

**EVA Markets**  
**Account Opening Agreement**

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## 1.0 DEFINITIONS AND INTERPRETATIONS

1.1 EVA Markets Ltd (hereinafter referred to as the 'Company'), is incorporated under registered number HY01123442 and licensed by the Mwali International Services Authority, Island of Moheli as an International Brokerage and Clearing House under License number T2023415 with a registered office Bonovo Road – Fomboni Island of Mohéli – Comoros Union.

1.2 In this Client Services Agreement (hereinafter the "Agreement") the following terms shall, unless the context otherwise pledges, have the following meanings and may be used in the singular or plural as appropriate:

1.2.1 "Account" shall mean a transaction account of the Client at EVA Markets

1.2.2 "Account Statement" shall mean a periodic statement of the transactions credited or debited to an Account

1.2.3 "Account Summary" shall mean a statement of the Clients securities portfolio, open positions, margin requirements, cash deposit etc. at a specific point in time;

1.2.4 "Agent" shall mean an individual person or legal entity undertaking a transaction on behalf of another individual person or legal entity but in his/its own name;

1.2.5 "Authorised Person" shall mean a person authorised by the Client to give instructions to EVA Markets

1.2.6 "Best Execution Policy" shall mean EVA Markets's prevailing policy available at the website of the broker and the Trading Platform regarding best execution when executing client orders;

1.2.7 "Business Day" shall mean any day on which we are open for business;

1.2.8 "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;

1.2.9 "Client" shall mean the individual person, legal entity or firm being a customer of EVA Markets;

1.2.10 "Client Classification" shall mean EVA Markets 's overall, product-, or transaction specific classification of Clients;

1.2.11 "Commercial use" shall mean any use of the Trading Platform by Clients which legal

entities or firms are;

- 1.2.12 "Commissions, Charges & Margin Schedule" shall mean the schedule of commissions, charges, margin, interest and other rates which at any time may be applicable to the Services as determined by EVA Markets on a current basis. The Commissions, Charges & Margin Schedule is available on EVA Markets's website and may be supplied to the Client on demand;
- 1.2.13 "Conflict of Interest Policy" shall mean EVA MARKETS's prevailing policy regarding conflicts of interest which is available at the website;
- 1.2.14 "Contract" shall mean any contract, whether oral or written, for the purchase or sale of any commodity, security, currency or other financial instrument or property, including any derivatives such as an option, a future, a CFD or other transaction relating thereto, entered into by EVA MARKETS with the Client;
- 1.2.15 "Contract Option" shall mean a contract between EVA MARKETS and a Client the terms of which correspond in all respects to the terms of an option, which is quoted, listed or ordinarily purchased or sold on and cleared through a regulated market place or another market;
- 1.2.16 "Counterparties" shall mean banks and/or brokers through whom EVA MARKETS may cover its Contracts with Clients or with whom EVA MARKETS otherwise deals in relation to Clients' transactions;
- 1.2.17 "Durable Medium" means any instrument which enables the Client to store information in a way accessible for future reference for a period of time adequate to the purposes of the information and which allows the unchanged reproduction of the information stored;
- 1.2.18 "Events of Default" shall have the meaning given to this term in Clause 19;
- 1.2.19 "FIFO" is an abbreviation of "First in – First Out" and refers to the fact that in case one or more Contracts with the same characteristics shall be closed, EVA MARKETS will as a point of departure close the older Contract first;
- 1.2.20 "Inside Information" shall mean non-published information which is likely to have a noticeable effect on the pricing of a Contract if it was made public;

1.2.21 "Margin Trade" shall mean a Contract opened and maintained based on a margin deposit as opposed to a Contract based on a purchase price;

1.2.22 "Market Rules" shall mean the rules, regulations, customs and practices from time to time of any exchange, clearing house or other organisation or market involved in, or otherwise relevant to, the conclusion, execution, terms or settlement of a transaction or Contract and any exercise by any such exchange, clearing house or other organization or market of any power or authority conferred on it;

1.2.23 "Net Free Equity" is a basis of calculation of interest which is calculated in accordance with the definition specified in EVA MARKETS's Commissions, Charges & Margin Schedule;

1.2.24 "Politically Exposed Persons (PEPs)" means a Foreign PEP, a Domestic PEP and an International Organisation PEP and their family members and close associates. For the purposes of this definition:

a. "Domestic PEP" means a natural person who is or has been entrusted domestically with prominent public functions in Mwali and includes the Head of State and of government, senior politicians, senior government, judicial or military officials, senior executives of state owned corporations, important political party officials and such other person or category of persons as may be specified as may be specified by a supervisory authority or regulatory body after consultation with the National Committee;

b. "Foreign PEP" means natural person who is or has been entrusted with prominent public functions by a foreign country, including Heads of State or of government, senior government, judicial or military officials, senior executives of state owned corporations, important political party officials and such other person or category of persons as may be specified as may be specified by a supervisory authority or regulatory body after consultation with the National Committee;

c. "International Organisation PEP" means a person who is or has been entrusted with a prominent function by an international organisation and includes members of senior management or individuals who have been entrusted with equivalent functions, including directors, deputy directors and members of the board or equivalent functions and such other person or category of persons as may be specified by a supervisory authority or regulatory body after consultation with the National

Committee.

- d. "Family members" are individuals who are related to a PEP either directly (consanguinity) or through marriage or similar (civil) forms of partnership.
- e. "Close associates" are individuals who are closely connected to a PEP, either socially or professionally

1.2.25 "Private use" shall mean any use of the Trading Platform by Clients that are physical persons;

1.2.26 "Principal" shall mean the individual person or the legal entity which is a party to a transaction;

1.2.27 "EVA MARKETS" shall mean EVA MARKETS with a registered office Bonovo Road – Fomboni Island of Mohéli – Comoros Union, or any branch hereof;

1.2.28 "Security" shall mean any securities or other assets deposited with EVA MARKETS by the Client;

1.2.29 "Services" shall mean the services to be provided by EVA MARKETS subject to the Agreement;

1.2.30 "Settlement/Trade Confirmation" shall mean a notification from EVA MARKETS to the Client confirming the Client's entry into a Contract;

1.2.31 "Trading Platform" shall mean any online trading platform made available by EVA MARKETS under the Agreement;

1.3 If there is any conflict between this Agreement and the applicable legislations, rules and regulations, the latter shall prevail.

1.4 In this Agreement any reference to an individual person shall include bodies corporate, unincorporated associations, partnerships and individuals.

1.5 Headings and notes in this Agreement for reference only and shall not affect the contents and interpretation of the Agreement.

1.6 In this Agreement references to any law, statute or regulation or enactment shall include references to any statutory modification or re-enactment thereof or to any regulation or order made under such law, statute or enactment (or under such a modification or re-enactment).

## **2.0 RISK ACKNOWLEDGEMENT**

2.1 The Client acknowledges, recognizes, and understands that trading and investments in leveraged as well as non-leveraged Contracts is:

2.1.1 highly speculative;

2.1.2 may involve an extreme degree of risk; and

2.1.3 Is appropriate only for persons who, if they trade on margin, can assume risk of loss in excess of their margin deposit.

2.2 The Client acknowledges, recognizes and understands that:

2.2.1 because of the low margin normally required in Margin Trades, price changes in the underlying asset may result in significant losses, which losses may substantially exceed the Client's investment and margin deposit;

2.2.2 when the Client directs EVA MARKETS to enter into any transaction, any profit or loss arising as a result of a fluctuation in the value of the asset or the underlying asset will be entirely for the Client's account and risk;

2.2.3 the Client warrants that the Client is willing and able, financially and otherwise, to assume the risk of trading in speculative investments;

2.2.4 the Client agrees not to hold EVA MARKETS responsible for losses incurred as a consequence of EVA MARKETS carrying the Client's account and following its recommendations or suggestions or those of its employees, associates or representatives, unless EVA MARKETS has exercised gross negligence in connection herewith;

2.2.5 the Client is aware of the fact that unless it is otherwise specifically agreed, EVA MARKETS shall not conduct any continuous monitoring of the transactions already entered into by the Client neither individually nor manually. Hence, EVA MARKETS cannot be held responsible for the transactions developing differently from what the Client might have pre-supposed and/or to the disadvantage of the Client;

2.2.6 the Client accepts that guarantees of profit or freedom from loss are impossible in investment trading; and

2.2.7 the Client is aware that the services provided by the Company are not intended for persons under eighteen (18) years of age nor is the Company's website designed for the use of these people. The Client accepts and confirms that he/she is above eighteen (18) years of age.

### **3.0 CLIENT CLASSIFICATION**

3.1 EVA MARKETS offers its Clients the possibility to request reclassification online and thus to increase or decrease the level of regulatory protections afforded. Where a Client requests a different categorisation (either on an overall level or on a product level), the Client needs to meet certain specified quantitative and qualitative criteria.

3.2 On the basis of the Client's request, EVA MARKETS undertakes an adequate assessment of the expertise, experience, and knowledge of the Client to give reasonable assurance, in the light of the nature of transactions or services envisaged that the Client is capable of making his/her own investment decisions and understanding the risks involved. However, if the above-mentioned criteria are not met, EVA MARKETS reserves the right to choose whether to provide services under the requested classification.

## **4.0 SERVICES**

4.1 Subject to the Client fulfilling its obligations under this Agreement, EVA MARKETS may enter into transactions with the Client in the following investments and instruments:

4.1.1 CFDs Currency Pairs

4.1.2 CFDs Equity Indices

4.1.3 CFDs Metal

4.1.4 CFDs Commodity

4.2 The Services provided by EVA MARKETS may involve:

4.2.1 Margined transactions; or

4.2.2 Transactions in instruments which are: traded on exchanges which are not recognized or designated investment exchanges; and/or not traded on any stock or investment exchange; and/or not immediately and readily realisable.

4.3 Orders may be placed as market orders to buy or sell as soon as possible at the price obtainable in the market, or on selected products as limit and stop orders to trade when the price reaches a pre-defined level. Limit orders to buy and stop orders to sell must be placed below the current market price, and limit orders to sell and stop orders to buy must be placed above the current market price. If the bid price for sell orders or ask price for buy orders is reached, the order will be filled as soon as possible at the price obtainable in the market. Limit and stop orders are executed consistent with "EVA MARKETS's Best Execution Policy" and are not guaranteed executable at the specified price or amount, unless explicitly stated by EVA MARKETS for the specific order.

4.4 In relation to any transaction or Contract, EVA MARKETS will effect such transaction or Contract as Principal unless it is specifically agreed that EVA MARKETS shall act as Agent for the Client.

4.5 The Client shall, unless otherwise agreed in writing, relative to EVA MARKETS enter into Contracts as Principal.

4.6 If the Client acts as Agent, regardless of whether the Client identifies the Principal to EVA MARKETS, EVA MARKETS shall not be obliged to accept the said Principal as a client, and consequently EVA MARKETS shall be entitled to consider the Client as Principal in relation to

the Contract.

- 4.7 When the Client enters into a Contract Option with EVA MARKETS, EVA MARKETS will act as counterparty to the Client. EVA MARKETS will enter into a contract with a Counterparty which is identical in all respects to the contract between EVA MARKETS and the Client. The Counterparty will in turn enter into a contract on the relevant exchange (unless Market Rules requires the Counterparty to act as EVA MARKETS's agent in which case EVA MARKETS will enter into a contract on the exchange). The Client is contracting with EVA MARKETS and has no right of recourse against EVA MARKETS's Counterparties or any right over contracts between EVA MARKETS and its Counterparties.
- 4.8 In the event EVA MARKETS provides advice, information or recommendations to the Client EVA MARKETS shall not be responsible for the profitability of such advice, information or recommendation as further stipulated in Clause 20, and the Client acknowledges, recognizes and understands that:
- 4.8.1 All transactions in exchange-traded investments and many Contracts will be effected subject to, and in accordance with, Market Rules;
- 4.8.2 Market Rules usually contain far-reaching powers in an emergency or otherwise undesirable situation;
- 4.8.3 If any exchange or clearing house takes any action which affects a transaction or Contract, directly or indirectly, including any Contract Option, then EVA MARKETS is entitled to take any action relevant to the situation and reasonable to the parties in the interests of the Client and/or EVA MARKETS;
- 4.8.4 EVA MARKETS shall not be liable for any loss as further stipulated in Clause 20 and suffered by the Client as a result of the acts or omissions of any exchange or clearing house or any action reasonably taken by EVA MARKETS as a result of such acts or omissions unless EVA MARKETS has exercised gross negligence in connection hereby;
- 4.8.5 Where any transaction is effected by EVA MARKETS as Agent for the Client, delivery or payment (as appropriate) by the other party to the transaction shall be at the Client's entire risk;
- 4.8.6 EVA MARKETS's obligation to deliver investments to the Client or to account to the Client or any other person on the Client's behalf for the proceeds of sale of investments shall be conditional upon receipt by EVA MARKETS of deliverable documents or sale

proceeds (as appropriate) from the other party or parties to the transaction;

4.8.7 EVA MARKETS may in whole or in part, on a permanent or temporary basis withdraw any account facility provided by EVA MARKETS to the Client. Situations where EVA MARKETS may take such action include situations where:

- EVA MARKETS considers that the Client may be in possession of Inside Information;
- EVA MARKETS considers that there are abnormal trading conditions; or
- EVA MARKETS is unable to calculate prices in the relevant Contract due to the unavailability of the relevant market information.

EVA MARKETS informs the Client of the withdrawal and the reasons for it, where possible, before the withdrawal and if this is not possible immediately thereafter, unless giving such information would compromise objectively justified security reasons;

4.8.8 EVA MARKETS reserves a right to raise commission on withdrawal up to 4.5% in case there is no sufficient trading activity between last deposit and withdraw request.

4.9 Normally EVA MARKETS shall not provide any advice to the Client on any tax issues related to any Services. The Client is advised to obtain individual independent counsel from its financial advisor, auditor or legal counsel with respect to tax implications of the respective Services.

4.10 Notwithstanding any other provision of this Agreement, in providing its Services, EVA MARKETS shall be entitled to take any action considered necessary and reasonable to ensure compliance with the Market Rules and all other applicable laws and regulatory decisions.

## **5.0 DEALINGS BETWEEN THE COMPANY AND THE CLIENT**

5.1 The Client may provide EVA MARKETS with oral through recorded telephone or written instructions (which shall include instructions provided via the internet or by e-mail as described below). EVA MARKETS shall acknowledge the reception of the instructions orally or in writing, as appropriate.

5.2 The Client shall inform EVA MARKETS in writing of the persons the Client has granted a Power of Attorney to instruct EVA MARKETS on behalf of the Client. For practical reasons, EVA MARKETS can only undertake to register one Power of Attorney for the Client. If the Client at

any time wishes to revoke such a Power of Attorney, to change the extent of the Power of Attorney, or grant Power of Attorney to a different person this shall also be informed to EVA MARKETS in writing. EVA MARKETS is in accordance with general rules regarding Power of Attorneys entitled to receive instructions from any person authorised by the Client as well as persons who appear authorised.

5.3 In addition to the terms listed on EVA MARKETS's website and the terms stated in Section 6 regarding the Trading Platform, the following terms apply to Contracts executed on the internet:

5.3.1 EVA MARKETS shall not undertake the risk towards Clients for any loss, expense, cost or liability suffered or incurred by the Client due to failure of the system, transmission failure or delays or similar technical errors unless EVA MARKETS has exercised gross negligence in connection herewith, notwithstanding Clause 6.9;

5.3.2 EVA MARKETS may offer real-time tradable prices to the Client. Due to delayed transmission between the Client and EVA MARKETS the price offered by EVA MARKETS may have changed before an order from the Client is received by EVA MARKETS. If automatic order execution is offered to the Client, EVA MARKETS shall be entitled to change the price on which the Client's order is executed to the market value at the time at which the order from the Client was received;

5.3.3 Prices offered by EVA MARKETS regarding the sale, purchase or exercise of Contract Options reflect the price of the relevant exchange traded product. Due to delays from the Client's execution of an order or instruction regarding a Contract Option to the execution of the relevant exchange traded product on the exchange, the price as listed on the Trading Platform is subject to change, in order for the Contract Option to reflect the price of the relevant exchange traded product at the time of its execution or exercise (as applicable);

5.3.4 The Trading Platform may be available in several versions, which may be differentiated in various aspects including, but not limited to the level of security applied, products and services available etc. EVA MARKETS shall not be liable to the Client for any loss, expense, cost or liability suffered or incurred by the Client due to the Client using a version different from EVA MARKETS's standard version with all available updates installed;

5.3.5 The Client shall be responsible for all orders, and for the accuracy of all information,

sent via the internet using the Client's name, password or any other personal identification means implemented to identify the Client;

- 5.3.6 The Client is obliged to keep passwords secret and ensure that third parties do not obtain access to the Client's trading facilities;
- 5.3.7 If the Trading Platform is used for Commercial use the Client is liable to EVA MARKETS for Contracts executed by use of the Client's password even if such use might be wrongful;
- 5.3.8 Regardless of the fact that the Trading Platform might confirm that a Contract is executed immediately when the Client transmits instructions via the Trading Platform, it is the Settlement/Trade Confirmation forwarded by EVA MARKETS or made available to the Client on the Trading Platform which solely constitutes EVA MARKETS's confirmation of execution.
- 5.4 Any instruction sent via the Trading Platform or by e-mail by the Client shall only be deemed to have been received and shall only then constitute a valid instruction and/or binding Contract between EVA MARKETS and the Client when such instruction has been recorded as executed by EVA MARKETS and confirmed by EVA MARKETS to the Client through the Settlement/Trade Confirmation and/or Account Statement, and the mere transmission of an instruction by the Client shall not constitute a binding Contract between EVA MARKETS and the Client.
- 5.5 The Client shall promptly give any instructions to EVA MARKETS, which EVA MARKETS may require. If the Client does not give such instructions promptly, EVA MARKETS may, at its reasonable discretion, take such steps at the Client's cost, as EVA MARKETS considers necessary or desirable for its own protection or the protection of the Client. This provision is similarly applicable in situations when EVA MARKETS is unable to obtain contact with the Client.
- 5.6 If the Client does not provide EVA MARKETS with notice of its intention to exercise an option, a Contract Option or another Contract which requires an instruction from the Client at the time stipulated by EVA MARKETS, EVA MARKETS may treat the option or Contract as abandoned by the Client. If the Client wishes to exercise an option, Contract Option or another Contract, the Client must provide EVA MARKETS with notice thereof in reasonable time (and within applicable cut-off times) for EVA MARKETS to exercise the corresponding right under any contract equivalent to the Contract Option that EVA MARKETS has entered

into with any Counterparty. Contract Options (put and call) that close one tick or more in the money on the last trading day will automatically be exercised, regardless of whether the Client has purchased or sold the Contract Option. The Client cannot instruct EVA MARKETS not to exercise Contract Options that are in the money at expiry and cannot at any time instruct EVA MARKETS to exercise Contract Options that are out of the money.

- 5.7 EVA MARKETS applies a random method of assignment among its Clients' Contract Options when EVA MARKETS is notified by its Counterparties that one or more short option positions have been assigned. EVA MARKETS's allocation method randomly selects short Contract Options among all EVA MARKETS's Clients' positions, including Contract Options opened immediately prior to the assignment. All short Contract Options are liable for assignment at anytime. If a short Contract Option is assigned, the Client is obliged, within the applicable time of delivery, to deliver the relevant amount of cash or assets in the case of a call Contract Option and the relevant amount of cash in the case of a put Contract Option, to effect settlement.
- 5.8 EVA MARKETS may (but shall not in any circumstances be obliged to) require confirmation in such form as EVA MARKETS may reasonably request if an instruction is to close an Account or remit money due to the Client or if it appears to EVA MARKETS that such confirmation is necessary or desirable.
- 5.9 Pursuant to general rules regarding power of attorney the Client is accountable to EVA MARKETS for losses which EVA MARKETS may suffer as a result of instructions from a person who has explicitly or tacit power of attorney to give EVA MARKETS instructions on behalf of the Client.
- 5.10 EVA MARKETS reserves the right in its absolute discretion to cancel, unwind, close out, repair, reinstate or take other action it may deem necessary with respect to open or closed trades of Client or instructions from the Client where the trades executed or instructions submitted would be in violation of, but not limited to, the Agreement, securities markets legislation, usual market practices, legislation on money laundering or insider trading or if the Client is using or has otherwise engaged proprietary or third party malicious and manipulative software or plugins or general trading style that in EVA MARKETS's, its eligible counterparties' or liquidity providers' view, has the actual, suspected or potential nature of breaching the Agreement or relevant securities markets legislation or EVA MARKETS believes that to execute its absolute discretion with the regards to the above matters is necessary to protect its own interests, or the interests of its Clients.

5.11 In general, EVA MARKETS shall act according to instructions as soon as practically possible and shall, as far as trading instructions are concerned, act consistent with the broker's Best Execution Policy. However, if after instructions are received, EVA MARKETS believes that it is not reasonably practicable to act upon such instructions within a reasonable time, EVA MARKETS may defer acting upon those instructions until it is, in EVA MARKETS's reasonable opinion, practicable to do so or as soon as possible notify the Client that EVA MARKETS is refusing to act upon such instructions.

5.12 It is possible that errors may occur in the prices of transactions quoted by EVA MARKETS. In such circumstances, without prejudice to any rights it may have, EVA MARKETS shall not be bound by any Contract which purports to have been made (whether or not confirmed by EVA MARKETS) at a price which:

- i EVA MARKETS is able to substantiate to the Client was manifestly incorrect at the time of the transaction; or
- ii was, or ought to have reasonably been known by the Client to be incorrect at the time of the transaction. In which case EVA MARKETS reserves the right to either
  - a. cancel the trade all together or
  - b. correct the erroneous price at which the trade was done to either the price at which EVA MARKETS hedged the trade or alternatively to the historic correct market price.

5.13 Trading strategies aimed at exploiting errors in prices and/or concluding trades at off-market prices (commonly known as "sniping") are not accepted by EVA MARKETS Provided that EVA MARKETS can document that there on the time of the conclusion of the trade were errors in prices, commissions, or in the Trading Platform, and provided EVA MARKETS can render probable that the Client, based on its trading strategy or other provable behavior, deliberate and/or systematically has exploited or attempted to exploit such an error, EVA MARKETS is entitled to take one or more of the following countermeasures:

- i adjust the price spreads available to the Client;
- ii restrict the Client's access to streaming, instantly tradable quotes, including providing manual quotation only;
- iii retrieve from the Client's account any historic trading profits that EVA MARKETS can

document have been gained through such abuse of liquidity at any time during the client relationship; and/or

iv terminate the client relationship immediately by giving written notice.

5.14 If the Client is more than one person (for example, joint accountholders):

- i the liabilities of each such person shall be direct, joint and several;
- ii EVA MARKETS may act upon instructions received from anyone person who is, or appears to EVA MARKETS to be, such a person, whether or not such person is an Authorised Person;
- iii any notice or other communication provided by EVA MARKETS to one such person shall be deemed to have been provided to all such persons; and
- iv the rights of EVA MARKETS under Clause 19 shall apply if an event described in Clause 19 shall be deemed to have occurred in respect of any one of such persons.

5.15 The Client agrees that EVA MARKETS may record all telephone conversations, internet conversations (chat), and meetings between the Client and EVA MARKETS and use such recordings, or transcripts from such recordings, as evidence towards any party (including, but not limited to, any regulatory authority and/or court of law) to whom EVA MARKETS at its reasonable discretion sees it to be desirable or necessary to disclose such information in any dispute or anticipated dispute between EVA MARKETS and the Client. However, technical reasons may prevent EVA MARKETS from recording a conversation, and recordings or transcripts made by EVA MARKETS will be destroyed in accordance with EVA MARKETS's normal practice. Consequently, the Client should not rely on such recordings to be available.

5.16 When the Client instructs EVA MARKETS to enter into a position opposite to one or more of the Client's open positions, EVA MARKETS will close out the opposite position in accordance with the FIFO principles unless the position has related orders or otherwise agreed.

5.17 The Client acknowledges that EVA MARKETS has the right to, but not the obligation to close directly opposite positions. This applies not only when the positions are held on the on the same account, but also when they are held on separate accounts.

5.18 If the Client operates several Accounts (or subaccounts) and opposite positions are opened on different Accounts (or sub-accounts), EVA MARKETS shall not close out such positions. The

Client is specifically made aware that unless closed manually, all such positions may be rolled over on a continuous basis and thereby consequently all incur a cost for such roll-over.

## **6.0 SPECIAL NOTE ON THE USE OF THE TRADING PLATFORM**

- 6.1 The technical requirements to which the Client's IT equipment, operating system, Internet connection etc. shall conform are described on EVA MARKETS's website.
- 6.2 The Client shall enter his user ID and password when logging on to the Trading Platform. The Client should memorize the password. The Client is obligated to notify EVA MARKETS without undue delay on becoming aware of unauthorized use of the Trading Platform, or if the Client suspects that the password has been misappropriated by a third party, the Client shall contact EVA MARKETS immediately to block his Trading Platform. The Client can then order a new password. The Client is for a period of 18 months after notification entitled to request EVA MARKETS to provide the Client with the means to prove that he made such notification.
- 6.3 The Client can block his Trading Platform at any time by contacting EVA MARKETS. Blocking the Trading Platform prevents other persons from accessing it. Open orders and positions placed on the platform before the blocking will not be affected by the blocking unless the Client specifically requests so, and the Client is responsible for deciding about his positions.
- 6.4 The right to use the Trading Platform is personal, and the Client shall not allow other persons to use his user ID and/or his password. If the Client wants to allow a third party to trade on the Client's account, the Client shall issue a separate power of attorney to the relevant third party. The power of attorney shall be written on one of EVA MARKETS's power of attorney forms. The issue of the power of attorney shall be approved by EVA MARKETS.
- 6.5 From the Trading Platform the Client can print reports on trading activities and his account balances.
- 6.6 Where the Client has placed an order which he subsequently regrets, the Client may request that the order be cancelled up until the time of execution. The Client is aware that EVA MARKETS is under no obligation to cancel the order. A request for cancellation or an order can be made via the Trading Platform or by calling EVA MARKETS Sales Trading. Requests concerning cancellation of orders generated when the margin is exceeded can

only be made to EVA MARKETS Sales Trading. An order shall not be considered to be cancelled until the Client has received a written confirmation from EVA MARKETS.

- 6.7 The Client shall not be liable for unlawful use of the Trading Platform occurring after the Client has informed EVA MARKETS.
- 6.8 Where the Trading Platform is used for Private Use, EVA MARKETS shall be liable for direct losses resulting from defectively executed orders, unless defectively executed order is due to conditions for which the Client is liable. EVA MARKETS shall not be liable for any indirect losses.
- 6.9 EVA MARKETS shall not be liable for losses in cases of abnormal and unforeseeable circumstances beyond the control of EVA MARKETS pleading for the application of those circumstances, the consequences of which would have been unavoidable despite all efforts to the contrary.
- 6.10 If the Trading Platform is used for Commercial use EVA MARKETS shall not be liable for any indirect losses and/or losses resulting from:
- i Operational failures preventing the use of the Trading Platform;
  - ii Interruptions preventing the Client from accessing the Trading platform;
  - iii Use of the Internet as a means of communication and transport;
  - iv Damage caused by matters relating to the Client's own computer systems.
- 6.11 EVA MARKETS shall not be responsible for losses resulting from the Client'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 for Commercial Use, the Client 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 Client's computer system. Furthermore, the Client shall be obliged to make backup copies of data which, should such data be lost, might result in losses for the Client.
- 6.12 EVA MARKETS reserves the right to archive or disable the Client Account that is inactive (no trading and/or deposit/withdrawal activity) for at least 90 calendar days and has a balance of equal or less than 10 euros or equivalent in other currencies. The Client Account may be restored from archive only to generate a report/statement and not for trading or

depositing. Restored Client Account is again put back to archive once the report/statement is generated. The Client may always open a new trading account and is allowed to transfer any archived balance to the new account. EVA MARKETS is not obligated to inform the Client prior to or after archivation/disabling.

## **7.0 MARGINS, SECURITY, PAYMENTS AND DELIVERY**

7.1 The Client shall pay to EVA MARKETS on demand:

- i such sums of money by way of deposits, or as initial or variation margin as EVA MARKETS may require. In the case of a Contract effected by EVA MARKETS on an exchange, such margin shall be not less than the amount or percentage stipulated by the relevant exchange plus any additional margin that EVA MARKETS at its reasonable discretion may require
- ii such sums of money as may from time to time be due to EVA MARKETS under a Contract and such sums as may be required in or towards clearance of any debit balance on any Account;
- iii such sums of money as EVA MARKETS may from time to time require as security for the Client's obligations to EVA MARKETS; and
- iv any amount to maintain a positive cash balance on any and all Account(s).

7.2 When dealing with Contract Options EVA MARKETS will enter into a contract with its Counterparties which is identical in all respects to the Contract Option between EVA MARKETS and the Client and EVA MARKETS may under such Counterparty contract be required to deliver additional margin from time to time. EVA MARKETS may without notice change the margin requirement towards the Client to reflect changes in applicable margin requirements for EVA MARKETS from time to time under any Counterparty contract.

7.3 If the Client makes any payment which is subject to any price fluctuations, withholding or deduction, the Client shall pay to EVA MARKETS such additional amount to ensure that the amount actually received by EVA MARKETS will equal the full amount EVA MARKETS would have received had no price fluctuations, withholding or deduction been made.

7.4 Payments into the Client's account are deposited by EVA MARKETS on the condition of EVA MARKETS receiving the amount in question. This shall apply irrespective of whether it has been explicitly stated in receipts or other notices of or requests for payment.

7.5 With the prior written agreement of EVA MARKETS on each occasion, the Client may deposit Security with EVA MARKETS or provide EVA MARKETS with a guarantee or indemnity from a person and in a form acceptable to EVA MARKETS instead of cash for the purpose of complying with its obligations. The Client is made specifically aware that EVA MARKETS at its reasonable discretion may determine the value by which Security shall be registered and consequently contribute to EVA MARKETS's demand towards the Client and EVA MARKETS may continuously change such value of Security without prior notice to the Client.

7.6 The Client is made aware that securities held or deposited on the Client's account with EVA MARKETS the Client cannot put up as collateral or guarantee for any of the Client's obligations towards a third party.

7.7 Any Security will be held by an intermediate broker or eligible custodian, appointed by EVA MARKETS, and the intermediate broker or eligible custodian shall be responsible for claiming and receiving all interest payments, income and other rights accruing to the Client.

7.8 EVA MARKETS is with the Client's specific consent entitled to:

- i pass on any money or Security received from the Client in order to satisfy EVA MARKETS's obligations to any third party;
- ii charge, pledge or grant any security arrangement over Security in order to satisfy EVA MARKETS's obligations to any third party in which case the Security may or may not be registered in the Client's name;
- iii lend Security to any third party in which case the Security may or may not be registered in the Client's name; and
- iv return to the Client other Security than the original Security.

7.9 EVA MARKETS shall not be obliged to account to the Client for any income received by EVA MARKETS as a result of carrying out any of the activities described in this Clause.

7.10 The Client shall be obliged to promptly deliver any money or property deliverable by it under a Contract in accordance with the terms of that Contract and with any instructions

given by EVA MARKETS for the purpose of enabling EVA MARKETS to perform its obligations under any corresponding Contract entered into between EVA MARKETS and a third party.

7.11 If the Client fails to provide any margin, deposit or other sum due under this Agreement in respect of any transaction EVA MARKETS may close any open position without prior notice thereof to payment of any amounts due to EVA MARKETS This is further regulated in Clause 8.2 and Clause 18.

7.12 If the Client fails to make any payment when it falls due, the Client shall pay interest (from the due date and until payment takes place) on the outstanding amount at the rate stated in the Commissions, Charges & Margin Schedule stipulated on the website.

7.13 The Client is advised that EVA MARKETS shall have the right, in addition to any other rights it may have under this Agreement, to limit the size of the Client's open positions (net or gross) and to refuse orders to establish new positions. EVA MARKETS will inform the Client as soon as possible regarding such refused orders and the reason for the refusals. Situations where EVA MARKETS may exercise such right include, but are not limited to, where:

- i EVA MARKETS has reason to believe that the Client may be in possession of Inside Information;
- ii EVA MARKETS considers that there are abnormal trading conditions;
- iii the value of the Client's Security (as determined by EVA MARKETS) falls below the minimum margin requirement as defined in EVA MARKETS's Commissions, Charges & Margin Schedule; or
- iv the Client has a negative cash-balance on any Account.

7.14 Settlement of Contract Options shall correspond to the settlement of the relevant exchange traded option in accordance with the market rules and terms and conditions applicable to the relevant exchange traded option. For Contract Options on cash settled options, final settlement requires payment of the cash difference between the value of the underlying option and the strike price. For Contract Options regarding physically settled options, the Contract Options will settle into the respective contract, stock or other security. Contract Options regarding options on futures will settle into a future acquired at the strike price. EVA MARKETS will only allow the Client to trade Contract Options on Contracts with

physical delivery if the Contract Option expires before the underlying Contract. EVA MARKETS will require Clients to close any Contract with physical delivery of commodities before they can be exercised (i.e. EVA MARKETS does not support physical delivery of commodities).

## **8.0 MARGIN TRADES**

- 8.1 On the date of the opening of a Margin Trade between EVA MARKETS and the Client, EVA MARKETS may require the Client to have margin on the Account at least equivalent to EVA MARKETS's initial margin requirement.
- 8.2 EVA MARKETS's margin requirement shall apply throughout the term of the Margin Trade. It is the Client's responsibility continuously to ensure that sufficient margin is available on the Account at any time. If practicably possible EVA MARKETS shall notify the Client if the margin requirements are not met. If, at any time during the term of a Margin Trade, the margin available on the Account is not sufficient to cover EVA MARKETS's margin requirement, the Client is obliged to reduce the amount of open Margin Trades or transfer adequate funds to EVA MARKETS. Even if the Client takes steps to reduce the size of open Margin Trades or to transfer sufficient funds to EVA MARKETS, EVA MARKETS may close one, several or all of the Client's Margin Trades or part of a Margin Trade and/or liquidate or sell securities or other property at the Client's account at its sole discretion without assuming any responsibility towards the Client for such action.
- 8.3 If EVA MARKETS due to insufficient margin, cf. Clause 8.2, may close one, several or all of the Client's Margin Trades, the Client shall expect, unless otherwise agreed and confirmed by EVA MARKETS that all of the Client's open Margin Trades will be closed.
- 8.4 If the Client has opened more than one Account, EVA MARKETS is entitled to transfer money or Security from one Account to another, even if such transfer will necessitate the closing of Margin Trades or other trades on the Account from which the transfer takes place.
- 8.5 EVA MARKETS's general margin requirements for different types of Margin Trades are displayed on EVA MARKETS's web site. However, EVA MARKETS reserves the right to determine specific margin requirements for individual Margin Trades.
- 8.6 The Client is specifically made aware that the margin requirements are subject to change without notice. When a Margin Trade has been opened, EVA MARKETS is not allowed to close the Margin Trade at its discretion but only at the Client's instruction or according to EVA

MARKETS's rights under this Agreement. However, EVA MARKETS will increase the margin requirements if EVA MARKETS considers that its risk on a Margin Trade has increased as compared to the risk on the date of the opening.

## **9.0 ACCOUNTS**

- 9.1 EVA MARKETS will make available to the Client a Settlement/Trade Confirmation in respect of any transaction or Contract entered into by EVA MARKETS with or for the Client and in respect of any open position closed by EVA MARKETS for the Client. Settlement/Trade Confirmations will normally be available instantly following the execution of the transaction.
- 9.2 An Account Summary and Account Statement are available to the Client through the Trading Platform. The Account Summary will normally be updated periodically during EVA MARKETS's opening hours. The Account Statement will normally be updated every Business Day with information for the previous Business Day. By accepting this Agreement the Client agrees not to receive any Account Statements or Account Summaries in printed form from EVA MARKETS other than upon specific request.
- 9.3 Any notice or other communication to be provided by the Company under the Terms, including Account Statements and Settlement/Trade Confirmations, may be sent by the Company at its option to the Client in electronic form by e-mail or by display on the Client's account summary on the Trading Platform. The Client is obliged to provide EVA MARKETS with an e-mail address for this purpose. An e-mail message is considered received by the Client when sent from EVA MARKETS. EVA MARKETS is not responsible for any delay, alteration, re-direction or any other modification the message may undergo after transmission from EVA MARKETS. A message on the Client's account on the Trading Platform is considered received by the Client when EVA MARKETS has placed the message on the Trading Platform. It is the responsibility of the Client to ensure that the Client's software and hardware setup does not stand in the way of the Client receiving e-mails or get access to the Trading Platform from EVA MARKETS.
- 9.4 The Client is obliged to verify the contents of each document, including documents sent in electronic form from EVA MARKETS. Such documents shall, in the absence of manifest error, be deemed conclusive unless the Client notifies EVA MARKETS in writing to the contrary immediately after having received such document. In the event that the Client believes to have entered into a transaction or Contract, which should have produced a Settlement/Trade Confirmations or otherwise a posting on the Client's account, but the Client has not received

such confirmation, the Client must inform EVA MARKETS immediately when the Client ought to have received such confirmation. In the absence of such information the transaction or Contract may at EVA MARKETS's reasonable discretion be deemed non-existent.

#### **10.0 COMMISSIONS, CHARGES, AND OTHER COSTS**

10.1 The Client shall be obliged to pay to EVA MARKETS the commissions and charges set out in the Commissions, Charges & Margin Schedule which is available at our website.

10.2 EVA MARKETS may vary such commissions and charges without notice when the change is to the Client's advantage, or the grounds for changes are due to external circumstances beyond EVA MARKETS's control. Such circumstances are:

- i Changes in the relationship with EVA MARKETS's counterparties, which affect EVA MARKETS cost structures; and/or
- ii Changes in commissions and charges from exchanges, clearing houses, information providers or other third-party providers that are passed on to the Client by EVA MARKETS.

10.3 EVA MARKETS may vary such commissions and charges, with one month's notice if:

- i market conditions, including competitive behavior, call for changes to EVA MARKETS conditions;
- ii EVA MARKETS for commercial reasons wishes to change its general cost and pricing structure; and/or
- iii significant particulars of the Client, based on which individual conditions were provided, have changed.

10.4 In addition to such commissions and charges, the Client shall be obliged to pay all applicable VAT and other taxes, storage and delivery charges, exchange and clearing house fees and all other fees incurred by EVA MARKETS in connection with any Contract and/or in connection with maintaining the Client relationship.

10.5 Furthermore, EVA MARKETS shall be entitled to demand that the following expenses are paid separately by the Client:

- i all extraordinary disbursements resulting from the client relationship e.g. telephone, telefax, courier, and postal expenses in case the Client requests hardcopy Settlement/Trade Confirmations, Account Statements etc. which EVA MARKETS could have delivered in electronic form;
- ii any expenses of EVA MARKETS, caused by non-performance by the Client, including a fee determined by EVA MARKETS in relation to forwarding of reminders, legal assistance etc;
- iii any expenses of EVA MARKETS in connection with replies to inquiries by public authorities, including a fee determined by EVA MARKETS in relation to forwarding of transcripts and enclosures and for the preparation of copies;
- iv administration fees in connection with security deposits, and any expenses of EVA MARKETS in relation to a pledge, if provided, including any insurance premium payments; and
- v any expenses of EVA MARKETS in connection with auditor's comments/reports if such is requested by the Client.

10.6 The fees will be charged either as a fixed amount corresponding to payments effected, or as a percentage or hourly rate corresponding to the service performed. The methods of calculation can be combined. EVA MARKETS reserves the right to introduce new fees.

10.7 Unless specified otherwise in this Agreement, all amounts due to EVA MARKETS (or Agents used by EVA MARKETS) under this Agreement shall, at EVA MARKETS's option:

- i be deducted from any funds held by EVA MARKETS for the Client; or
- ii be paid by the Client in accordance with the provisions of the relevant difference account, Settlement/Trade Confirmation or other advice.

10.8 In respect of any transactions to be effected, EVA MARKETS shall be entitled to quote prices at which it is prepared to trade with the Client. Save where EVA MARKETS exercises any rights it may have under this Agreement to close a Contract, it is the Client's responsibility to decide whether or not it wishes to enter into a Contract at such prices.

10.9 Furthermore, the Client acknowledges, recognizes and accepts that the procedures described in Clause 10 and Clause 13 may result in additional indirect costs for the Client.

## **11.0 INTEREST AND CURRENCY CONVERSIONS**

11.1 Subject to the Clause below and save as otherwise agreed in writing, EVA MARKETS shall not be liable to:

- i pay interest to the Client on any credit balance in any Account or on any other sum held by EVA MARKETS; or
- ii account to the Client for any interest received by EVA MARKETS on such sums or in connection with any Contract.

11.2 The Client is entitled to interest on the basis of the Client's positive Net Free Equity in accordance with the terms in EVA MARKETS's Commissions, Charges & Margin Schedule.

11.3 The Client is obliged to pay interest on the basis of the Client's negative Net Free Equity in accordance with the terms in EVA MARKETS's Commissions, Charges & Margin Schedule.

11.4 EVA MARKETS may vary such interest rates and/or thresholds for interest calculation without notice when changes are to the Client's advantage, or the grounds for changes are due to external circumstances beyond EVA MARKETS's control. Such circumstances are:

- i Changes in the monetary or credit policies domestic or abroad that affect the general interest level in a way that is of importance to EVA MARKETS;
- ii Other changes in the general interest level, including in the money and bond markets, that is of importance to EVA MARKETS;
- iii Changes in the relationship with EVA MARKETS's Counterparties, which affect EVA MARKETS's cost structures.

11.5 EVA MARKETS may vary such interest rates where the Trading Platform is used for Commercial use with one month's notice, and where the Trading Platform is used for Private use with two months' notice if:

- i market conditions, including competitive behavior, call for a change to EVA MARKETS conditions;

- ii EVA MARKETS wishes to change its general commission, fee and pricing structure for commercial reasons; and/or
- iii changes to significant particulars of the Client, based on which individual conditions were provided, occurs.

The Client is deemed to have accepted such changes if he does not, before the proposed date of their entry into force, notify EVA MARKETS that he does not accept them.

11.6 EVA MARKETS is entitled, but shall not in any circumstances be obliged, to convert:

- i any realised gains, losses, option premiums, commissions, interest charges and brokerage fees which arise in a currency other than the Client's base currency (i.e. the currency in which the Client's Account is denominated) to the Client's base currency;
- ii any cash currency deposit to another cash currency deposit for the purpose of purchasing an asset denominated in a currency other than the Client's base currency;
- iii any monies held by EVA MARKETS for the Client into such other currency as EVA MARKETS considers necessary or desirable to cover the Client's obligations and liabilities in that currency.

11.7 Whenever EVA MARKETS conducts currency conversions, EVA MARKETS will do so at such reasonable rate of exchange as EVA MARKETS selects. EVA MARKETS shall be entitled to add a mark-up to the exchange rates. The prevailing mark-up is defined in the Commissions, Charges & Margin Schedule.

## **12.0 PLEDGE AGREEMENT**

12.1 Any and all Security transferred to EVA MARKETS by the Client or held by EVA MARKETS or by EVA MARKETS's Counterparties on behalf of the Client is pledged as a security for any liability that the Client may have or get towards EVA MARKETS. Without limitation such Security shall comprise the credit balances on Accounts, the securities registered as belonging to the Client on EVA MARKETS's books, and the value of the Client's open positions with EVA MARKETS.

12.2 If the Client fails to fulfill any obligation under this Agreement, EVA MARKETS is entitled to sell any pledged Security immediately without any notice or court action. Such sale shall take place by the means that EVA MARKETS in its reasonable discretion determines and at the price that EVA MARKETS in its reasonable discretion determines to be the best obtainable.

### **13.0 NETTING AGREEMENT**

13.1 If on any date the same amounts are payable under this Agreement by each party to the other in the same currency, then, each party's obligations to make payment of any such amount will be automatically satisfied by netting. If the amounts are not in the same currency, the amounts are converted by EVA MARKETS in accordance with the principles referred to in Clause 11.

13.2 If the aggregate amount that is payable by one party exceeds the aggregate amount that is payable by the other party, then the party by whom the larger aggregate amount is payable shall pay the excess to the other party and the obligations to make payment of each party will be satisfied and discharged.

13.3 If the Client, at any time during the Client relationship, has a negative cash-balance in any Account, EVA MARKETS is entitled but not obligated to net between the Client's Accounts. The Client shall bear all the charges and any other costs associated with such netting in accordance with the Commissions, Charges & Margin Schedule.

13.4 If the Client relationship is terminated according to Clause 23, the claims that the parties have against each other shall be finally discharged by means of netting (closed). The value of open Contracts shall be determined according to the principles set forth below and the final amount to be paid by one of the parties shall be the difference between the payment obligations of the parties.

13.5 Rates based on which the Contracts shall be closed shall be market rates applicable on the day on which EVA MARKETS decides to close the Contracts.

13.6 EVA MARKETS may at its reasonable discretion determine the rates by obtaining an offer from a Market Maker in the asset in question or by applying rates from electronic financial information systems.

13.7 When determining the value of the Contracts to be netted, EVA MARKETS shall apply its

usual spreads and include all costs and other charges.

- 13.8 This netting agreement shall be binding towards the estate and creditors of the parties to the client relationship.

#### **14.0 MARKET MAKING**

- 14.1 When EVA MARKETS executes orders as Agent for the Client on a recognized stock or futures exchange, EVA MARKETS will not be a party to such a trade as such orders will be executed in the trading system of the relevant exchange at the best price and the most favourable conditions available at the time of the order or according to the Client's specific instructions, e.g. in a situation where the Client has chosen to limit the order. EVA MARKETS will not include any additional spread in the price of the execution achieved for the Client but will be remunerated according to the Commissions, Charges & Margin Schedule.
- 14.2 In order for EVA MARKETS to quote prices with the swiftness normally associated with speculative trading, EVA MARKETS may have to rely on available price or availability information that may later prove to be faulty due to specific market circumstances, for instance, but not limited to, lack of liquidity in or suspension of an asset or errors in feeds from information providers or quotes from Counterparties. If so and if EVA MARKETS has acted in good faith when providing the price to the Client, EVA MARKETS may cancel the trade with the Client but shall do so within reasonable time and shall provide the Client with a full explanation for the reason for such cancellation.
- 14.3 Following execution of any position with a Client, EVA MARKETS may at EVA MARKETS's reasonable discretion subsequently offset each such client position with another client position, or a position with one of EVA MARKETS's Counterparties or retain a proprietary position in the market with the intention to obtain trading profits from such positions. Such decisions and actions may therefore result in EVA MARKETS off- setting client positions at prices different (sometimes significantly different) from prices quoted to clients, resulting in trading profits or losses for EVA MARKETS. This in turn can raise the possibility of the Client incurring what may be seen as an implied cost (i.e. the difference between the price at which the Client traded with EVA MARKETS and the price at which EVA MARKETS subsequently traded with Counterparties and/or other clients) due to any profits realised by EVA

MARKETS as a result of the Market Making function. However, the Market Making function may involve significant costs to EVA MARKETS if the market moves against EVA MARKETS as compared to the price at which EVA MARKETS traded with the Client.

- 14.4 The Client acknowledges, recognizes and accepts that the price quoted to the Client includes a spread when compared with the price to which EVA MARKETS may have covered or expected to be able to cover the Contract in a trade with another client or a Counterparty. Furthermore, the Client acknowledges, recognizes and accepts that said spread constitutes remuneration to EVA MARKETS and that such spread not necessarily can be calculated for all Contracts and that such spread will not be specified at the Settlement/Trade Confirmation or otherwise revealed to the Client.
- 14.5 The Client acknowledges, recognizes and accepts that EVA MARKETS quotes variable spreads on options. The Client is specifically made aware that variable option spreads are affected by actual market conditions, which are beyond EVA MARKETS's control. EVA MARKETS does not guarantee any maximum or minimum quotable option spreads.
- 14.6 If the Client is an active trader and is undertaking numerous transactions, the total impact of as well visible as not visible costs may be significant. Consequently, the Client may have to obtain significant profits in the markets in order to cover the costs associated with trading activities with EVA MARKETS. For very active Clients, such costs may over time exceed the value of the margin deposited. Normally, when trading margined derivatives, the lower the percentage of the applicable margin rate, the higher the proportion of the costs associated with executing a transaction.

## **15.0 AGGREGATION AND SPLIT**

- 15.1 EVA MARKETS is in accordance with the broker's Best Execution Policy entitled to aggregate the Client's orders with the broker's own orders, orders of any of the broker's associates and/or persons connected with EVA MARKETS including employees and other clients. Furthermore, EVA MARKETS may split the Client's orders when executing these. The orders will only be aggregated or split if EVA MARKETS reasonably believes it to be in the best interest of the Client. On some occasions aggregation and split of the Client's order may result in the Client obtaining a less favourable price than if the Client's orders had been executed respectively separately or mutually.

## **16.0 CONFLICTS OF INTEREST**

16.1 EVA MARKETS, its associates or other persons or companies connected with EVA MARKETS may have an interest, relationship or arrangement that is material in relation to any transaction or Contract effected, or advice provided by EVA MARKETS, under this Agreement. By accepting this Agreement and EVA MARKETS's Conflict of Interest Policy (which distinctly describes the general character and/or background of any conflict of interest) the Client agrees that EVA MARKETS may transact such business without prior reference to any potential specific conflict of interest.

## **17.0 EVA MARKETS'S COUNTERPARTIES**

17.1 In order to give effect to the Client's instructions, EVA MARKETS may instruct a Counterparty selected at EVA MARKETS's discretion and EVA MARKETS shall do so where the transaction is to be subject to the rules of an exchange or market of which EVA MARKETS a member is not.

17.2 EVA MARKETS shall not be responsible for errors committed by such Counterparties unless it is proven that EVA MARKETS has not acted with sufficient care when selecting the Counterparty.

## **18.0 DEFAULT AND DEFAULT REMEDIES**

18.1 The provisions contained in this Clause supplement any other rights that EVA MARKETS or any of its associates have according to this Agreement, including but not limited to the Pledge Agreement referred to in Clause 12, and furthermore any other rights EVA MARKETS has.

18.2 EVA MARKETS reserves the right to retain, or make deductions from, any amounts which EVA MARKETS owes to or is holding for the Client if any amounts are due from the Client to EVA MARKETS or EVA MARKETS's associates.

18.3 The Client authorises EVA MARKETS, at EVA MARKETS's discretion, at any time and without notice, to sell, apply, set-off and/or charge in any manner any or all of the Client's property

and/or the proceeds of any of the same of which EVA MARKETS or any of its associates or Agents has custody or control, in order to discharge any or all of the Client's obligations to EVA MARKETS or to EVA MARKETS's associates.

18.4 Each and any of the following events shall constitute an Event of Default in relation to all of a Client's Contracts, Margin Trades, securities and other business with EVA MARKETS (regardless of whether the Event of Default only relates to part of the business with EVA MARKETS):

- i if the Client fails to make any payment or fails to do any other act required under this Agreement or by EVA MARKETS at its reasonable discretion;
- ii if the Client fails to remit funds necessary to enable EVA MARKETS to take delivery under any Contract on the first due date;
- iii if the Client fails to provide assets for delivery, or take delivery of assets, under any Contract on the first due date;
- iv if the Client dies or becomes of unsound mind;
- v if an application is made in respect of the Client for any action pursuant to Bankruptcy Act or any equivalent act applicable to the Client or, if a partnership, in respect of one or more of the partners, or if a company, that a receiver, trustee, administrative receiver or similar officer is appointed;
- vi if a petition is presented for the winding-up or administration of the Client;
- vii if an order is made or a resolution is passed for the winding-up or administration of the Client (other than for the purposes of amalgamation or reconstruction with the prior written approval of EVA MARKETS);
- viii if any distress, execution or other process is levied against any property of the Client and is not removed, discharged or paid within seven days;
- ix if any security created by any mortgage or charge becomes enforceable against the Client and the mortgagee or chargee takes steps to enforce the security or charge;
- x if any indebtedness of the Client or any of its subsidiaries becomes immediately due and payable, or capable of being declared so due and payable, prior to its stated maturity by reason of default of the Client (or any of its subsidiaries) or the Client (or

- any of its subsidiaries) fails to discharge any indebtedness on its due date;
- xi if the Client fails to fully comply with obligations under this Agreement or any Contract, including refrains from complying with Margin requirements;
  - xii if any of the representations or warranties given by the Client are, or become, untrue;
  - xiii if EVA MARKETS or the Client is requested to close a Contract (or any part of a Contract) by any regulatory agency or authority; or
  - xiv if EVA MARKETS reasonably considers it necessary for its own protection or the protection of its associates.

18.5 Upon the occurrence of an Event of Default, EVA MARKETS shall at its discretion be entitled to:

- i sell or charge in any way any or all of the Client's collateral, assets and property which may from time to time be in the possession or control of EVA MARKETS or any of its associates or Agents or call on any guarantee, without any notice or court order. Sale of Security, assets and property shall take place by means that EVA MARKETS in its reasonable discretion determines and at the price that EVA MARKETS in its reasonable discretion determines to be the best obtainable, provided that EVA MARKETS shall provide a 7-day notice period before realizing Security of any Client, unless immediate sale is necessary to avoid or limit a loss;
- ii buy or sell any Security, investment or other property where this is, or is in the reasonable opinion of EVA MARKETS likely to be, necessary in order for EVA MARKETS to fulfill its obligations under any Contract and the Client shall reimburse EVA MARKETS for the full amount of the purchase price plus any associated costs and expenses;
- iii deliver any Security, investment or property to any third party, or otherwise take any action EVA MARKETS considers to be desirable in order to close any Contract;
- iv require the Client immediately to close and settle a Contract in such manner as EVA MARKETS may in its reasonable discretion request;
- v to enter into any foreign exchange transaction, at such market rates and times as EVA MARKETS may determine, in order to meet obligations incurred under a

Contract;

- vi reinvoice all or part of any assets standing to the debit or credit of any Account (including commuting EVA MARKETS's or the Client's obligation to deliver an asset into an obligation to pay an amount equal to the market value of the asset (determined by EVA MARKETS at its reasonable discretion) on the date re-invoicing takes place); and
  - vii close-out all Contracts and net all the Client's and EVA MARKETS's obligations towards each other as of the date fixed by EVA MARKETS with effect to third parties.
- 18.6 The Client authorises EVA MARKETS to take any or all of the steps described in this Clause without notice to the Client and acknowledges that EVA MARKETS shall not be responsible for any consequences of it taking any such steps, unless EVA MARKETS has exercised gross negligence in connection herewith. The Client shall execute the documents and take the action as EVA MARKETS may request in order to protect the rights of EVA MARKETS and its associates under this Agreement or under any agreement the Client may have entered into with EVA MARKETS's associates.
- 18.7 If EVA MARKETS exercises its rights to sell any Security or property of the Client under this Clause, it will effect such sale, without notice or liability to the Client, on behalf of the Client and apply the proceeds of sale in or towards discharge of any of the Client's obligations to EVA MARKETS or to EVA MARKETS's associates.
- 18.8 Without prejudice to EVA MARKETS's other rights under this Agreement or under prevailing law, EVA MARKETS may, at any time and without notice, combine or consolidate any of the accounts maintained by the Client with EVA MARKETS or any of its associates and off-set any and all amounts owed to, or by, EVA MARKETS or any of its associates in such manner as EVA MARKETS at its reasonable discretion may determine.

## **19.0 CLIENT WARRANTIES & REPRESENTATIONS**

19.1 The Client warrants and represents that:

- i it is not under any legal disability with respect to, and is not subject to any law or regulation which prevents its performance according to this Agreement or any Contract or transaction contemplated by this Agreement;

- ii it has obtained all necessary consents and has the authority to operate according to this Agreement (and if the Client is not an individual person, that it is properly empowered and has obtained necessary corporate or other authority pursuant to its constitutional and organisational documents);
  - iii investments or other assets supplied by the Client for any purpose shall, subject to this Agreement, at all times be free from any charge, lien, pledge or encumbrance and shall be beneficially owned by the Client;
  - iv it is in compliance with all laws to which it is subject including, without limitation, all tax laws and regulations, exchange control requirements and registration requirements; and
  - v the information provided by the Client to EVA MARKETS is complete, accurate and not misleading in any material respect.
  - vi the Client should inform the Company prior opening an account in a case of being a Politically Exposed Person (PEP) or is related to a PEP.
- 19.2 The above warranties and representations shall be deemed to be repeated each time the Client in the future for the duration of the client relationship provides instructions to EVA MARKETS.

## **20.0 INDEMNITY AND LIMITATIONS OF LIABILITY**

20.1 The Client is obliged to compensate EVA MARKETS for all losses, taxes, expenses, costs and liabilities whatsoever (present, future, contingent or otherwise and including reasonable legal fees) which may be suffered or incurred by EVA MARKETS as a result of or in connection with:

- i the Client's breach of this Agreement;
- ii EVA MARKETS entering into any transaction or Contract; or
- iii EVA MARKETS taking any of the steps which EVA MARKETS is entitled to take in an Event of Default; unless and to the extent only that such losses, taxes, expenses, costs and liabilities are suffered or incurred as result of EVA MARKETS's gross negligence or willful default.

20.2 This right to compensation shall survive any termination of the Client relationship.

20.3 Without prejudice to Clause 6 EVA MARKETS shall not be liable for:

- i any loss (including consequential and other indirect losses), expense, cost or liability (together referred to as "Loss") suffered or incurred by the Client as a result of or in connection with the provision of the Services unless and to the extent that such Loss is suffered or incurred as a result of EVA MARKETS's gross negligence or willful default;
- ii any Loss due to actions taken by EVA MARKETS according to its rights under this Agreement, or;
- iii any consequential or other indirect loss suffered or incurred by the Client whether arising from EVA MARKETS's negligence or otherwise.

20.4 Especially, the Client acknowledges, recognizes and accepts that any market recommendation and any information communicated by EVA MARKETS does not constitute an offer to buy or sell or the solicitation of an offer to buy or sell a Contract and that such recommendation and information, although based upon information from sources believed by EVA MARKETS to be reliable, may be based solely on a broker's opinion and that such information may be incomplete and may be unverified and unverifiable. EVA MARKETS makes no representation, warranty or guarantee as to, and shall not be responsible for, the accuracy or completeness of any information or trading recommendation furnished to the Client.

## **21.0 CONFIDENTIALITY AND EVA MARKETS'S DISCLOSURE OF INFORMATION**

21.1 Neither party shall disclose any information relating to the business, investments, finances or other matters of a confidential nature of the other party of which it may in the course of its duties or obtain possession of, and each party shall use all reasonable endeavours to prevent any such disclosure. However, this shall not apply if a party is obliged hereto due to prevailing legislation, or to a legislative or supervising authority, or to another person who according to the law is entitled to demand disclosure, or in order to enable the party sufficiently to fulfill its obligations pursuant to this Agreement.

21.2 By accepting this Agreement the Client authorizes EVA MARKETS to disclose such information relating to the Client as may be required by any law, rule or regulatory

authority, including any applicable Market Rules, without prior notice to the Client. Furthermore EVA MARKETS may disclose requested and relevant information relating to the Client to third parties in order to facilitate the transfer of funds by credit card initiated by Client.

21.3 By accepting this Agreement the Client permits EVA MARKETS to transfer personal information about the Client submitted to or collected by EVA MARKETS with any legal entity within EVA MARKETS. EVA MARKETS may transfer such personal information for the purposes of complying with regulatory matters, providing and performing investment advice, investment services, and other services which EVA MARKETS offers, conducting marketing, and managing the client relationship. Furthermore, EVA MARKETS may share such personal information with a third-party agency working on behalf of EVA MARKETS with the purpose of performing client analysis for the use of EVA MARKETS's sales and marketing.

21.4 The Client's personal information will be stored no longer than necessary to carry out the purposes listed in this Agreement. The Client has the right to request correction, supplementation, deletion, or blocking of such personal information if inaccurate, incomplete, or irrelevant for the purposes of the processing or if processed in any other way that is unlawful. In certain circumstances, the Client may also have the right to object for legitimate reasons to the processing of such personal data in accordance with the procedures set forth in the applicable data protection regulations and to seek other legal remedies available in connection with the processing of such personal information.

## **22.0 AMENDMENTS**

22.1 EVA MARKETS is entitled to amend this Agreement in favour of the Client without notice. Changes not in the Client's favour may take place at any time by giving a notice of minimum 30 days where Clients are using the Trading Platform for Commercial use, and by giving a notice of 2 months where Clients are using the Trading Platform for Private use. EVA MARKETS will provide the notice to the Client on a Durable Medium.

The Client is deemed to have accepted such changes if he does not, before the proposed date of their entry into force, notify EVA MARKETS that he does not accept them.

22.2 When dealing with Contract Options, if a market place on which the relevant exchange traded product is traded or if the Counterparty with whom EVA MARKETS has entered into a contract which is identical in all respects to the Contract Option EVA MARKETS has entered into with the Client, take any action which affects the exchange traded product or the contract EVA MARKETS has entered into with its Counterparty, then EVA MARKETS may take any such action with regard to the relevant Contract Options which EVA MARKETS in its reasonable discretion considers desirable or appropriate to correspond with such action taken by the market place or Counterparty or to mitigate any loss which is or may be incurred by it as a result of such action.

### **23.0 TERMINATION**

23.1 The Client relationship shall remain in force until terminated.

23.2 The Client is entitled to terminate the Client relationship immediately by giving written notice to EVA MARKETS. EVA MARKETS is entitled to terminate the Client relationship with two months' notice where clients are using the Trading Platform for Private use and with one month's notice where clients are using the Trading Platform for Commercial use. EVA MARKETS will provide the notice to the Client on a Durable Medium. Termination shall not affect any accrued rights and obligations.

23.3 On termination, EVA MARKETS and the Client undertake to complete all Contracts that are already entered into or under execution and this Agreement shall continue to bind both parties in relation to such transactions. EVA MARKETS is entitled to deduct all amounts due to it before transferring any credit balances on any Account to the Client and it is entitled to postpone such transferring until any and all Contracts between EVA MARKETS and the Client are closed. Furthermore, EVA MARKETS is entitled to require the Client to pay any charges incurred in transferring the Client's investments.

### **24.0 COMPLAINTS AND DISPUTES**

24.1 In case the Client has raised a question or a problem with the account executive or another employee of EVA MARKETS without receiving a satisfactory answer, the Client is entitled to file a written complaint to [clientaudit@evamarkets.com](mailto:clientaudit@evamarkets.com). The Compliance Department

hereafter investigates and answers the complaint.

24.2 Without prejudice to any of EVA MARKETS's other rights under this Agreement, in case of a dispute between the Client and EVA MARKETS over a Margin Trade or alleged Margin Trade or any instruction relating to a Margin Trade, EVA MARKETS is entitled at its reasonable discretion and without notice to close any such Margin Trade or alleged Margin Trade if EVA MARKETS reasonably believes such action to be desirable for the purpose of limiting the maximum amount involved in the dispute. EVA MARKETS shall not be responsible to the Client in connection with any subsequent fluctuations in the level of the relevant Margin Trade. If EVA MARKETS closes a Margin Trade under this Clause such action shall be without prejudice to EVA MARKETS's right to contend that such Margin Trade had already been closed by EVA MARKETS or was never opened by the Client. EVA MARKETS shall take reasonable steps to inform the Client that EVA MARKETS has taken such action as soon as practicable after doing so. Where EVA MARKETS closes a Margin Trade or alleged Margin Trade in accordance with this Clause, the closing shall be without prejudice to the Client's rights to open a new Margin Trade, provided that such Margin Trade is opened in accordance with this Agreement. When calculating margin or other funds required for such Margin Trade, EVA MARKETS is entitled to do so on the basis that EVA MARKETS's view of the disputed events or instructions is correct.

## **25.0 MISCELLANEOUS**

25.1 If at any time any provision of this Agreement is or becomes illegal, invalid or unenforceable in any respect under the law of any jurisdiction, neither the legality, validity or enforceability of the remaining provisions of this Agreement under the law of that jurisdiction nor the legality, validity or enforceability of such provision under the law of any other jurisdiction shall be in any way affected.

25.2 EVA MARKETS shall not be liable to the Client for any failure, hindrance or delay in performing its obligations under this Agreement where such failure, hindrance or delay arises directly or indirectly from circumstances beyond its reasonable control. Such force majeure events shall include without limitation any technical difficulties such as telecommunications failures or disruptions, non-availability of EVA MARKETS's website e.g. due to maintenance downtime, declared or imminent war, revolt, civil unrest, catastrophes of nature, statutory provisions, measures taken by authorities, strikes, lock-outs, boycotts, or blockades, notwithstanding that EVA MARKETS is a party to the conflict

and including cases where only part of EVA MARKETS's functions are affected by such events.

25.3 If the Client's combined exposure in one or more margin trades reaches a level which - in case of an adverse market development - may lead to a significant deficit not covered by the Client's deposits and/or margin with EVA MARKETS, EVA MARKETS may in its reasonable discretion

- i increase the margin requirements and/or
- ii reduce the Client's exposure by closing one or more or all of the client's open positions.

25.4 Furthermore, EVA MARKETS is entitled in its reasonable opinion to determine that an emergency or an exceptional market condition has occurred. Such conditions shall include, but are not limited to, the suspension or closure of any market or the abandonment or failure of any event to which EVA MARKETS relates its quote or the occurrence of an excessive movement in the level of any Margin Trade and/or underlying market or EVA MARKETS's reasonable anticipation of the occurrence of such a movement. In such cases EVA MARKETS may increase its margin requirements, reduce the Client's exposure, close any or all of the Client's open Margin Trades and/or suspend trading.

25.5 The Client may not assign its rights or delegate any of the Client's obligations under this Agreement or according to any Contract to others whereas EVA MARKETS may assign its rights or delegate its obligations to any regulated financial institution.

25.6 For various investments, instruments and groups of Clients, EVA MARKETS may provide additional business agreements. The Client acknowledges, understands and accepts that:

- i such business agreements made available to Clients shall constitute an addition to this Agreement; and
- ii the Client should not undertake any transaction unless the business terms applicable for such investment instrument or group of Clients have been understood and accepted. Transactions undertaken by the Client notwithstanding above, shall be deemed as had this sub-clause indeed been complied with.

25.7 The rights and remedies contained in this Agreement are cumulative and not exclusive of any rights or remedies provided by law.

- 25.8 No delay or omission on the part of EVA MARKETS in exercising any right, power or remedy provided by law or under this Agreement, or partial or defective exercise thereof, shall:
- i impair or prevent further or other exercise of such right, power or remedy;
  - or
  - ii operate as a waiver of such right, power or remedy.
- 25.9 No waiver of pleading a default of a clause in this Agreement shall (unless expressly agreed in writing by the waiving party) be construed as a waiver of a future breach of the same clause or as authorizing a continuation of the particular breach.
- 25.10 The Client hereby ratifies all transactions with EVA MARKETS effected prior to the Client's acceptance of this Agreement and agrees that the rights and obligations of the Client in respect thereto shall be governed by this Agreement.
- 25.11 By accepting this Agreement on behalf of a corporation or other legal entity, the person signing represents and warrants that he/she is authorised to act on behalf of such corporation or legal entity and to bind the same to this Agreement and all obligations arising hereunder. If at a later stage it becomes apparent that the signatory was not duly authorized to bind the corporation or legal entity, EVA MARKETS will have the right to seek restitution from this person. Furthermore, the signatory shall indemnify EVA MARKETS against all liabilities, losses, damages, costs and expenses in relation to any claims or action brought against EVA MARKETS as a result of the signatory holding out to be authorised to act and bind any such corporation or legal entity.
- 25.12 Client shall be able to communicate with EVA MARKETS in English or any other language as EVA MARKETS may offer from time to time. EVA MARKETS may communicate with the Client in English or any other language agreed between the parties.
- 25.13 EVA MARKETS or third parties may have provided the Client with translations of this Agreement. The original English versions shall be the only legally binding versions for the Client and EVA MARKETS. In case of discrepancies between the English version and other translations in the Client's possession, the original English version provided by EVA MARKETS on the website shall prevail.

**26.0 RISK DISCLOSURE STATEMENT FOR TRADES IN FOREIGN EXCHANGE AND DERIVATIVES (INCLUDING CFD'S, FUTURES AND OPTIONS)**

This brief statement, which constitutes an addition to this Agreement, does not disclose all of the risks and other significant aspects of trading foreign exchange and derivatives. In consideration of the risks, you should enter into transactions with the mentioned products only if you understand the nature of the contracts and the contractual legal relationship into which you are entering and the extent of your exposure to risk. Transactions in foreign exchange and derivatives are not suitable for many members of the public. You should carefully consider whether transacting is appropriate for you in light of your experience, objectives, financial resources and other relevant circumstances.

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## **Appendix**

### **1.0 FOREIGN EXCHANGE AND DERIVATIVES**

#### **1.1 Effect of "Leverage" or "Gearing"**

Transactions in foreign exchange and derivatives carry a high degree of risk. The amount of initial margin may be small relative to the value of the foreign exchange or derivatives contract so that transactions are "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 initial margin funds and any additional funds deposited with EVA MARKETS to maintain your position. If the market moves against your position and/or margin requirements are increased, you may be called upon to deposit additional funds on short notice to maintain your position. Failing to comply with a request for a deposit of additional funds, may result in closure of your position(s) by EVA MARKETS on your behalf and you will be liable for any resulting loss or deficit.

#### **1.2 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 adequate given that markets conditions make it impossible to execute such orders, e.g. due to illiquidity in the market. Strategies using combinations of positions, such as "spread" and "straddle" positions may be as risky as taking simple "long" or "short" positions.

## **OPTIONS**

#### **1.3 Variable Degree of Risk**

Transactions in options carry a high degree of risk. Purchasers and sellers of options should familiarize themselves with the type of option (i.e., put or call) which they contemplate trading and the associated risks. You should calculate the extent to which the value of the options must increase for your position to become profitable, taking into account the premium and all transaction costs. The purchaser of options may offset or exercise the options or allow the option to expire. The exercise of an option results either in a cash settlement or in the purchaser

acquiring or delivering the underlying interest. If the option is on a future, the purchaser will acquire a futures position with associated liabilities for margin (see the section on Futures above). If the purchased option is out-of-the-money when it expires, you will suffer a total loss of your investment, which will consist of the option premium plus transaction costs. If you are contemplating purchasing out-of-the-money options, you should be aware that the chance of such options becoming profitable ordinarily is remote.

Selling ("writing" or "granting") an option generally entails considerably greater risk than purchasing options. Although the premium received by the seller is fixed, the seller may sustain a loss well in excess of that amount. The seller will be liable for additional margin to maintain the position if the market moves unfavourably. The seller will also be exposed to the risk of the purchaser exercising the option and the seller will be obligated to either settle the option in cash or to acquire or deliver the underlying interest. If the option is on a future, the seller will acquire a position in a future with associated liabilities for margin (see the section on Futures above). If the option is "covered" by the seller holding a corresponding position in the underlying asset, in a future or in another option, the risk may be reduced. In case the option is not covered, the risk of loss can be unlimited.

Certain exchanges in some jurisdictions permit deferred payment of the option premium, exposing the purchaser to liability for margin payments not exceeding the amount of the premium. The purchaser is still subject to the risk of losing the premium and transaction costs. When the option is exercised or expires, the purchaser is responsible for any unpaid premium outstanding at that time.

## **2.0 ADDITIONAL RISKS COMMON TO FOREIGN EXCHANGE AND DERIVATIVE TRANSACTIONS**

### **2.1 Terms and Conditions of Contracts**

You should ask the firm with which you deal about the terms and conditions of the Contracts entered into and information on associated obligations (e.g. the circumstances under which you may become obligated to make or take delivery of the underlying interest of a futures contract and, in respect of options, expiration dates and restrictions on the time for exercise). Under certain circumstances the specifications of outstanding contracts (including the exercise price of an option) may be modified by the exchange or clearing house to reflect changes in the underlying interest.

## **2.2 Suspension or Restriction of Trading and Pricing Relationships**

Market condition (e.g. illiquidity) and/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 close/ offset positions. If you have sold options, this may increase the risk of loss.

Normal pricing relationships between the underlying asset and a derivative do not always exist. The absence of an underlying reference price may make it difficult to judge "fair" value.

## **2.3 Deposited Cash and Property**

You should familiarize yourself with the protections accorded the Security you deposit by way of money or other assets in domestic and foreign transactions, particularly in the event of a firm insolvency or bankruptcy. The extent to which you may recover your money or other assets is governed by the legislation and local rules in the country at which location the counterparty acts.

## **2.4 Commission and Other Charges**

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

## **2.5 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 regulation, which may offer different or diminished investor protection. Your local regulatory authority will be unable to compel the enforcement of the rules of regulatory authorities or markets in other jurisdictions where your transactions have been effected.

## **2.6 Currency Risks**

The profit or loss in transactions in foreign currency-denominated contracts in another currency than your account currency will be affected by fluctuations in currency rates where there is a need to convert from the currency denomination of the contract to the account currency.

## **2.7 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 system provider, the market, the clearing house and/or member firms. Such limits may vary: you should ask the firm with which you deal for details in this respect.

## **2.8 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, is not executed at all and a lack of capability to keep you informed continuously about your positions and fulfillment of the margin requirements.

## **2.9 Off-Exchange Transactions**

In some jurisdictions firms are permitted to effect off-exchange transactions. The firm with which you deal may be acting as your counterpart 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 familiarize yourself with applicable rules and attendant risks.