Level - shall mean $(\text{Equity} / \text{Margin}) * 100$; it determines the conditions of the Customer's Account.

MTF - means a multilateral system operated by an investment firm or market operator, which brings together multiple third-party buying and selling interests in financial instruments in the system, in accordance with non-discretionary rules, in a way that results in a contract.

Quote - shall mean the bid and ask prices at which a Financial Instrument can be bought and sold.

Underlying Asset - means property of any description (including a currency or currency pair) or an index or other factor designated in a CFD Transaction to which reference is made to fluctuations in the value or price for the purpose of determining profits or losses under the CFD Transaction.

Services - shall mean the services to be provided by the Company under this Agreement.

Spread - means the difference between the lower bid price and higher offer price of a quoted two-way price for a Financial Instrument.

Regulated Market - shall mean a Regulated Market (RM) is a multilateral system that is operated or managed by a market operator and that brings together or facilitates the bringing together of multiple third-party buying and selling interests in financial instruments within the system.

Trading Platform - shall mean any online trading platform made available by the Company under the Agreement.

3. Services

- 3.1. The Company shall carry on business as dealing in securities, whether acting as principal or agent for the following:
 - a. To make or offer to make an agreement with another legal person to enter into or offer to enter into an agreement, for or with a view to acquiring, disposing of, subscribing for, or underwriting securities or in any way that effects or causes to effect a securities transaction.

- b. Without limiting the generality of the above point, to cause any sale or disposition of or other dealing or any solicitation in respect of securities for valuable consideration, whether the terms of payment be on margin, instalment or otherwise or any attempt to do any of the foregoing.
 - c. To participate as a securities dealer in any transaction in a security occurring upon a securities exchange.
 - d. To receive as a securities dealer an order to buy or sell a security which is executed.
 - e. To manage a portfolio of securities for another Company on terms under which the first mentioned Company may hold property of the other.
- 3.2. The services of paragraph 3.1 shall involve transactions in Financial Instruments not admitted to trading in Regulated Markets or an MTF and are over the counter ("OTC") traded instruments such as CFDs or any other financial instruments or commodities.

4. Risk Disclosure & Acknowledgment

- 4.1. It is important for the Customer to understand the risks involved before deciding to enter into a trading relationship with the Company. If the Customer chooses to enter into a trading relationship with the Company, he should remain aware of the risks involved and be able to have adequate financial resources to bear such risks.
- 4.2. The financial instruments offered by the Company are high-risk products that are traded on margin and carry a risk of losing all Customer's initial deposit. These kinds of products can fluctuate significantly and present a high risk of capital loss; therefore, these products may not be appropriate or suitable for all Customers and the Customer should seek independent advice should he is not able to understand the risks involved.
- 4.3. General Risks and Acknowledgments: The Customer acknowledges, understands, agrees, and accepts the risks including but not limited:
- a. The Company does not and cannot guarantee that funds deposited in the Customer's Account for trading will not be lost as a result of the Customer's transactions.
 - b. The Customer acknowledges that, regardless of any information which may be offered by the Company, the value of any investment in Financial Instruments may fluctuate downwards or upwards and it is even probable that the investment may become of no value.
 - c. The Customer acknowledges that he/she runs a great risk of incurring losses and damages as a result of the purchase and/or sale of any Financial Instrument and accepts that he/she is willing to undertake this risk.
 - d. The use of historical data does not constitute a binding or safe forecast as to the corresponding future performance of the Financial Instruments to which the said Information refers.
 - e. The Customer is hereby advised that the transactions undertaken through the dealing services of the Company may be of speculative nature. Large losses may occur in a short period of time and may be equal to the total value of funds deposited with the Company.
 - f. Some Financial Instruments may not become immediately liquid, for example, as a result of reduced demand and the Customer may not be in a position to sell them or easily obtain information on the value of these Financial Instruments or the extent of the associated risks.

- g. When a Financial Instrument is traded in a currency other than the currency of the Customer's country of residence, any changes in the exchange rates may have a negative effect on its value, price, and performance.
- h. A Financial Instrument on foreign markets may entail risks different to the usual risks of the markets in the Customer's country of residence. In some cases, these risks may be greater. The prospect of profit or loss from transactions on foreign markets is also affected by exchange rate fluctuations.
- i. The Customer should not purchase a Financial Instrument unless he/she is willing to undertake the risks of losing entirely all the money which he has invested and also any additional commissions and other expenses incurred.
- j. Under certain market conditions (for example but not limited to the following situations: force majeure event, technical failure, communications network failure, poor or no liquidity, market news or announcements etc.) it may be difficult or impossible to execute an order.
- k. Should the Equity of the Customer be insufficient to hold current positions open, the Customer may be called upon to deposit additional funds at short notice or reduce exposure. Failure to do so within the required time may result in the liquidation of positions at a loss and the Customer will be liable for any resulting deficit.
- l. Trading on-line, no matter how convenient or efficient, does not necessarily reduce risks associated with currency trading.
- m. There is a risk that the Customer's trades in Financial Instruments may be or become subject to tax and/or any other stamp duty, for example, because of changes in legislation or his/her personal circumstances. The Company does not warrant that no tax and/or any other stamp duty will be payable. The Customer should be responsible for any taxes and/or any other duty which may accrue in respect of his/her trades.
- n. Before the Customer begins to trade, he/she should obtain details of all commissions and other charges for which the Customer will be liable. If any changes are not expressed in money terms (but for example a spread), the Customer should ask for a written explanation, including appropriate examples, to establish what such charges are likely to mean in specific money terms.
- o. The Company will not provide the Customer with investment advice relating to investments or possible transactions in investments or make investment recommendations of any kind.
- p. There may be situations, movements and/or conditions occurring at the weekend, at the beginning of the week or intra-day after the release of the significant macroeconomic figures, economic or political news that make currency markets to open with price levels that substantially differ from previous prices. In this case, there exists a significant risk that orders issued to protect open positions and open new positions may be executed at prices significantly different from those designated.

5. Account Opening Procedure

- 5.1. Before opening a new account, the Company provides to the Customer via its Website or through an email or in person with the required information regarding the Company and a copy of this Agreement. After logging on the website of the Company, the Customer will complete and/or receive the

- application package which consists of the following: a) account application form, b) relevant information/documents of the Customer, c) Customer Services Agreement.
- 5.2. The Company is obligated by the Applicable Regulations to perform KYC and due diligence procedures in order to verify the identity of each person who registers online via the Company's Website. For this purpose, the Company will collect information about the Customer such as name, surname, address, telephone number, email, nationality, date of birth and other details.
 - 5.3. When the Company receives the Customer's completed online application form, it may use the information to conduct any further enquiries about the Customer as the Company determines under the circumstances and its internal policies and procedures. The Company also carries out additional checks or periodic reviews. The Customer will need to co-operate with the Company and supply the information requested promptly. The Company relies on the information that it is provided by the Customer in the online application form or otherwise as being correct and not misleading at all times unless you notify us otherwise in writing. In particular, the Customer must notify the Company as soon as possible in writing if any of the details provided to us in your application form or if your circumstances have subsequently changed.
 - 5.4. The Company is not to be required (and may be unable under Applicable Regulations) to accept a person as its customer until all documentation it requires has been received by properly and fully completed by such person and all internal checks (including without limitation all anti-money laundering Customer identification and due diligence checks) have been duly satisfied. It is further understood that Company reserves the right to impose additional due diligence requirements to accept Customers residing in certain countries where the risk of money laundering may be higher. During the Customer identification and due diligence checks the Company shall apply processes to verify the Customer's identity for which (amongst other things) photo identification information will be required by the Customer. In certain circumstances we may require this information to be authenticated by an appropriate third party. The Company requires as minimum a government issued Photo identity documents such as a passport, driving license and/or identity card containing your full name, personal photo, and date of birth, ID number and expiry date as well as evidence of your residential address, such as a utility bill or bank statement, for the verification process. The information in these documents should agree with the details submitted in Customer's application.
 - 5.5. The Company will assess the information received by the Customer during the Account Opening Procedure in order to determine whether the Customer is eligible or not in investing and/or operating a trading account with the Company. The Customer's trading account will be opened following the assessment and completion of the KYC and due diligence procedure.

6. Fees and Charges

- 6.1. The Customer shall be required to pay the charges as agreed from time to time, any fees or other charges imposed by third parties during the execution of the services. The Company's current charges including spreads, charges, interest, and other fees are published on the Company's website and any alteration to charges will be notified to the Customer via the Company's website or via the trading platform terminal or via an email sent to the Customer's registered address used during the registration process. By accepting this Agreement, the Customer acknowledges that he has read, understood and is in agreement with the fees and charges uploaded on the Company's website. The

Customer further agrees that the Company is entitled to change its charges without any consultation or prior consent from the Customer.

- 6.2. The Company is compensated for its services through the Buy/Sell (Ask/Bid) spread, so when you open a position in a specific instrument, you essentially “pay” the spread. The spread rates per instrument can be viewed by the Customer at any time on the Company’s website.

- 6.3. Subject to the Financial Instruments traded by the Customer, the following charges may be incurred:
Spread

A spread is the difference between the bid (buy) and the ask (sell) price on the specific instrument you trade. This cost is realised every time the Customer opens and closes a trade.

Commission (applicable only to CFDs on futures and CFDs on shares)

This is the commission the Customer pays when he buys and sells a Financial Instrument.

Currency conversion

This is the cost incurred when converting realised profits and losses as well as any costs and charges that are denominated in a currency other than the base currency of the Customer’s Account.

Overnight Fee /Swap (Financing Fee)

This is the swap cost for keeping your position open overnight. The swap cost can be positive or negative depending on the instrument to be traded. An overnight funding amount is either added to or subtracted from the Customer’s account when holding a position open after 23:59:59 - server time. The Company may revoke the ‘Overnight Fee’ status at its own discretion without prior notice.

Trading inactivity

The Customer’s account is associated with the cost of maintenance and other regulatory or compliance requirements so if there are no transactions by the Customer for a period of 12 months, the Company has the right to claim the applicable inactivity fee as notified to the Customer from time to time and the Company may deduct such fee from the Customer’s Account. The inactivity fee will be up to USD 10, and the Company reserves the right to charge the said fee annually if there are no transactions by the Customer the preceding 12 months.

- 6.4. All payments to the Company under this Agreement shall be made in such currency as the Company from time to time specify to the bank account designated by the Company for such purposes.
- 6.5. The Company may share charges with third parties, like Introducing brokers or affiliates, for services carried out on your behalf in the form of commission, mark-up, mark-down, or other remuneration. Details of such remuneration or sharing arrangements may be available to the Customer upon request.

7. Conflict of Interest

- 7.1. The Company will take all reasonable steps to identify and manage conflicts of interest between itself, including its managers and employees or other relevant persons as well as any person directly or indirectly linked to them by control, and their Customers or between one Customer and another, that arise in the course of providing any of the Services under this Agreement, and to organize and control their internal affairs responsibly and effectively.

- 7.2. The Company will manage conflicts of interest fairly, between itself and its Customers, between itself and its employees and between its Customers and to organise and control their internal affairs responsibly and effectively in accordance with its Conflict-of-Interest Policy.

8. Inducements

- 8.1. The Company shall take reasonable steps to ensure that neither it nor any of its employees or agents either offers or gives, or solicits or accepts, any inducement that is likely to conflict with any duties owed to its Customers. For this purpose, the Company does not receive or pay any fees, commissions, or non-monetary benefits in relation to the provision of the services to or by any third party, except Customer, subject to clause 8.2.
- 8.2. The Company may pay and/or receive fees/commission to/from third parties, provided that these benefits are designed to enhance the quality of the offered service to the Customer and not impair compliance with the Company's duty to act in the best interests of the Customer. An indicative list of fees/commission to/from third parties which are designed to enhance the quality of the offered service to the Customer and not impair compliance with the Company's duty to act in the best interests of the Customer may be regulatory levies, legal fees, bank and payment provider fees, liquidity providers' fees, platform fees etc.
- 8.3. A fee, commission or non-monetary benefit should only be paid or received where:
- a. It is justified by the provision of an additional or higher-level service to the relevant Customer, proportional to the level of inducements received.
 - b. It does not directly benefit the recipient firm, its shareholders, or employees without a tangible benefit to the Customer.
 - c. It is justified by the provision of an on-going benefit to the relevant Customer in relation to an on-going inducement.
- 8.4. The Company shall keep records evidencing the fees, commissions or non-monetary benefits paid or received by the Company which are designed to enhance the quality of the relevant service to the Customer.

9. Customer Money and Transfer of funds

- 9.1. The Company ensures that any Customer money is promptly segregated from the Company's own funds and placed in accounts with an approved bank and/or payment provider that has been assessed and approved by the Company's Management. All Customer money shall be held in a segregated Customer bank account denoted as "Customer" bank account.
- 9.2. Unless otherwise notified by the Customer in writing, the Company may transfer Customer money to, or allow another entity (such as an exchange, clearing house, or intermediate broker) to hold or control Customer money, where the Company transfers the Customer money (a) for the purpose of executing a transaction on behalf of the Customer; or (b) to meet the Customer's obligations to provide collateral for a transaction (e.g., a margin requirement for a derivative transaction). By accepting this Agreement, the Customer consents and authorizes the Company, where applicable, to transfer and/or hold his funds with other parties or business partners, such as liquidity providers, for settlement purposes. The

Company shall not be liable for the solvency, actions, or omissions of any institution where Customer money is held.

- 9.3. The third party to whom the Company will transfer money may hold it in an omnibus account and it may not be possible to separate it from the Customer's money, or the third party's money in which case the Customer will not have any claim against a specific sum in a specific account in the event of insolvency. The Company does not accept any liability or responsibility for any resulting losses.
- 9.4. By entering into this Agreement, the Customer agrees that the Company will not pay the Customer interest on Customer money or any other unencumbered funds.
- 9.5. Any amounts transferred by the Customer to the Customer's bank account will be deposited in the Customer's Account at the "value date" of the received payment and net of any deduction/charges by the Customer's bank account providers. In case the Customer's account reaches a stop-out during the processing period of the deposit, the Company bears no responsibility for any losses suffered.
- 9.6. The Company acts in accordance with international anti-money laundering regulations and local anti-money laundering rules thus the transfer of funds and transactions are done based on these rules. For this purpose, Customer's withdrawals should be made using the same method used by the Customer to fund his Customer Account and to the same remitter. The Company reserves the right to decline a withdrawal with a specific payment method and will suggest another payment method where the Customer needs to proceed with a new withdrawal request or request further documentation while processing the withdrawal request. Where applicable, if the Company is not satisfied with any documentation provided by the Customer or if the company has reasonable grounds for suspecting that a Customer violates Applicable regulations, then the Company will reverse the withdrawal transaction and deposit the amount back to the Customer's Account and the Customer will suffer the relevant Customer's bank account provider's charges.
- 9.7. By accepting this Agreement, the Customer gives his consent and authorizes the Company to make deposits and withdrawals from the Customer's bank account on the Customer's behalf, including but not limited to, the settlement of transactions performed by or on behalf of the Customer, for payment of all amounts due by or on behalf of the Customer to the Company or any other person.
- 9.8. The Customer acknowledges that in case where a Customer's bank account is frozen for any given period and for any given reason the Company assumes no responsibility and Customer's funds will also be frozen.

10. Customer's Orders/Instructions & Execution of Orders

- 10.1. Execution of Orders: It is the Company's approach to take all sufficient steps to obtain the best possible result on behalf of its Customers when executing Customer orders on Financial Instruments offered by the Company or receiving and transmitting orders for execution. The Customer understands and acknowledges that the Company will enter into transactions with the Customer either as principal (counterparty) or an agent. The Company will be the contractual counterparty to the Customer.
- 10.2. The Company, when executing orders, will obtain the best possible result for Customers, taking into account factors like price, costs, speed, likelihood of execution and settlement, size, market impact or any other consideration relevant to the execution of the order. Where the Company executes an order on behalf of a Customer, the best possible result shall be determined in terms of the total consideration, representing the price of the financial instrument and the costs relating to execution,

which shall include all expenses incurred by the Customer which directly relate to the execution of the order.

- 10.3. For determining the importance of the execution factors indicated above, the following criteria are also taken into account:
- The characteristics of the Customer
 - The characteristics of the Customer order.
 - The characteristics of Financial Instruments that are the subject of that order.
 - The characteristics of the execution venues to which that order can be directed.
- 10.4. The Customer understands and confirms that all orders received by the Company from the Customer are orders for execution outside a Regulated Market or MTF.
- 10.5. Customer's Orders/Instructions: Orders may be placed with the Company once the Customer gets access to the Company's Trading Platform. The Company will be entitled to rely and act on any Order placed on the Trading Platform without any further enquiry to the Customer and any such Orders will be binding upon the Customer.
- 10.6. The Company's Buy/ Sell prices for a given CFD are calculated by reference to the price of the relevant Underlying Asset. Third party reputable external resources (i.e., feed providers) obtain prices (Buy/Sell prices) of the Underlying Asset for a given CFD. The Company then uses the prices given by the feed providers to calculate their own tradable prices for a given CFD. The Company adjusts the Spread (i.e., the difference between the Buy/Sell prices), hence the prices it quotes to Customers compared to the prices it obtains from third party external reference sources may differ, as they include a Spread adjustment. The Company provides Quotes by taking into account the Underlying Asset price. The Customer acknowledges that such Quotes will be set by the Company at its absolute discretion.
- 10.7. Orders can be placed, executed, and changed or removed within the trading hours for each CFD showed on the Company's Website, as amended from the Company from time to time and if they are not executed, they shall remain effective through the next trading session (as applicable). The Company shall not be obliged to arrange for the execution of the Customer's orders in respect of any CFD out of normal trading hours which appear on the Company's Website.
- 10.8. If any tradable instrument becomes subject to possible adjustments, the Company will determine the appropriate adjustment, if any, to be made to the opening/closing price, size, value and/or quantity of the corresponding transaction. The determination of any adjustment or amendment to the opening/closing price, size, value and/or quantity of the Transaction (and/or the level or size of any order) shall be at the Company's sole discretion and shall be conclusive and binding upon the Customer. The Company shall inform the Customer of any adjustment or amendment via its internal mail as soon as is reasonably practicable.
- 10.9. During the occurrence of a manifest error i.e. a manifest or obvious misquote by the Company, or any market, liquidity provider or official price source on which the Company has relied in connection with any transaction, having regard to the current market conditions at the time an order is placed as the Company may reasonably determine, the Company may amend the details of affected transactions to reflect what the Company reasonably determines as correct and fair and/or declare any or all affected transactions as void.
- 10.10. During periods of abnormal Market (Volatile) Conditions, during news announcements, on opening gaps (trading session starts), or on possible gaps where the Reference Asset has been suspended or restricted on a particular market, Buy/Sell Stop and Stop Loss orders may not be filled at requested/declared price but instead at the next best available price. In such case, Take Profit orders

below/above Buy Stop/Sell Stop orders or Stop Loss orders above/below Buy Stop/Sell Stop orders during activation will be removed. The same applies when a trading strategy is deemed as abusive, because it is aiming towards potential riskless profit, or another strategy deemed by the Company to be abusive. Accordingly, placing a Stop Loss order will not necessarily limit the Customer's losses at the intended amount.

11. Margin/Leverage Level

- 11.1. The Margin/leverage levels applicable may vary depending on the different products and Account types offered by the Company. If at any time the Equity falls below a certain percentage of the required Margin, the Company has the right to close any or all of the Customer's open positions without the Customer's consent or any prior written notice to him. The Customer will be informed about the closure of its position through electronic means should the equity falls below the required margin. The Customer is responsible to monitor its account balance and keep sufficient funds in its Account in order for its open positions to remain unaffected. The Company shall have the right, but not the obligation, to start closing Customer's open positions starting from the most unprofitable when the Margin is less than 100% of the Margin requirement. In the case where the Margin is equal to or less than 0% of the Margin requirement, then Customer's positions shall be automatically closed, starting from the most unprofitable, at the prevailing market price.
- 11.2. Margin or leverage Level may be set and varied without prior notice from time to time in the Company's sole and absolute discretion in order to cover any realised or unrealised losses arising from or in connection with transactions, including subsequent variation of any Margin rates set at the time transactions are opened. The Customer can request to change his account leverage at any time by contacting the Company.
- 11.3. On every Friday and between the hours of 21:00 till 24:00 (GMT+3) and occasionally before the release of major economic news, the Company may maintain a maximum leverage on remaining instruments other than FX for any new positions opened during such period which such requirement, if any, will be disclosed in the Company's website.

12. Decline of Customer's Orders and Instructions

- 12.1. The Company is entitled to decline or refuse to transmit or arrange for the execution of any order in any of the following cases as applicable:
 - a. Under abnormal market conditions.
 - b. If the Customer's free Margin is less than the required Margin or there are no available cleared funds deposited in the Customer Account to pay all the charges of the particular order.
 - c. It is impossible to proceed with an order regarding the size or price or the proposed Transaction is of such a size (too small or too large), that the Company does not wish to accept that order or the Company believes that it will not be able to hedge the proposed transaction, or it is impossible for the order to be executed due to condition of the relevant market.
 - d. Where the Company suspects that the Customer is engaged in money laundering activities, terrorist financing, market manipulation, fraudulent trading practices, or other criminal acts.
 - e. In consequence of request of regulatory or supervisory authorities or a court order.

- f. Where the legality or genuineness of the order is under doubt.
- g. There is absence of essential detail of the order, or the order is not clear or has more than one interpretation.
- h. A Quote is not obtained from the Company, or the Quote obtained by the Company is an indicative Quote or the Quote is the result of manifest error or Quote is an error Quote.
- i. Internet connection or communications are disrupted.
- j. A Force Majeure Event has occurred.
- k. The Company has sent a notice of termination of this Agreement to the Customer.
- l. The Customer has failed to meet the minimum Margin requirement.
- m. Where the Company reasonably suspects any form of market manipulation, including but not limited to wash trading, layering, spoofing or other deceptive trading practices.

13. Transaction Settlements and Confirmations

- 13.1. The Company will proceed with transaction settlements upon execution, in accordance with the normal practice for the Financial Instrument or the relevant market rules. The Company will provide the Customer with an online access to his Customer Account via the Trading Platform, which will provide him with sufficient information on among other order(s) status.
- 13.2. The Customer understands that transaction confirmations are available via the Trading Platform, and that account information can be accessed through the Trading Platform. The Customer may review their account balance and all account activity through the Trading Platform. The Customer will also be able to generate daily, monthly, and yearly reports of account activity, as well as a report of each executed trade. Updated account information will be available no later than 24 hours after any activity occurs in the Customer's Account. At all times, the Customer's Account information will include, but is not limited to, trade confirmations with ticket numbers, purchase and sale rates, Margin, available trading balance, and current open and pending positions.

14. Trading Platform usage

- 14.1. The Customer shall enter his user ID and password ("Codes") registered during the online account opening procedure when logging on to the Company's Trading Platform. The Customer should notify the Company without undue delay on becoming aware of unauthorized use of the Trading Platform, or if the Customer suspects that the password has been misappropriated by a third party.
- 14.2. The Customer shall take all necessary precautions to ensure the confidentiality of all information, including, but not limited to, the Codes to the electronic systems, Transaction activities, account balances, as well as all other information and all orders. The Customer shall be solely responsible for all orders and the accuracy of all information sent via the internet using its Codes. The Customer acknowledges that the Company bears no responsibility in the case that the Codes are used in an unauthorized manner by any third party.
- 14.3. The Company shall not be responsible for losses resulting from the Customer's installation and use of the computer programs used on the Trading Platform unless such liability follows from indispensable rules of law. Where the Trading Platform is used by the Customer, it shall be responsible for ensuring that the Trading Platform is adequately insured against direct and indirect losses which may result

from the installation and use of the computer programs in the Customer's computer system. Furthermore, the Customer shall be obliged to make backup copies of data which, should such data be lost, might result in losses for the Customer.

- 14.4. When using the Company's platform, the Customer shall:
- Run such tests and provide such information to us as we shall reasonably consider necessary to establish
 - Ensure that the system and/or hardware equipment used by the Customer satisfies the requirements notified by us to you from time to time.
 - Carry out virus checks on a regular basis.
 - Inform us immediately of any unauthorized access to its system or instruction which the Customer know of or suspect and, if within its control, cause such unauthorized use to cease; and
 - Not at any time leave the terminal from which the Customer have accessed the trading platform or let anyone else use the terminal until he has logged off the trading platform.
- 14.5. To the extent permitted by Applicable Regulations, the Company shall not be liable for:
- a. Any loss, expense, cost, or liability (including consequential loss) suffered or incurred by the Customer as a result of instructions being given, or any other communication being made via the internet or other electronic media; the Customer shall be solely responsible for all orders, and for the accuracy of all information, sent via such electronic media; and
 - b. Any loss or damage that may be caused to any equipment or software due to any viruses, defects, or malfunctions in connection with the access to, or use of, the electronic systems.
- 14.6. If the Customer wants to use a third-party software application to provide trading signals or advice or other trading assistance like an "expert advisor" or a hosting environment allowing for real-time access to the Customer's Account, the Company and its third-party suppliers or licensors make no warranties or representations of any kind, whether expressed or implied for the service it is providing. The Company and its third-party suppliers or licensors also disclaim any warranty of merchantability or fitness for any particular purpose and will not be responsible for any damages that may be suffered by the Customer, including loss of funds, data, non-deliveries or service interruptions by any cause or errors or omissions by the Customer. The Customer's use of any information obtained by way of an expert advisor used in conjunction with a hosting environment or otherwise is at the Customer's own risk, and the Company and its third-party suppliers specifically disclaim any responsibility for the accuracy or quality of information obtained through its services. Connection speed represents the speed of an end-to-end connection. The Company and its third-party suppliers or licensors do not represent or guarantee the speed or availability of end-to-end connections. The Company and its third-party suppliers or licensors shall not be subject to any damages or liability for any errors, omissions or delays therein including unavailability. The licensed products and all components thereof are provided on an "as is" basis and are separate and distinct from the services provided under this Agreement. Where the Company believes that a Customer is using additional functionalities /plug-ins where it affects the reliability and/or smooth and/or orderly operation of the electronic systems the Company has the right to suspend or terminate the Customer's Account.
- 14.7. The Company makes every effort to deliver high quality products. However, we do not guarantee that our products are free from defects. Our software is provided "as is" and the Customer uses the web platform at his own risk. The Company makes no warranties as to performance, fitness for a particular purpose, or any other warranties whether expressed or implied. No oral or written communication from or information provided by the Company shall create a warranty. Under no circumstances shall

the Company be liable for direct, indirect, special, incidental, or consequential damages resulting from the use, misuse, or inability to use this software, even if the Company has been advised of the possibility of such damages.

- 14.8. The Customer understands that the use of the Trading Platform including each Transaction the Customer complete thereto will not violate any law, ordinance, charter, by-law, or rule applicable to him or any agreement by which the Customer is bound or by which any of the Customer's assets are affected.

15. Market Abuse

- 15.1. The Customer acknowledges that they will not enter into any transaction that constitutes market abuse under the Mauritius Securities Act 2007 (as amended). This rule applies to all forms of market abuse, including but not limited to insider trading (an abusive exploitation of privileged confidential information), the misuse of information and directors trading in the shares of their own companies.
- 15.2. If the Company suspects or has reasonable grounds to believe that the Customer has been engaged into an abusive behaviour as indicated above the Company reserves the rights to void and/or cancel part or all Customer's abusive trading transactions, close all and any of the Customer's trading accounts and terminate this Agreement under s.19.

16. Third Party Authorisation

- 16.1. The Customer has the right to use a power of attorney to authorise a third person "Representative" to act on behalf of the Customer in all business relationships with the Company as defined in this Agreement. The power of attorney should be provided to the Company accompanied by all identification documents of the representative and/or any other documentation requested by the Company. If there is no expiry date, the power of attorney will be considered valid until the written termination by the Customer.
- 16.2. The Customer further ratifies and accepts full responsibility and liability for all instructions given to the Company by the Representative (and for all transactions that may be entered into as a result) and will indemnify (fully compensate or reimburse) the Company and keep the Company indemnified against any loss, damage or expense incurred as a result of acting on such instructions. This indemnity shall be effective irrespective of the circumstances giving rise to such loss, damage, or expense, and irrespective of any knowledge, acts, or omissions of the Company in relation to any other account held by any other person or body with the Company.
- 16.3. The Customer agrees to further indemnify the Company (fully compensate and reimburse) for any loss, damage or expense incurred as a result of the Company acting on instructions of the Representative outside the scope of the Representative authority or the Representative's breach of any term of their appointment.

17. Introducing Brokers and Affiliates

- 17.1. The Customer may have been recommended by an introducing broker or an affiliate based on a written agreement with the Company subject to the Applicable regulations.

- 17.2. The Company may pay a fee/commission to introducing brokers and/or affiliates based on a written agreement. The Company has the obligation and undertakes to disclose to the Customer, upon his request, further details regarding the amount of fees/commission or any other remuneration paid by the Company to introducing brokers or affiliates.
- 17.3. The Company shall not be liable for any type of agreement that may exist between the Customer and the introducing broker or affiliate or for any additional costs as a result of this Agreement.
- 17.4. The Customer acknowledges that the introducing broker or affiliate is not a representative of the Company.

18. Privacy and Data Protection rules

- 18.1. The Company is committed to protecting the privacy of all personal information that it obtains from the Customer and hereby lists how and why the Company collects, use, disclose and protect the Customer's personal information.
- 18.2. Purpose of data collection: The Company Collects Customer's personal information in order to provide the Customer with its products and services and to establish and manage the Customer's account. By collecting Customer's information, the Company will be able to monitor and improve the services it offers to its existing and potential Customers.
- 18.3. The Company will collect and process the following personal information about the Customer:
 - Personal information provided during account opening procedure when the Customer fills the application or other forms on the Company's website. The information may include the Customer's name, address, contact details, financial information about your income and wealth, professional and employment details, trading history and other personal information.
 - Information about the Customer's use of this website and the Company's platform. This information may include site areas visited, pages viewed, frequency and duration of visits
 - Subject to Applicable Regulations, the Company will monitor and record the Customer's calls, emails, text messages and other communication for regulatory compliance, crime prevention and detection, to protect the security of communications systems and procedures, for quality control and staff training etc. The Company will also monitor activities on the Customer' account where necessary for these reasons and this is justified by the Company's legitimate interests or legal obligations.
- 18.4. Usage of Information: The Company may use information for the following purposes (list not exhaustive):
 - Provision of the Services under this Agreement
 - For KYC and due diligence purposes i.e., verification of identity
 - For maintenance and management of the Customer's account as well as administration of the services provided to the Customer
 - Communication with the Customer when necessary or appropriate
 - Compliance with legal and regulatory requirements
- 18.5. Share of Information: The Company may share Customer's personal information with business partners and suppliers with whom the Company may have outsourced certain of business functions or cooperating with. Personal data collected by the Company may be transferred or disclosed to third

party contractors, subcontractors, for the purposes for which the Customer has submitted the information i.e., agreements with Service Providers.

- 18.6. It is the Company's policy to disclose information to third parties under the following circumstances:
- As required by Applicable Regulations, statute, rule, regulation or professional standard, search warrant or other legal process
 - For regulatory compliance purposes
 - When explicitly requested by the Customer
 - Or otherwise as set out in this section
- 18.7. In order for the Company to provide services to its Customers, the Company may be required to transfer the Customer's personal information to parties located in countries which may not have an equivalent level of data protection laws as in the Mauritius. Where this is the case, we will take reasonable steps to ensure the privacy of the information. The Customer acknowledges and understands that by submitting its personal information to the Company agrees to the aforesaid transfer, storage, and processing of the information.
- 18.8. If the Customer wishes to withdraw its consent to the use of information, rectify a personal information or request the provision or deletion of information held by the Company related to itself, he may submit its request at the email address finance@trendinex.com.

19. Force Majeure

- 19.1. In case of a force majeure event as listed below (list not exhaustive), the Company shall not be liable for any failure to provide the Services under this Agreement, beyond its control:
- a. Government actions, war, or hostilities, acts of terrorism, national emergency,
 - b. Act of God, earthquake, tsunami, hurricane, typhoon, accident, storm, flood, fire, epidemic, or other natural disasters.
 - c. Labour disputes and lock-out which affect the operations of the Company.
 - d. Suspension of trading on a Market, or the fixing of minimum or maximum prices for trading on a Market, a regulatory ban on the activities of any party (unless the Company has caused that ban), decisions of state authorities, governing bodies of self-regulating organizations, decisions of governing bodies of organized trading platforms.
 - e. Breakdown, failure, or malfunction of any electronic, network and communication lines (not due to the bad faith or wilful default of the company and hacker attacks.
 - f. Any event, act, or circumstances not reasonably within the Company's control and the effect of that event(s) is such that the Company is not in a position to take any reasonable action to cure the default.
 - g. The suspension, liquidation or closure of any market or the abandonment or failure of any event to which the Company relates its Quotes, or the imposition of limits or special or unusual terms on the trading in any such market or on any such event.
 - h. The failure of any relevant supplier, financial institution intermediate broker, liquidity provider, agent or principal of the Company, custodian, sub-custodian, dealer, exchange, clearing house or regulatory or self-regulatory organisation, for any reason, to perform its obligations.

- 19.2. If the Company determines reasonably that a force majeure event exists (without prejudice to any other rights under the Agreement) the Company may without prior notice and at any time proceed with the following actions:
- a. Increase Margin requirements without notice.
 - a. Decrease leverage.
 - b. Close out any or all open positions at such prices as the Company considers in good faith to be appropriate.
 - d. Refuse to accept orders from Customers.
 - c. Determine at its discretion the quotes and spreads that are executable through the Company's Trading Platform.
 - d. Suspend or modify the application of any or all terms of the Agreement to the extent that the force majeure event makes it impossible or impractical for the Company to comply with them.
 - e. Take or omit to take all such other actions as the Company deems to be reasonably appropriate in the circumstances with regard to the position of the Company, the Customer, and other Customers.

20. Complaints Procedure

- 20.1. If the Customer has any cause for complaint in relation to the services provided by the Company, he should file a complaint as per the Company's Complaint Handling policy which is available on the Company's website.
- 20.2. The Customer may register a complaint by completing the Complaint Form using any of the following options:
- Email: finance@trendinex.com
 - Postal Address: 6th Floor, Tower 1, Nexteracom Building Ebene, Mauritius
- 20.3. The Company's Complaints Handling Policy accompanied with the relevant complaint form which has to be filed by the Customer in case he has a complaint with the Company.

21. Representations and Warranties

- 21.1. The Customer represents and warrants to the Company the following:
- a. The Customer is over 18 years' old.
 - b. The information provided by the Customer to the Company in the account opening application form and at any time thereafter is true, accurate and complete, and at any time there is a change to the Customer personal data, the Customer will ensure that this data is updated and accurate, and the documents are valid and authentic.
 - c. The Customer is duly authorised to enter into this Agreement and has the capacity.
 - d. Any actions conducted by the Customer under this Agreement will not violate any law or rule applicable to the Customer or to the jurisdiction in which the Customer is resident, or any agreement by which the Customer is bound or by which any of the Customer's assets or funds are affected.
 - e. The Customer has read and fully understood and undertakes to comply with the terms of this Agreement.
 - f. The Customer funds are not in any direct or indirect way the proceeds of any illegal activity or used or intended to be used for terrorist financing.

- g. There is no pending or, to the best of the Customer's knowledge, any legal proceeding before any court, arbitration court, governmental body, agency or official likely to affect, the legality, validity, or enforceability against him of this Agreement.
- h. Any information which the Customer provides to the Company will not be misleading and will be true and accurate in all material respects.
- i. There are no restrictions, conditions, or restraints by Central Banks or any governmental, regulatory, or supervisory bodies, regulating Customer's activities, which could prevent or otherwise inhibit the Customer entering into, or performing in accordance with this Agreement and/or under any transaction which may arise under them.
- j. The Customer is not entering into any transaction unless he has a full understanding of all of the terms, conditions and risks involved.

22. Communication and Notices

- 22.1. Any notice, instruction, request, or other communication to be given to the Company by the Customer under the Agreement shall be in writing and shall be sent to the Company's email address at finance@trendinex.com.

23. Account Closing Procedure

- 23.1. Account Closing Procedure: Either party can terminate this Agreement by giving seven (7) business days' written notice to the other party. Following the notice, the Customer should close all open positions. In the case where the Customer has open positions during the termination notice period, then the Company reserves the right not to accept any new Transaction orders and the Company shall have the right to close all of the Customer's open positions on expiry of the notice period to the extent the Customer has not already done so. Upon termination of this Agreement, the Company shall be entitled to cease the access of the Customer to the Trading Platform.
- 23.2. The Company is entitled to close all open positions and terminate this Agreement immediately without giving prior written notice in the following cases:
- The Customer fails to comply with any obligation to make any payment when due under this Agreement.
 - There are reasonable grounds to believe that the Customer is in breach of this Agreement.
 - The Customer activity might be a violation of any Applicable Regulations. Company reasonably suspects market manipulation, fraudulent activity, or abuse of trading systems. The
 - The Customer dies, becomes, or is adjudged to be of unsound mind, is or becomes unable to pay his debts as they fall due, is or becomes bankrupt or insolvent within the meaning of any insolvency law or any suit, action or proceeding is commenced for any execution of all or any part of the property, undertaking or assets of the Customer.
 - The Customer commences a voluntary case or other procedure, or there is an involuntary case or other procedure or other similar procedure under any insolvency law.

- 23.3. The Company may terminate this Agreement immediately without giving prior written notice, and the Company shall have the right to reverse, void and/or cancel all previous Transactions on a Customer's account, in the following cases:
- The Customer involves the Company directly or indirectly in any type of fraud, in which it places the interests of Company and/or the Company's Customers at risk prior to terminating this Agreement.
 - The Customer's trading activity adversely affects in any manner the reliability and/or smooth operation and/or orderly functioning of the Trading Platform.
- 23.4. The Company reasonably determines that the Customer's trading patterns indicate potential market manipulation or abuse. Following termination, the Company and the Customer undertake to fulfil and complete all obligations derived from this Agreement and this Agreement shall continue to bind both parties in regard to the existing commitments or any contractual commitments which were intended to remain in force. The Company is entitled to deduct all amounts due to it before transferring any credit balances on any Account to the Customer. If there are no amounts due to the Company by the Customer, the Company shall immediately transfer to the Customer the Customer's funds in its possession, providing that the Company shall be entitled to keep such Customer's assets as necessary, to pay any actual, pending, or contingent obligations or liabilities of the Customer.

24. Cancellation Procedure

- 24.1. The Customer has a period of 14 calendar days from acceptance of this Agreement to withdraw from this Agreement provided that the Customer has not been engaged or involved in any transaction with the Company. This right of withdrawal or cancellation shall not apply following any transaction executed under this Agreement which will thereafter remain binding upon you and the procedure indicated in clause 21 above applies.

25. Company Liability

- 25.1. Nothing in this Agreement excludes or limits the Company's liability for any matter that cannot be excluded or limited under Applicable Regulations.
- 25.2. The Company will not be liable to the Customer for any loss which arises as a result of:
- a. The Company's compliance with, or the exercising of any of the Company's rights in accordance with, Applicable Regulations or this Agreement.
 - b. The Customer's negligence, fraud or breach of this Agreement or Applicable Regulations.
 - c. Any abnormal market condition or force majeure event.
 - d. any delays, delivery failures, or failures in transmission of any order or any other communication or any other loss or damage resulting from the transfer of data over mobile or other communications networks and facilities outside of the Company's control.
 - e. Any features, market data or third-party content available on the Company's Website, Platform, or e-mails, are provided on an "as is" and "if available" basis.
- 25.3. Neither the Company nor the directors, officers, servants, agents or representatives of the Company shall be liable to the Customer (except in the case of fraud) for any consequential, indirect, special,

incidental, punitive or exemplary loss, liability or cost which the Customer may suffer or incur arising from the act of omissions of the Company under this Agreement regardless of how such loss, liability or cost was caused and regardless of whether it was foreseeable or not. For the purposes of this paragraph, a loss, liability, or cost includes any loss, liability, or cost (as appropriate) arising from the Customer being unable to sell Financial Instruments where the price is falling, or from not being able to purchase Financial Instruments where the price is rising, or from being unable to enter into or complete another trade which requires him to have disposed of or purchased the Financial Instruments or any other loss, liability or cost arising as a result of loss of business, profits, goodwill or data and any indirect, special, incidental, consequential, punitive or exemplary loss, liability or cost, whether arising from negligence, breach of contract or otherwise and whether foreseeable or not.

- 25.4. For the avoidance of doubt, the Company's third-party providers are not responsible for and have not participated in the determination of the Company's prices and they exclude all warranties, undertakings, or representations (either express or implied) relating to the Customer's use of the Company's Platform or the Company's Website. Without limiting the foregoing, in no event whatsoever shall the Company's third-party providers be liable for any loss, regardless of whether they are aware of such loss and whether such liability is based on breach of contract, tort or otherwise.
- 25.5. Save in the event of the Company's negligence, wilful default or fraud, the Company will not be liable for any loss or damage caused by a hacker's attack, viruses or other technologically harmful material that may infect your computer equipment, computer programs, data or other proprietary material due to your use of the Company's Platform or Website or to the Customer's downloading of any material posted on it, or on any website (including our Website) linked to it.

26. Severability

- 26.1. Should any part of this Agreement be held by any court of competent jurisdiction to be unenforceable or illegal or contravene any of the Applicable Regulations, that part will be deemed to have been excluded from this Agreement and this Agreement will be interpreted and enforced as though the provision had never been included and the legality or enforceability of the remaining provisions of the Agreement shall remain unaffected.

27. Miscellaneous

- 27.1. The Company may at any time and without notice to the Customer set-off any liability under this Agreement or any other agreement entered into between the parties and between any account(s) of the Customer (whether actual or contingent, present, or future). The Company can off-set any owed amounts using any account the Customer maintains with the Company to the extent permissible, including but not limited to recovering any negative balances.
- 27.2. This Agreement may be amended from time to time at the Company's sole discretion and after the relevant changes are approved by the FSC the Company shall notify the Customer of the relevant amendment or about the updated Agreement either in writing or through the Company's Website. The Customer acknowledges and agrees that continued use of the services after such notification constitutes acceptance of the changes.

- 27.3. In the event of the death or mental incapacity of the Customer, all funds held by the Company will be for the benefit of the legal heirs of the Customer, should this be verified, and the legal heirs request for the withdrawal of the remaining balance in the deceased Customer's account. At the order of the legal heirs and presentation of official legal documents from the applicable governmental authorities in the jurisdiction of the deceased Customer, and upon checking the said documents, the Company shall make the decision whether to allow such withdrawal in its sole discretion. All obligations and liabilities owed to the Company in connection with the deceased Customer account will be set off from the Customer's account and no repayment will be required to be made by the legal heirs.
- 27.4. The Company will not accept applications for the opening of accounts from residents domiciled in the EU, or residents or citizens of the United States of America, as well as other countries as required by Applicable Law, or required by our internal policies from time to time (these are known as "Blocked Countries"). We may change the list of Blocked Countries from time to time and as required by Applicable Law or our internal risk assessment without prior notice.

28. Governing Law and Jurisdiction

- 28.1. This Agreement is governed by the Laws of Mauritius.
- 28.2. The Competent Courts for all disputes and controversies arising out of or in connection with the Agreement shall be the Courts of Mauritius.