



Client Agreement

January 2024

This Client Agreement is entered by and between **Make Capital Ltd**, a private limited company incorporated and validly existing under the laws of The Autonomous of Island of Anjouan with Comoros Offshore Finance Authority no.L15900/MC (“Company” or “we” or “us”), on the one part, and the Client (which may be a legal entity or a natural person), who has completed the online account opening and has been accepted by the Company as a client (“Client”) on the other part.

When we refer to "you" and "your" we mean the Client of the Company who is a licensed user of our trading platform or any visitor to our official website <https://makecapitalmarket.com/> (“Website”) who is not a Client of the Company.

If you decide to download our software to use the trading demonstration then the terms and conditions within this document (to the extent applicable) apply to you and by downloading the software you accept the same and agree to abide by the terms and conditions herein, although you shall not be treated as our client and we shall have no obligations towards you.

The Client acknowledges and confirms that the Company may use the services of the company, Make Capital Ltd a private limited company incorporated and validly existing under the laws of Autonomous with license no. L15900/MC, which may provide custody and paying agent services to the Company and, therefore, proceed with the processing of deposits and withdrawals via different payment methods.

The Client acknowledges that he/she took sufficient time to carefully read and understand the terms and conditions of this Client Agreement, as amended from time to time, in addition to any legal documents and agreement provided in the Company’s Website. By accepting the Client Agreement, through the online process or application for the opening of a trading account, the Client enters into a binding legal agreement and relationship with the Company.

This Client Agreement together with its appendixes, any other legal document and agreement available in the Company’s Website, including but not limited to the Risk Disclosures, the Loyalty Reward Program Terms and Conditions and any other agreement entered into between the Company and the Client (together the “Agreement”), as amended from time to time, set out the terms upon which the Company will offer services to the Client and shall govern the relationship between the parties. It is noted that additional agreements may be signed between the Company and the Client, apart from the ones that are published on the Website of the Company.

The Client should read all the above-mentioned documents which form the Agreement and any other letters or notices sent by the Company carefully as well as the various documents found on the Website and make sure that he/she understands and agrees with all of them before accepting the Agreement.

You accept the terms and conditions of the Agreement when you complete and submit the account opening application form.

You further accept that by accepting the terms and conditions of this Agreement by means of registering on our Website and/or submitting an account opening application form, you agree to be automatically bound by the terms and conditions of the Loyalty Reward Program, available on the Company's Website.

The Company may provide the above documents in languages other than English. Translation or information provided in languages other than English is for informational purposes only and do not bind the Company or have any legal effect whatsoever, the Company having no responsibility or liability regarding the correctness of the information therein and the Client should also refer to the English version and the Website of the Company for information on the Company and its policies.

For any questions or notices, you may contact the Company at:

Address: Hamchako, The Autonomous Island of Anjouan, Union of Comoros
Email address: services@makecapital.com

By accepting the current Agreement, you confirm that you are able and agree to receive information, including any amendments to the present Agreement, either via email or through the Website.

1. Definitions

1.1. In this Agreement:

"Abusive Trading" shall mean the following actions, but not limited to, manipulations or exploitation of any temporal and/or minor inaccuracy in any rate or price offered on the Trading Platform, a combination of faster/slower feeds, use of any robots, spiders or other automated data entry system with the Trading Platform (unless the Client receives express written consent by the Company prior to activating the robot), violation of the Client's obligations under paragraph 2 of Appendix.

"Account Credentials" shall mean a unique username and password used by you to access and use the Trading Platform.

"Affiliate" shall mean in relation to the Company, any legal entity or a natural person obtaining remuneration from the Company for acting as mediator between Prospective Clients and the Company and carrying out activities deemed necessary for the conclusion of an agreement between the Company and its Client, as per the provisions of a separate Affiliate Agreement, for the purpose of introducing clients to the Company.

"Agreement" shall mean this "Client Agreement" with its Appendixes and any other legal document and agreement available in the Company's Website, including but not limited to the risk disclosures, the PAMM account terms agreement, the MAM agreement, and any other agreement entered into between the Company and the Client, as amended from time to time and any subsequent Appendixes added thereto.

“Authorized Person” shall mean you or any of your officers, partners, principals, representatives or employees.

“Applicable Regulations” shall mean (a) Any rules of a relevant regulatory authority having powers over the Company; (b) the rules of the relevant market; and (c) all other applicable laws, rules and regulations of the Union of Comoros.

“Base Currency” shall mean in an FX Contract the first currency in the Currency Pair against which the Client buys or sells the Quote Currency.

“Business Day” shall mean any day, other than a Saturday or a Sunday, or any national or international holidays in Union of Comoros.

“Buy” shall mean a Transaction in FX and CFD that is opened by offering to buy a specific number of a certain Underlying Asset and may also in our dealings with you in FX and CFDs, be referred to as a "long" or "Long Position".

“Client Area” a section on the Company’s website dedicated to each Client containing information addressed to the specific Client and through which the Company and the Client may interact.

“Contract for Difference or CFD” shall mean the Financial Instrument which is a contract between the parties (described as "buyer" and "seller"), stipulating that the seller will pay to the buyer the difference between the current value of an Underlying Asset and its value at a future time; if the difference is negative, then the buyer pays instead to the seller.

“Currency Pair” shall mean the object or Underlying Asset of an FX Contract based on the change in the value of one currency against the other. A Currency Pair consists of two currencies (the Quote Currency and the Base Currency) and shows how much of the Quote currency is needed to purchase one unit of the Base Currency.

“Event of Default” shall have the meaning given in paragraph 25.1 of this Client Agreement.

“Difference” shall mean in an FX and CFD the difference in price upon the opening of a Transaction and the closing of such Transaction.

“Expert Advisor” shall mean a mechanical online trading system designed to automate trading activities on an electronic trading platform such as the Company’s Trading Platform. It can be programmed to alert the Client of a trading opportunity and can also trade his Trading Account automatically managing all aspects of trading operations from sending orders directly to the Trading Platform to automatically adjusting stop loss, Trailing Stops and take profit levels.

“Expiry Date” shall mean the date set specified on the Trading Platform with respect to certain Underlying Asset upon which any open Transaction for such Underlying Asset shall expire automatically.

“Financial Data” shall mean any financial and market data, price quotes, news, analyst opinions, research reports, signals, graphs or any other data or information whatsoever available through the Trading Platform.

“Financial Institution” shall mean banks, financial institutions, brokers, electronic money institutions or other trading organizations.

“Financial Instrument” shall mean the financial instruments offered by the Company.

“Force Majeure Event” shall have the meaning asset out in paragraph 15.1 of this Client Agreement.

“FX Contract” or “FX” shall mean the type of CFD where the Underlying Asset is a Currency Pair. Hence, any mention to CFDs in this Agreement also covers FX Contracts. So, although, FX Contracts are included in the definition of CFDs, they may be mentioned separately in this Agreement and/or on the Company Website and various Company policies.

“Initial Margin” shall mean the minimum amount of money required in your Trading Account in order to open a Transaction, as specified on the Trading Platform from time to time for each specific Underlying Asset.

“Intellectual Property Rights” shall mean patents, trademarks, service marks, trade names, logos, software code, icons, characters, layouts, trade names, trade secrets, buttons, color scheme, internet domain names, rights in designs, copyright (including rights in computer software), database rights, semi-conductor topography rights, utility models, rights in know-how and other intellectual property rights, in each case whether registered or unregistered and including applications for registration, and all other rights or forms of protection having equivalent or similar effect anywhere in the world.

“Introducer” shall have the same meaning as the Affiliate.

“Investment Services” shall mean the Investment Services that the Company provides, and which can be found on the Website.

“Islamic Trading Account” shall mean trading account opened by Clients who cannot earn or pay interest due to their religious Islamic beliefs, which are also known as swap free accounts.

“Long Position” for FX and CFD trading shall mean a buy position that appreciates in value if underlying market prices increase. For example, in respect of Currency Pairs: buying the Base Currency against the Quote Currency.

“Limit Order” shall have the meaning as set out in paragraph 2.3 of the Appendix hereto.

“Maintenance Margin” shall mean the minimum amount of money required in your Trading Account as specified on the Trading Platform in order to keep a Transaction open on the Trading Platform.

“Manifest Error” shall mean any error that we reasonably believe to be obvious or palpable, including without limitation, offers to execute Transactions for exaggerated volumes of Underlying Assets or at manifestly incorrect market price quotes or prices at a clear loss.

“Margin” shall mean the Initial Margin and the Maintenance Margin collectively.

“Margin Call” shall mean a demand by us for you to increase the amount of money in your Trading Account to satisfy our Margin requirements, from time to time in our sole and absolute discretion, including without limitation a call under paragraph 12.2 of this Client Agreement.

“Market Order” shall mean Orders which are executed at the best available market price.

“Normal Market Size” shall mean the maximum number of Underlying Assets that we believe, in our sole discretion, an Underlying Market trading in such an Underlying Assets can comfortably handle, having regard, if appropriate, to the normal market size set by such an Underlying Market or any other equivalent or analogous level set by the Underlying Market on which the Underlying Assets is traded.

“Open Position” shall mean any open contract which has not been closed.

“Order” shall mean an instruction from the Client to trade in FX and CFDs. For FX and CFD it means Stop Loss or Take Profit order.

“Quote” shall mean the information of the current price for a specific Underlying Asset, in the form of the Bid and Ask prices. “Quote Currency” shall mean in an FX Contract the second currency in the Currency Pair which can be bought or sold by the Client for the Base Currency.

“Parties” shall mean the parties to this Client Agreement – the Company and the Client.

“Pip” shall mean in a CFD Transaction with Underlying Assets quoted in four decimal points the one hundredth of one percentage point. In a CFD Transactions with Underlying Assets quoted in two decimal points, Pip shall mean the one percentage point.

“Position” shall mean your position in relation to any FX and CFD currently open on your Trading Account.

“Registration Data” shall mean certain personal and financial information that you are required to provide to complete the account opening application form and become our Client, such information can include without limitation a copy of your passport, driving license and/or Photo identity card as well as a proof of address (utility bill, tax document, bank statement, any other government issued document).

“Sell” shall mean an FX and CFD Transaction that is opened by offering to sell a specific number of a certain Underlying Asset, and may also in our dealings with you, be referred to as a "short" or "short position".

“Services” shall mean the services to be offered by the Company to the Client under this Agreement.

“Scalping” shall mean the situation where the Client opens too many positions in CFDs at the same time and closes them for less than five minutes or buying at Bid price and selling at Ask price, so as to gain the Bid/Ask difference.

“Slippage” shall mean the difference between the expected price of a Transaction in a CFD and the price the Transaction is executed at. At the time that an Order is presented for execution, the specific price requested by the Client may not be available; therefore, the Order will be executed close to or several pips away from the Client’s requested price. If the execution price is better than the price requested by the Client, this is referred to as positive slippage. If the executed price is worse than the price requested by the Client, this is referred to as negative slippage. Slippage often occurs during periods of higher volatility (for example due to news events) making an Order at a specific price impossible to execute, when market orders are used, and when large Orders are executed when there may not be enough interest at the desired price level to maintain the expected price of trade.

“Software” shall mean the software provided by us which you will need to download in order to use the Trading Platform.

“Spread” for FX and CFD trading shall mean the difference between Ask and Bid of an Underlying Asset in a FX and CFD at that same moment.

“Stop Loss” shall mean an offer to close a Transaction in an FX and CFD position at a price determined in advance by you which, in the case of a Buy is lower than the opening Transaction price and in the case of a Sell is higher than the opening Transaction price.

“Swap or Rollover” for FX and CFD trading shall mean the interest added or deducted for holding a position open overnight. “Take Profit” shall mean offer to close a Transaction in an FX and CFD position at a price determined in advance by you which, in the case of a Buy is higher than the opening Transaction price and in the case of a Sell is lower than the opening Transaction price.

“Trading Account” shall mean the exclusive personalized account of the Client consisting of all the Open Positions and Orders of the Client the balance of the Client money and deposit/withdrawal transactions of the Client money. More information on the various types of Trading Accounts offered by the Company from time to time and their particular characteristics and requirements may be found on the Website.

“Trading Platform” shall mean any electronic mechanism operated and maintained by the Company, consisting of a trading platform, computer devices, software, databases, telecommunication hardware, programs and technical facilities, which facilitates trading activity of the Client in FX and CFDs via the Trading Account.

“Trailing Stop” in FX and CFD trading shall mean a stop-loss order set at a percentage level below the market price - for a Long Position. The trailing stop price is adjusted as the price fluctuates. A sell trailing stop order sets the stop price at a fixed amount below the market price with an attached "trailing" amount. As the market price rises, the stop price rises by the trail amount, but if the pair price falls, the stop loss price does not change, and a market order is submitted when the stop price is hit.

“Third Party License” shall mean licenses from third parties governing third party software embedded or used in the Trading Platform.

“Trading Hours” shall mean the hours of trading as set forth on the Trading Platform for a particular Underlying Asset.

“Transaction” shall mean either the opening or closing of an offer to either buy or sell FX and CFD for an Underlying Asset on the Trading Platform, whether by you or us.

“Underlying Asset” shall mean the object or underlying asset in a CFD which may be Currency Pairs(for FX Contracts), Equity Indices, base or precious Metals, Forwards, Commodities, Stocks, Shares Indices and Futures. It is understood that the list is subject to change and Clients must refer each time on the Trading Platform.

“Underlying Market” shall mean the relevant market where the Underlying Asset is traded such as securities or futures exchanges, clearing houses, self-regulatory organizations, multilateral trading facilities or alternative trading systems.

“Website” shall mean the Company’s website at <https://makecapital-asia.com/> or such other website as the Company may maintain from time to time.

“Written Notice” shall have the meaning set out in paragraph 32.5 of this Client Agreement.

1.2. Words importing the singular shall import the plural and vice versa. Words importing the masculine shall import the feminine and vice versa. Words denoting persons include corporations, partnerships, other unincorporated bodies and all other legal entities and vice versa.

1.3. Paragraph headings are for ease of reference only.

1.4. Any reference to any act or regulation or Law shall be that act or regulation or Law as amended, modified, supplemented, consolidated, re-enacted or replaced from time to time, all guidance noted, directives, statutory instruments, regulations or orders made pursuant to such and any statutory provision of which that statutory provision is a re-enactment, replacement or modification

2. License and Use of the Trading Platform

2.1. The Trading Platform is not intended for distribution to, or use by, any person:

- (a) who is under the age of 18 years old and/or not of legal competence or of sound mind;
- (b) who resides in any country where such distribution or use would be contrary to local law or regulation. The Trading Platform and any other service provided by us is not available to persons residing in any country where FX and CFD trading activity or such services would be contrary to local law or regulation. It is your responsibility to ascertain the terms of and comply with any local law or regulation to which you are subject;
- (c) who is a citizen or resident of certain jurisdictions such the America (USA), Ontario Province inside Canada, North Korea, Iran and New Zealand, as the Company does not accept Clients from these countries;
- (d) who is an employee, director, associate, agent, relative, or otherwise connected to the Company.

2.2. Without derogating from the above, we reserve the right, acting reasonably, to suspend and/or refuse access to and use of the Trading Platform and/or close the Trading Account and terminate the Client Agreement to anyone in our sole and absolute discretion.

2.3. You acknowledge that we may provide the Trading Platform to other parties, and agree that nothing herein will be deemed or construed to prevent us from providing such services.

2.4. Subject to the terms and conditions of this Agreement, we hereby grant you, a personal limited, non-exclusive, revocable, non-transferable and non-sub-licensable license to install and/or use the Trading Platform in object code only, solely for your personal use and benefit and not for professional use, in accordance with the terms of this Agreement.

2.5. If any third party software is included within or embedded in the Trading Platform, then such embedded third party software shall be provided subject to the terms of this Agreement which apply to the Trading Platform. You shall fully comply with the terms of any Third Party Licenses that we provide to you from time to time. We provide no express or implied warranty, indemnity or support for the Third Party Licenses, and will have no liability.

2.6. We reserve any and all rights to the Trading Platform not expressly granted to you by this Agreement. The Trading Platform is to you solely for facilitating trading with the Company and under no circumstances is sold to you. The Trading Platform, all copies and any derivative works thereof (by whoever created), the associated goodwill, copyrights, trademarks, logos, know how, patents and any intellectual property rights, are and shall remain owned solely by the Company or our licensors. Other than provided above in this paragraph, no other license, right, or interest in any goodwill, trademark, copyright, logo, know how, patent, service mark or other Intellectual Property Right in the Trading Platform or any part or derivative work thereof is granted or conveyed to you.

2.7. You shall take all reasonable steps to:

- (a) procure and maintain in proper working order, throughout the term of this Agreement and at your own expense, the hardware, operating environment (including operating system software), backup means and infrastructure necessary for the installation, operation and maintenance of the Trading Platform (including without limitation uninterruptible power systems and electrical back-up devices);
- (b) prevent any virus infections, security breaches, and other disabling events from damaging the Trading Platform due to your actions or omissions;
- (c) implement and plan to operate and maintain appropriate protection in relation to the security and control of access to your computer, computer viruses or other similar harmful or inappropriate materials, devices, information or data.

2.8. Please inform us in writing if you encounter any problems with the Trading Platform, or have any suggestions for modifications, design changes and improvements. We shall have the right, but not the obligation, to make modifications to the Trading Platform based upon your suggestions. Any modifications, design changes and improvements made to the Trading Platform based on your feedback shall be the undisputed sole property of the Company.

We will deliver the Trading Platform with reasonable skill and care.

2.9. From time to time and at our sole absolute discretion, we shall have the right to add to, modify, or remove any part of the Trading Platform without liability under this Agreement and if we do so we shall use reasonable endeavors to replace any part of the Trading Platform with an equivalent where practicable.

2.10. We have the right to shut down the Trading Platform at any time for maintenance purposes without prior notice to the Client, but this will be done only during weekends. In these cases, the Trading Platform will be inaccessible.

2.11. We make no express or implied representation or warranty:

- (a) that the Trading Platform will be available for access all the time, or at any time on a continuous uninterrupted basis (access to the Trading Platform may be affected, for example, by routine maintenance, repairs, reconfigurations or upgrades);
- (b) as to the operation, quality or functionality of the Trading Platform;
- (c) that the Trading Platform will be free of errors or defects; and
- (d) that the Trading Platform is free from viruses or anything else that has contaminating or destructive properties including where such results in loss of or corruption to your data or other property. We will not be liable for any data lost or any equipment or software replaced by you as a result of use of the Trading Platform.

2.12. You:

- (a) may only use the Trading Platform for so long as you are authorized to do so;
- (b) may not use the Trading Platform for any purpose other than for the purpose for which it has been provided under this Agreement; and
- (c) are responsible for the use of the Trading Platform (including the Account Credentials) by you.

2.13. You agree not to:

- (a) use the Trading Platform for illegal or inappropriate purposes;
- (b) (nor attempt to) interfere with or disrupt the proper operation of our software, hardware, systems or networks, including (but not limited to) not knowingly or negligently transmitting files that may interrupt, damage, destroy or limit the functionality of any computer software, hardware, systems or networks, including corrupted files or files that contain viruses, Trojan horses, worms, spyware or other malicious content;
- (c) attempt to gain unauthorized access to our computer system or the computer system(s) of any other user, or to parts of the Trading Platform to which you do not have access rights or attempt to reverse engineer or otherwise circumvent any security measures that the Company has applied to the Trading Platform;
- (d) take any action which does or may cause the provision of the Trading Platform to other users to be interrupted or degraded;
- (e) convey any false, unlawful, harassing, defamatory, abusive, hateful, racial, threatening, harmful, vulgar, obscene, seditious or otherwise objectionable or offensive material of any kind or nature;
- (f) carry out any commercial business on the Trading Platform;
- (g) knowingly or negligently upload or download files that contain software or other material protected by copyright, trademarks, patents or other intellectual property rights (or by rights of confidentiality or privacy of publicity, where applicable) unless you own or control the rights thereto or have received all necessary consent.

- (h) falsify the origin or source of any content or other material;
- (i) use any software, which applies artificial intelligence analysis to the
- (j) Company's systems and/or Trading Platform;
- (k) intercept, monitor, damage or modify any communication which is not intended for him;
- (l) use any type of spider, virus, worm, Trojan-horse, time bomb or any other codes or instructions that are designed to distort, delete, damage or disassemble the Trading Platform or the communication system or any system of the Company;
- (m) send any unsolicited commercial communication not permitted under applicable law or Applicable Regulations;
- (n) do anything that will or may violate the integrity of the Company computer system or Trading Platform or cause such system(s) to malfunction or stop their operation;
- (o) do any action that could potentially allow the irregular or unauthorized access or use of the Platform; or
- (p) unlawfully log into the Trading Platform and execute an order to buy or sell a Financial Instrument from a location or IP address originating from a region or jurisdiction where it is not allowed for regulatory reasons

2.14. You shall not be entitled to download, save or copy the Trading Platform.

2.15. Should we reasonably suspect that you have violated the terms of clauses 2.13 - 2.15 herein above, we are entitled to take one or more of the counter measures for the Events of Default of paragraph 25.2 hereunder.

3. Account Credentials and Security

3.1. In the event that we accept you as our Client we shall open a Trading Account in your name which will allow you to place Orders on our Trading Platform. It is agreed and understood that the Company may offer different types of Trading Accounts, which may have different margin Requirements and characteristics. You may open up to five (5) Trading Accounts between all Trading Platforms owned by the Company and in all currencies.

3.2. In order to access the Trading Account, you will be asked to enter your Account Credentials issued by us to you which are confidential and shall be used solely by you.

3.3. You:

- (a) are responsible for ensuring that your Account Credentials remain confidential and for taking such other precautions as may be necessary to ensure they cannot be used by any person other than you or your authorized representative and making sure that a third party is not provided access to your computer for example via using Team Viewer to turn on control on your computer;
- (b) must notify us immediately if you become aware that your Account Credentials have in any way become compromised or if any third party may be able to access the Trading Platform; and
- (c) You agree we do not have to establish the authority of anyone quoting your Trading Account number or Account Credentials. The use of your Account Credentials by any third party is expressly prohibited.

3.4. If we believe that there is likely to be a breach of security we may require you to change your Account Credentials or suspend your access to the Trading Platform. We reserve the right to edit, amend or issue you with new Account Credentials or require a change of your Account Credentials at any time by giving notice to you.

3.5. You are responsible for ensuring that you alone control access to your Account Credentials, and that no minor or other person is granted access to the Trading Platform using your Account Credentials. You acknowledge that you are ultimately and solely responsible for all actions on the Trading Platform through your Registration Data including any unauthorized disclosure of your Account Credentials.

3.6. You undertake to immediately notify us immediately first orally and then in writing if you become aware of any loss, theft or use by any other person or entity other than you, of any of your Registration Data, including your Account Credentials. We will then take steps to prevent any further use of such Account Credentials and will issue replacement Account Credentials. You will be unable to place any Orders until you receive your replacement Account Credentials.

3.7. If we are informed from a reliable source that your Account Credentials may have been received by unauthorized third parties, we may, at our discretion without having an obligation to you, deactivate the Trading Account.

3.8. You acknowledge that we bear no responsibility if unauthorized third persons gain access to information, including electronic addresses, electronic communication, personal data and Account Credentials when the above are transmitted between the parties or any other party, using the internet or other network communication facilities, post, telephone, or any other electronic means.

3.9. You shall indemnify, defend, and hold us harmless from any claim, proceeding, loss or damages based upon any use, misuse, or unauthorized use of the Trading Platform through your Account Credentials.

4. Intellectual Property

4.1. You acknowledge that all Intellectual Property Rights in the Trading Platform are owned by us or our licensors.

4.2. You will not:

- (a) Copy, record, edit, alter or translate any of the Trading Platform, or any part of the Trading Platform. This shall include, without limitation not removing, editing or otherwise interfering with (or attempting to remove edit or otherwise interfere with) any names, marks, logos or branding on the Trading Platform.
- (b) reverse engineer, disassemble or otherwise attempt to derive source code for the Trading Platform in whole or in part except to the extent expressly permitted by law; and
- (c) in any manner damage or impair any of our Intellectual Property Rights, and shall use your best efforts to protect our Intellectual Property Rights from infringement by third parties.

- 4.3. The Trading Platform, all copies and any derivative works thereof (by whoever created), the associated goodwill and any Intellectual Property Rights in the Trading Platform, are and shall remain owned solely by us or our licensors. Except for the license granted in paragraph 2.2 of this Client Agreement, no other license, right, or interest in any goodwill or Intellectual Property Right in the Trading Platform or any part or derivative work thereof is granted or conveyed to you.
- 4.4. Unless expressly permitted in this Agreement, you shall not:
- (a) assign, sublicense, transfer, pledge, lease, rent, distribute or share the Trading Platform or any rights thereto under the Client Agreements;
 - (b) separate any component part of the Trading Platform, or separately use any component part thereof on any equipment, machinery, hardware or system whatsoever;
 - (c) decompile, disassemble, reverse compile, reverse engineer, create derivative works of or reproduce (other than one copy solely for backup and archival purposes) the Trading Platform or any parts thereof; Remove or destroy any proprietary marking or legends placed upon or contained within the Trading Platform;
 - (d) develop methods to enable unauthorized parties to use the Trading Platform;
 - (e) attempt to reconstruct or discover any source code, underlying ideas, algorithms, file formats or programming or interoperability interfaces of the Trading Platform by any means whatsoever;
 - (f) provide, lease, lend, use for time sharing or service bureau purposes, or otherwise use or allow others to use the Trading Platform for the benefit of third parties;
 - (g) work around any technical limitations in the Trading Platform, or use any tool to enable features or functionalities that are otherwise disabled in the Trading Platform;
 - (h) use similar processes and functions to develop competing features or functions with the Trading Platform;
 - (i) use the Trading Platform or any Financial Data to conduct any fraudulent, inappropriate or illegal activities, including without limitation deceptive impersonation;
 - (j) Permit or encourage any third party to do any of the foregoing.

5. Application and Registration Data

5.1. In order to use the Trading Platform and our Services, you must register with us by providing personal details, including identity documents, as Registration Data. After you fill in and submit the account opening application form together with all the required identification documentation and Registration Data required by us for our own internal checks, we will send you a notice informing you whether you have been accepted as a Client of the Company. It is understood that we are not to be required (and may be unable under Applicable Regulations) to accept a person as our Client until all documentation we require has been received by us, properly and fully completed by such person and all internal Company checks have been duly satisfied. It is further understood that we reserve the right to impose additional due diligence requirements to accept Clients residing in certain countries.

5.2. You agree and undertake to:

- (a) Notify us of any changes to your personal and financial information and/or in your financial condition by emailing services@makecapital.com.
- (b) Provide true, accurate, current and complete Registration Data as prompted by the registration process.
- (c) Maintain and promptly update the Registration Data to keep it accurate, current and complete by emailing any changes to services@makecapital.com.

- (d) Ensure that you log out from your Trading Account at the end of each session on the Website.
- (e) We may carry out credit and other checks from time to time as we deem appropriate. Your Registration Data or other information may be used in the prevention of money laundering as well as for the management of your account. You authorize us to use your Registration Data and other information to perform the above checks in relation to your application process.
- (f) In the event we become aware of any illegal activity, impropriety in the Registration Data or failure of any due diligence requirement, we may freeze your account. Should such an event occur we may not be in a position to release funds and may not be able to carry out subsequent instructions from you.

5.3. Once logged into the Trading Platform using your Account Credentials, you authorize us to rely upon any information or instructions set forth in any data transmission using your Registration Data, without making further investigation or inquiry, and regardless of the actual identity of the individual transmitting the same. Without limitation of the foregoing, we have no responsibility for transmissions that are inaccurate or not received by us, and we may execute any Transaction on the terms actually received by us.

6. Services

6.1. If you are accepted as our Client, we shall be providing brokerage services in CFDs.

6.2. It is understood that when trading in CFDs, there is no delivery or safekeeping of the Underlying Asset to which the CFD is referring to.

6.3. It is understood that not all of the Services under paragraph 6.1 of this Agreement may be applicable for each Client.

6.4. The Company will operate as an electronic communications networks (ECN) broker which may pass the trades to a liquidity provider or execute the same internally.

6.5. The Company shall further provide social trading features and copy trading services (“Copy Trading Services”) to assist the Client in testing, evaluating and selecting his/her investment strategy by providing detailed account information, trading history, risk profile and other pertinent information that the Client should consider before electing to copy a specific account. In doing so, the Client should bear in mind all aspects and factors including, but not limited to, the risk nature of the copied account and the Client’s investment objectives. In respect to the provision of the Copy Trading Services, the following terms shall apply as well as the Social Trading Terms and Conditions available on the Company’s Website:

- (a) You may use the Copy Trading Services by using one of the following options:
 - (i) As an investor that can be followed and receive the relevant commission, or
 - (ii) As a follower that can follow one or more investors and receive the relevant commission.
- (b) If the Company assesses at the time of your request to receive Copy Trading Services that your transactions were unjustifiably risky, we reserve the right to refuse you to be part of the Copy Trading as an investor, who can be followed. Investor can only be a client with a real account .

- (c) When you as a follower copy the trading of more than one investor, you are aware and agree that the transactions performed by different traders might be at a different price, which may be due to dynamic market conditions with higher volatility in the markets and/or to the different spreads that the traders have.
- (d) By using the Copy Trading Services you authorize the Company to execute any and all transactions and/or positions undertaken by the trader, account, portfolio and/or strategy you chose to copy trade, including without limitation: start copy trading and stop copy trading another trader, account, portfolio and/or strategy. These actions are done automatically once initiated by you and do not require any prior consultation, consent or approval of ongoing activity/copied trades. You hereby confirm that you acknowledge that at any time, upon your sole discretion, you can stop any Copy Trading activity performed by you via our Websites. You remain, at all times, solely responsible for both monitoring and selecting and assessing:
 - (i) the suitability of the copied accounts; and
 - (ii) The overall performance of the copied trader, account, portfolio and/or strategy.
- (e) When Copy Trading a portfolio, you further authorize the Company to:
 - (i) copy or stop copying any trader, account, portfolio and/or strategy, at its sole and absolute discretion;
 - (ii) open and/or close any position in any CFD available on our Websites/applications, at its sole and absolute discretion to set limits to any position (including copy position);
 - (iii) update and/or amend the policy, the objectives, the structure and/or composition of any Portfolio, at its sole and absolute discretion, with or without notice to its copiers;
 - (iv) Close any such account, portfolio and/or strategy, at its sole and absolute discretion, with or without notice to its copiers.
 - (v) not to copy every position of an investor that you chose to follow due to different market conditions like high volatility, lack of liquidity or in case any investor has too many followers that may reflect changes of the market prices.
- (f) To the maximum extent permissible under the applicable law, neither we nor any of our affiliates will be liable for:
 - (i) any loss arising from adhering to your written or oral instructions;
 - (ii) any loss that you may suffer by reason of any decision made or other action taken by an account elected to be copied by you, including without limitation a portfolio; or
 - (iii) Specifically any loss arising from any investment decision made or other action taken or omitted in good faith by any copied account, strategy and/or portfolio, including without limitation a portfolio
- (g) If you decide to refuse the copying of deals you have to contact the Company.

7. Advice and Commentary

7.1. The Company will not advise the Client about the merits of a particular Order or give him any form of and the Client acknowledges that the Services do not include the provision of investment advice in Financial Instruments or the Underlying Markets or Underlying Assets. The Client alone will decide how to handle his Trading Account and place Orders and take relevant decisions based on his own judgment. In asking the Company to enter into any Transaction, the Client represents that he/she has been solely responsible for making his/her own independent appraisal and investigation into the risks of the Transaction. He/she represents that he/she has sufficient knowledge, market sophistication, professional advice and experience to make his/her own evaluation of the merits and risks of any Transaction.

The Company gives no warranty as to the suitability of the products traded under this Agreement and assumes no fiduciary duty in its relations with the Client. The Company shall not be responsible for any losses incurred by recommendations or advice to the Client by any third party, including but not limited to introducing brokers, consultants, advisors and MT expert advisors.

7.2. The Company will not be under any duty to provide the Client with any legal, tax or other advice relating to any Transaction. The Client may wish to seek independent advice before entering a Transaction/if he/she is in any doubt as to whether he may incur any tax liabilities. The Client is hereby warned that tax laws are subject to change from time to time.

7.3. The Company may, from time to time and at its discretion, provide the Client (or in newsletters which it may post on its Website, or provide to subscribers via its Website or otherwise) with information, news, market commentary or other information but not as part of its Services to the Client. Where it does so:

- (a) the Company will not be responsible for such information;
- (b) the Company gives no representation, warranty or guarantee as to the accuracy, correctness or completeness of such Information or as to the tax or legal consequences of any related Transaction.
- (c) This information is provided solely to enable the Client to make his own investment decisions and does not amount to investment advice or unsolicited financial promotions to the Client.
- (d) if the information contains a restriction on the person or category of persons for whom that document is intended or to whom it is distributed, the Client agrees that he will not pass it on to any such person or category of persons;
- (e) the Client accepts that prior to dispatch, the Company may have acted upon it itself to make use of the information on which it is based. The Company does not make representations as to the time of receipt by the Client and cannot guarantee that he will receive such information at the same time as other Clients.

7.5. It is understood that market commentary, news, or other information provided or made available by the Company are subject to change and may be withdrawn at any time without notice.

8. Confidentiality

8.1. The Company may collect Client information directly from the Client (in his/her completed account opening application form or from his/her use of the Website otherwise) or from other persons including, for example, the credit reference agencies, fraud prevention agencies, banks, other financial institutions, third authentication service providers and the providers of public registers.

8.2. Client information which the Company holds is to be treated by the Company as confidential and will not be used for any purpose other than in connection with the provision, administration and improvement of the Services, anti-money laundering and due diligence checks, for administration of the Services, for research and statistical purposes and for marketing purposes. Information already in the public domain, or already possessed by the Company without a duty of confidentiality will not be regarded as confidential.

8.3. The Company has the right to disclose Client information (including recordings and documents of a confidential nature, card details) in the following circumstances:

- (a) Where required by law or a court order by a competent Court.
- (b) Where requested by any regulatory authority having control or jurisdiction over the Company or the Client or their associates or in whose territory the Company has Clients.
- (c) To relevant authorities to investigate or prevent fraud, money laundering or other illegal activity.
- (d) To such an extent as reasonably required so as to execute Orders and for purposes ancillary to the provision of the Services.
- (e) To credit reference and fraud prevention agencies, third party authentication service providers, banks and other financial institutions for credit checking, fraud prevention, anti-money laundering purposes, identification or due diligence checks of the Client. To do so they may check the details the Client supplied against any particulars on any database (public or otherwise) to which they have access. They may also use Client details in the future to assist other companies for verification purposes. A record of the search will be retained by the Company.
- (f) To the Company's professional advisors provided that in each case the relevant professional shall be informed about the confidential nature of such information and commit to the confidentiality herein obligations as well.
- (g) To other service providers who create, maintain or process databases (whether electronic or not), offer record keeping services, email transmission services, messaging services or similar services which aim to assist the Company collect, storage, process and use Client information or get in touch with the Client or improve the provision of the Services under this Agreement.
- (h) To other service providers for statistical purposes in order to improve the Company's marketing, in such a case the data will be provided in an aggregate form;
- (i) To market research call centers that provide telephone or email surveys with the purpose to improve the services of the Company, in such a case only the contact details will be provided.
- (j) Where necessary in order for the Company to defend or exercise its legal rights to any court or tribunal or arbitrator or governmental authority.
- (k) At the Client's request or with the Client's consent.
- (l) To successors or assignees or transferees or buyers, with ten Business Days prior Written Notice to the Client, and for the purposes of paragraph 36.2 of this Client Agreement.

- (m) The Client accepts and acknowledges that the Company, as a Foreign Financial Institution (FFI), is required to disclose personal information in relation to any US reportable person as per Foreign Account Tax Compliance Act ("FATCA") reporting regulations. The Company has undertaken all reasonable steps in relation to maintaining compliance with FATCA and may ask from time to time for additional information from US reportable persons so that it can maintain appropriate records.
- (n) The Client accepts and acknowledges that the Company is required to disclose personal information in relation to any other reportable person as per the Common Reporting Standards ("CRS") reporting regulations. The Company has undertaken all reasonable steps in relation to maintaining compliance with CRS and may ask from time to time for additional information from reportable persons so that it can maintain appropriate records.

8.4. You consent to us processing all such information for the purposes of performing under this Agreement and for the purpose of administering the relationship between you and us. You agree we may share your personal information with third parties for these purposes and for the provision of the Services and we may also use the information for analysis and improving our product and services in line with our Privacy Policy found on our Website.

8.5. You recognize that you may receive commentary, analysis, market updates and/or confidential or proprietary information. All information belonging to or relating to us including, without limitation, information concerning business plans, customers, supplies, services, Intellectual Property Rights and/or financial information received by you as a result of entering into or performing the Client Agreements which is designated as confidential by us or is otherwise clearly confidential in nature constitutes "confidential information".

8.6. You agree not to use our confidential information for any purpose other than the purpose for which it is supplied to you under the Client Agreements and agree not to divulge confidential information received from us to any third party, and to prevent its disclosure to or access by any third party without our prior written consent except as may be required by law or any legal or regulatory authority.

8.7. You will use a reasonable degree of care to protect our confidential information. This obligation will survive the termination of this Agreement, in respect of a particular item of confidential information, until such earlier time as that item of confidential information reaches the public domain other than through your breach of this term.

8.8. You acknowledge that we shall be entitled to seek specific performance, injunctive relief or any other equitable remedies for any breach or threatened breach of any provision of this paragraph 8, which remedies shall not be deemed to be exclusive remedies for such breach or threatened breach by you, but shall be in addition to all other remedies available to us at law, in equity, or otherwise.

9. Personal Data

9.1. If you are a natural person, the Company will use, store, process and handle your personal information and the Company is obliged to supply you, on request, with a copy of personal data which it holds about you (if any).

9.2. By submitting an account opening application form and subsequently entering into the Agreement with us, you are consenting to the transmittal of your personal data for the reasons specified in paragraph 8.3 of this Client Agreement.

9.3. You have the right to be informed of the personal data we hold about you. A small administrative fee may apply.

10. Administration and Marketing

10.1. You accept that the Company may, for the purpose of administering the terms of the Agreement, from time to time, make direct contact with you by telephone, fax, email, courier or post.

11. Telephone Calls, Faxed Documents and Records

11.1. Telephone conversations between the Client and the Company may be recorded and kept by the Company and recordings will be the sole property of the Company. The Client accepts such recordings as conclusive evidence of the Orders or conversations so recorded.

11.2. Faxed documents received by the Company may be electronically scanned and reproduction of the scanned version shall constitute conclusive evidence of such faxed instructions.

11.3. Our records will be evidence of your dealings with us in connection with the Trading Platform. You will not rely on us to comply with your record keeping obligations, although records may be made available to you on request in our absolute discretion. You will not object to the admission of our records as evidence in any legal or regulatory proceedings because such records are not originals, are not in writing or are documents produced by a computer.

11.4 Under Applicable Regulations, the Company will keep records containing Client personal data, trading information, account opening documents, communications and anything else which relates to the Client for at least five (5) years after termination of the Agreement or a Transaction.

11.5. Telephone conversations and communications between the Client and the Company as well as internal communications which relate to the Client` affairs and/or Transactions and/or Orders are recorded and kept by the Company and such recordings and communication will be the sole property of the Company.

The Client accepts such recordings or communication as conclusive evidence of the Orders or conversations so recorded. A copy of such recordings and communications as well as internal communications which relate to the Client` affairs and/or Transactions and/or Orders will be available on request by the Client for a period of five (5) years.

12. Trade Confirmations and Reporting

12.1. The Company shall provide the Client with adequate reporting on his Orders. For this reason, the Company will provide the Client with an online access to his Client Account via the Platform(s) used by the Client, which will provide him with sufficient information.

12.2 The Company will promptly provide the Client, in a durable medium, with the essential information concerning the execution of his Order.

12.3 The Company will send a notice to the Client in a durable medium confirming execution of the Order as soon as possible and no later than the first business day following execution or, where the confirmation is received by the Company from a third party, no later than the first business day following receipt of the confirmation from the third party. Such notification will include the following information: Company identification, trading date, type of the Order, nature of the Order, i.e. buy/sell, the quantity, the unit price and the total consideration, the total sum of commissions and expenses.

12.4 Furthermore, the Company shall supply the Client, on request, with information about the status of his/her Order.

12.5. If the Client has a reason to believe that a report / trade confirmation is wrong or if the Client does not receive a report / trade confirmation when he/she should, the Client may contact the Company within ten (10) Business Days from the date on which the report / trade confirmation of the Order was sent or ought to have been sent. If the Client expresses no objections during this period, the content is considered as approved by him and shall be deemed conclusive.

13. General Rules of Trading

13.1. Without prejudice to any other provisions herein and in particular paragraph 13.13 of this Client Agreement, once the Client places an Order on the Trading Platform, the Company arranges for the execution of the said Order.

13.2. You acknowledge and agree that each Transaction conducted on the Trading Platform, is comprised of first an offer by you to us to complete a Transaction (whether such offer is to open a Position or close an Open Position) at a certain price quoted on the Trading Platform, and our subsequent acceptance of your offer. An Offer will be deemed to have been completed only when your offer has been received and accepted by us. Our acceptance of an offer will be evidenced by our confirmation of its terms to you and its completion.

13.3 You may request to cancel or amend a Transaction at any time prior to our completing such a Transaction.

13.4. We reserve the right to void from the outset any Transaction containing or based on any Manifest Error. In the absence of our fraud or willful default, we will not be liable to you for any loss, cost, claim, demand or expense following any Manifest Error.

13.5. You shall comply with any restrictions that we notify to you from time to time with respect to your activities on the Trading Platform, including without limitation, the size of Transactions or other conditions that may apply to our Quote. You acknowledge that we may offer to and impose on each Client, in our sole discretion, different terms and restrictions with respect to their use of the Trading Platform.

13.6. You acknowledge that the Trading Platform is independent of any Underlying Markets and we are under no obligation to quote a particular price or follow the trading rules consistent with such Underlying Markets. You further acknowledge that the triggering of your Order is linked to the prices quoted on the Trading Platform, not the prices quoted elsewhere on the relevant Underlying Markets and the Company does not guarantee that when executing an Order its price will be more favorable than one which might be available elsewhere. In determining whether the prices quoted on the Trading Platform reach or exceed the price accepted by us in a Transaction, we will be entitled (but not obliged), in our absolute discretion, to disregard any prices quoted on our Platform during any pre-market, post-market or intra-day auction periods in the relevant Underlying Markets, during any intra-day or other period of suspension in the relevant Underlying Markets, or during any other period that in our reasonable opinion may give rise to short-term price spikes or other distortions. Our prices may differ from the current prices on the relevant Underlying Markets and you acknowledge that a Transaction may be triggered even though:

- (a) an Underlying Market never traded at the level of your Transaction; or
- (b) The Underlying Market did trade at the level of your Transaction but for such a short period that it would have been impractical to execute an equivalent transaction on the Underlying Markets.

13.7. When you place an Order on the Trading Platform, you agree that you are not dealing a recognized exchange.

13.8. You undertake and agree not to use the prices quoted on the Trading Platform for any purpose other than for your own trading purpose, and you agree not to redistribute our prices to any other person whether such redistribution is for commercial or other purposes.

13.9. You acknowledge that each Transaction is made for a specified number of units that constitute the Underlying Asset. You may only complete Transactions on the Trading Platform for the minimum number of units as set forth on the Trading Platform as the "Unit Amount", and in multiples of such "Unit Amount" up until the maximum amount permitted by the Trading Platform. You acknowledge and agree that we may set, in our sole and absolute discretion, the "Unit Amount" for each Underlying Asset.

13.10. Each Position opened by you, and any Transaction completed, will be binding on you notwithstanding that by opening the Position you may have exceeded any credit or other limit applicable to you or in respect of your dealings with us.

13.11. You may request a Quote to open or close a Position for a particular Underlying Asset, at any time during the Trading Hours for such Underlying Asset. We will be under no obligation to but may, in our absolute discretion, provide a Quote and accept and act on your offer to open or close a Position for an Underlying Asset outside of the Trading Hours of such Underlying Asset. In some cases, Transactions may only be traded during the time when the relevant Underlying Market is open. Trading Hours are displayed on the Trading Platform under the details link for each specific Underlying Asset. It is your responsibility to ensure you are aware of which Underlying Asset maybe affected.

13.12. Without prejudice to any of our right hereunder, if, prior to the acceptance of your Order to open or close a Position, we become aware that any of the factors set out in paragraph 13.13 hereinbelow, has not been met, we reserve the right to reject your Order outright. If we have, nevertheless, already opened or closed a Position prior to becoming aware that a factor set out in paragraph

13.13. herein-below have not been met, we may in our discretion, either treat such a Transaction as void from the outset or close the Open Position at our then prevailing price. However, we may, in our absolute discretion, allow you to open or, as the case may be, close the Open Position in which case you will be bound by the opening or closure of such Position, notwithstanding that the factors in paragraph 13.13 herein were not satisfied.

13.13. The factors referred to in paragraph 13.12 includes the following:

- (a) the quote must be obtained via the Trading Platform or by such other means as we may from time to time notify you;
- (b) your offer to open or close the Position must be given while the quote is still valid;
- (c) the Quote must not contain a Manifest Error;
- (d) when you offer to open a Position, the number of units in respect of which the Transaction is to be opened must be neither smaller than the minimum unit amount specified on the Trading Platform, as applicable, from time to time, nor greater than the amount permitted in accordance with the terms of this Agreement;
- (e) when you offer to close part but not all of an open Position both the part of the Position that you offer to close and the part that would remain open if we accepted your offer must not be smaller than the minimum unit amount specified on the Trading Platform;
- (f) Force Majeure Event must not have occurred when you offer to open or close a Transaction, which affect the execution of the Transaction;
- (g) An Event of Default must not have occurred in respect of you;
- (h) when you offer to open any Position, the opening must not result in your exceeding any Initial or Maintenance Margin amount, credit or other limit placed on your dealings;
- (i) Subject to paragraph 13.12 herein, your offer must be given to us during the Trading Hours for the applicable Underlying Asset in respect of which you offer to open or close the Position.
- (j) the internet connection or communications are not disrupted;
- (k) there is no request of regulatory or supervisory authorities or a court order to the contrary;
- (l) the legality or genuineness of the Order is under not under doubt;
- (m) there are normal market conditions; and
- (n) Any other reasonable factor that we, in our sole discretion, notify you from time to time.

1.1. Use of any robots, spiders or other automated data entry system with the Trading Platform is expressly prohibited, unless you receive express written consent by the Company prior to activating the robot. All Transactions must be completed manually by you.

13.14. The Company is under no obligation, unless otherwise agreed in the Agreement, to monitor or advise the Client on the status of any Transaction or to close out any Client's Open Positions. When the Company decides to do so, this will be done on a discretionary basis and will not be considered an undertaking of an obligation to continue. It is the Client's responsibility to be aware of his positions at all times.

13.15 Benefits – Takeovers and Transformations (including events such as share consolidations/splits, mergers, takeovers, spinoffs, MBO's, de-listings, etc.). Depending on the circumstances of each event, our policy is to close out any customer open positions at the market price immediately prior to the event taking place. As a result of such event, if any Underlying Asset becomes subject to an adjustment as the result of a takeover or transformation action we shall determine the appropriate adjustment to be made to the contract price or contract quantity as we consider appropriate to account for the diluting or concentrating effect of the action. Such adjustment shall represent the economic equivalent of the rights and obligations of us and you immediately prior to the action.

13.16. Insolvency. If a Client, being a company, who's Underlying Asset, forms the CFD, goes into insolvency or is otherwise dissolved, we shall close any such of your open Transactions in CFD of that Underlying Asset.

13.17. The Company will use reasonable efforts to execute an Order, but it is agreed and understood that despite the Company's reasonable efforts transmission or execution may not always be achieved at all for reasons beyond the control of the Company.

14. Our Right to Force Close

14.1. If the prices quoted on the Trading Platform change such that the total Difference payable by you pursuant to all of your open Transaction equals or exceeds the total Maintenance Margin for all such Transactions, or the amount in your Trading Account is equal to or less than the total Maintenance Margin for all of your open Transaction(s), or you fail to comply with a request made under paragraph 16.5 of this Client Agreement, or if we receive a charge-back from your credit card issuer or with respect to any other payment method for any reason, you acknowledge that we have the right, in our sole discretion, to immediately close any and all of your Open Positions whether at a loss or a profit without any prior notice to you. The exercise of our right to force close your Open Positions will not result in termination of your Trading Account or of this Agreement, unless we send you a notice of termination.

14.2. We may specify on the Trading Platform expiration times and dates for various Underlying Assets traded on the Trading Platform. If the Trading Platform specifies such a time of expiration for an Underlying Asset, you hereby authorize us to close any open Transactions with respect to such an Underlying Asset at the price quoted on the Trading Platform at such time.

15. Force Majeure

15.1. We may, in our reasonable opinion, determine that a Force Majeure Event exists. A Force Majeure Event will include, but is not limited to, the following:

- (a) any act, event or occurrence (including without limitation any strike, riot or civil commotion, act of terrorism, war, industrial action, acts and regulations of any governmental or supra national bodies or authorities) that, in our opinion, prevents us from maintaining an orderly market in one or more of the FX and CFDs in respect of which we deal on the Trading Platform;
- (b) act of God, earthquake, tsunami, hurricane, typhoon, accident, storm, flood, fire, epidemic or other natural disaster making it impossible for the Company to offer its Services;
- (c) labour disputes and lock-out which affect the operations of the Company;
- (d) the suspension or closure of any Underlying Market or the occurrence, abandonment or failure of any Underlying Asset on which we base, or to which we in any way relate, our quote, or the imposition of limits or special or unusual terms on the trading in any such market or on any such event;
- (e) suspension of trading on a Market, or the fixing of minimum or maximum prices for trading on a Market, a regulatory ban on the activities of any party (unless the Company has caused that ban), decisions of state authorities, governing bodies of self-regulating organizations, decisions of governing bodies of organized trading platforms;
- (f) a financial services moratorium having been declared by appropriate regulatory authorities or any other acts or regulations of any regulatory, governmental, or supranational body or authority;
- (g) the occurrence of an excessive movement in the level of any Transaction and/or Underlying Market or our anticipation (acting reasonably) of the occurrence of such a movement;

- (h) any breakdown or failure of transmission, communication or computer facilities, interruption of power supply, or electronic or communications equipment failure; or
- (i) the failure of any relevant supplier, Financial Institution, intermediate broker, agent or principal of ours, custodian, sub-custodian, dealer, Underlying Market, clearing house or regulatory or self-regulatory organization, for any reason, to perform its obligations.

15.2. If we determine that a Force Majeure Event exists, we may, in our absolute discretion, without notice and at any time, take one or more of the following steps:

- (a) Suspend or modify the application of any or all terms of the Agreement to the extent that the Force Majeure Event makes it impossible or impractical for the Company to comply with them;
- (b) Take or omit to take all such other actions as the Company deems to be reasonably appropriate in the circumstances with regard to the position of the Company, the Client and other clients;
- (c) Shut down the Trading Platform(s) in case of malfunction for maintenance or to avoid damage.
- (d) Cancel any Client Orders;
- (e) Refuse to accept Orders from Clients;
- (f) Inactivate the Client Account;
- (g) Increase Margin requirements without notice;
- (h) Close out any or all Open Positions at such prices as the Company considers in good faith to be appropriate;
- (i) Increase Spreads;
- (j) Decrease Leverage;
- (k) Change Stop out Level.

15.3. You agree that we will not be liable in any way to you or to any other person in the event of a Force Majeure Event, nor for our actions pursuant to paragraph 15.2, if we decide to take such action. The Parties shall be released of all responsibilities for partial or full non-fulfillment, as well as for improper fulfillment of the obligations under this Agreement, if such non-fulfillment or improper fulfillment was a result of a Force Majeure Event, which occurred after the Client Agreements were concluded.

16. Margin Requirements and Margin Calls

16.1. In order to open a Position for an Underlying Asset, you undertake to provide the Initial Margin in your Trading Account. In order to keep a Position Open, you undertake to ensure that the amount in your Trading Account equals or exceeds the Maintenance Margin. Margin Requirements are available at the Trading Platform. You acknowledge that the Margin for each Underlying Asset differs. Deposits into your Trading Account can be made by wire transfer or another method of payment, to a bank account, or other location, as we may notify to you from time to time. Based on the amount of money you have in your Trading Account, we retain the right to limit the amount and total number of open Transactions that you may wish to open or currently maintain on the Trading Platform. It is understood that each different type of Trading Account offered by us from time to time may have different Margin Requirements.

16.2. It is your responsibility to ensure that you understand how Margin Requirements are calculated.

16.3. Unless a Force Majeure Event has occurred, the Company has the right to change the Margin requirements, giving to the Client five (5) Business Days Written Notice prior to these amendments. New Margin Requirements shall be applied for new positions. The Company has the right to change Margin requirements without prior notice to the Client in the case of Force Majeure Event. In this situation the Company has the right to apply new Margin requirements to the new positions and to the positions which are already open where this is deemed necessary. All changes shall be effected on the Trading Platform and/or the Website and the Client is responsible to check for updates. It is the Client's responsibility to monitor at all times the amount deposited in his/her Trading Account against the amount of any Margin required under this Agreement and any additional margin that may become necessary.

16.4. You are aware and acknowledge that we may, in our sole discretion, require you to take certain action in your Trading Account pursuant to a Margin Call. A Margin Call may be based upon a number of factors, including without limitation, your overall position with us, your account size, the number of open Transactions you have, volume traded, your trade history and market conditions.

16.5. The Company shall not have an obligation to make any Margin Call to the Client but in the event that it does, or in the event that the Trading Platform warns the Client that it reached a certain percentage of the Margin in the Trading Account, the Client should take any of the three options, within a short period of time, to deal with the situation:

- (a) Limit his/her exposure (close trades); or
- (b) Hedge his positions (open counter positions to the ones he has right now) while reevaluating the situation; or
- (c) Deposit more money in his Trading Account.

16.6. Failure to meet the Margin Requirements at any time or failure to take an action under paragraph 16.5 of this Client Agreement, gives us the right in our sole absolute discretion, to close any and all of your Open Positions whether at a loss or a profit without further notice to you. It is your responsibility to monitor, at all times, the amount deposited in your Trading Account against the amount of Maintenance Margin required as a result of your trading decisions and it is understood that the Company has the right to take the actions of this paragraph, even if a Margin Call is not made under paragraph 16.5 of this Client Agreement.

16.7. Margin shall be paid in monetary funds in the currency of the Trading Account.

16.8. The Client undertakes that he/she shall not create or have any outstanding security interest whatsoever over, and that he/she shall not agree to assign or transfer any of the Margin to the Company.

16.9. If you have more than one Trading Account with us, each Trading Account will be treated entirely separately. Therefore, any credit on one Trading Account (including amounts deposited as margin) will not discharge your liabilities in respect of any other Trading Account. It is your responsibility to ensure the required level of margin is in place for each Trading Account separately.

17. Settlement, Negative Balance Protection, Payments, Costs and Taxes

17.1. You shall monitor your open positions and shall bear the risk of suffering losses from your trading activity. Upon completing a Transaction:

- (a) You shall be liable for the Difference if the Transaction is:
 - (i) a Sell, and the closing price of the Transaction is higher than the opening price of the Transaction; or
 - (ii) a Buy, and the closing price of the Transaction is lower than the opening price of the Transaction.
- (b) You shall receive the Difference if the Transaction is:
 - (i) a Sell, and the closing price of the Transaction is lower than the opening price of the Transaction; or
 - (ii) a Buy, and the closing price of the Transaction is higher than the opening price of the Transaction.

17.2. Unless we agree otherwise, all sums for which either Party is liable under paragraph 17.1 above in this Client Agreement are immediately payable upon closing of the Transaction. You hereby authorize us to debit or credit, as applicable, your Trading Account with the relevant sums at the closing of each Transaction. It is understood that once you place an Order, until such Order is executed and the Transaction is closed, the Maintenance Margin shall not be used as collateral and hence shall be unavailable for withdrawal.

17.3 It should be noted, however, that the Company does operate on a “negative balance protection” basis with respect to its Clients. This means that a Client cannot lose more than the total funds in his/her Trading Account with the Company. The Company reserves its right to provide negative balance protection, unless, however, the Client has arrived at negative balance due to abuse of Company’s pricing/platform or breach of any of the terms of this Agreement or any Company’s policy. In such a case, the Client is liable to pay the Company the negative amount and the Company can terminate the relevant Trading Account.

17.4. You shall be liable for any and all taxes, fees and assessments with respect to any Transaction you complete on the Trading Platform. It is your obligation alone to calculate and pay all taxes applicable to you in your country of residence, or otherwise arising as a result of your trading activity from the use of the Trading Platform.

17.5. Notwithstanding the above, if required by applicable law, the Company shall deduct at source from any payments due to you such amounts as required by the tax authorities to be deducted in accordance with applicable law.

17.6. It is possible that other costs, including taxes, relating to transactions carried out on the Trading Platform may arise for which you are liable and which are neither paid via us nor imposed by us. Without derogating from your sole and entire responsibility to account for tax due, you agree that we may deduct tax, as may be required by the applicable law, with respect to your trading activity on the Trading Platform. You are aware that we have a right of set-off against any amounts in your Trading Account with respect to such tax deductions, and you hereby authorize us to withdraw amounts from your Trading Account with which to pay such taxes. You shall have no claim against us with regard to such deductions. You further agree that such deductions do not derogate from our rights to make Margin Calls under this Agreement.

17.7. You undertake to pay all stamp expenses relating to this Agreement and any documentation which may be required for the currying out of the Transactions under this Agreement.

17.8 In the case where the Client opens an Islamic Trading Account or Accounts, the Client acknowledges and agrees to the following: If the Company suspects any fraud, manipulation, swap-arbitrage or other forms of deceitful or fraudulent activity in a Client's account(s) or otherwise related or connected Client accounts to any and/or all Transactions, then the Company reserves the right, at its sole discretion, to close all open positions in the Client's Trading Account and deduct or add a penalty (equivalent to the swap and/or any profit amount) for all Transactions made in the account/(s) and decline from accepting any further requests from the Client to be exempted from any swaps and terminate the said Client(s) Accounts(s);

- (a) The Client acknowledges and agrees to:
 - (i) trade only with instruments shown in the list, provided upon request; and
 - (ii) the maintenance charge for all positions open as these may be defined and/or issued by the Company from time to time (inclusive of the day of the position is opened and/or closed) and as such charges and duration is on request;
- (b) The Client acknowledges and accepts herein that, the Company reserves the right upon its sole discretion, from time to time, and/or at any time to:
 - (i) amend the maintenance charge; and/or
 - (ii) amend the list of provided Instruments; and/or
 - (iii) Discontinue the Islamic Trading Account without issuing further warning to the Client.
 - (iv) Request any additional documents from the Client that the Company deems necessary for the Islamic accounts provision including a proof of religion.

17.9. It is hereby clarified that in relation to CFD trading, you are required to pay the Difference. A Swap fee is also applicable for CFDs trading (**except for Islamic Accounts**), as this explained under paragraph 4 of the Appendix hereunder. In

17.10. addition, the Company reserves the right to charge Commissions or add fees or charges for opening a Position in CFDs in the future, upon providing at

Least 5 working days' prior Written Notice to the Client. Commissions may be charged either in the form of a percentage of the overall value of the trade or as fixed amounts.

17.11. The applicable fees or charges or commissions, from time to time, may be found on the Company's Website.

17.12. The Company has the right to vary its fees, charges and commissions from time to time according to the provisions of paragraph 23.6 of this Client Agreement.

17.13. Should your country of residence operate regulations or laws which restrict the use of currency or require you to report receipts and payments of that currency to a regulator or legal authority, you agree that you will fulfill any reporting obligations or obtain any required consents or approvals which may arise as a result of your use of the Trading Platform or associated transactions.

18. Deposits and Withdrawals

18.1. The Client may deposit funds into the Trading Account at any time during the course of this Agreement. Deposits will be made via wire transfer or any other the methods accepted by the Company from time to time. The Company will not accept third party or anonymous payments in the Trading Account. Deposits for Margin and any other deposits due will, unless otherwise agreed or specified by us, be required in the Currency of the Trading Account, based on your country of origin as specified in your address and as shall be specified on the Trading Platform. We shall not, and you shall not request us to, convert any monies standing to your credit or which have been paid by you into your Trading Account in one currency to another currency. The detailed information about deposit options is shown on the Website.

18.2. The Company shall have the right to request the Client at any time any documentation to confirm the source of funds deposited into the Trading Account. The Company shall have the right to reject a deposit of the Client if the Company is not duly satisfied as to the legality of the source of funds.

18.3. If the Client makes a deposit, the Company shall credit the relevant Trading Account with the relevant amount actually received by the Company within one (1) Business Day following the amount is cleared in the bank account of the Company.

18.4. If the funds sent by the Client are not deposited in the Trading Account when they were supposed to, the Client shall notify the Company and request from the Company to make a banking investigation of the transfer. The Client agrees that any charges of the investigation may be deducted from his/her Trading Account or paid directly to the bank performing the investigation. The Client understands and agrees that to perform the investigation the Client shall have to provide the Company with the requested documents and certificates.

18.5. The Company shall affect withdrawals of Client funds upon the Company receiving a relevant request from the Client in the method accepted by the Company from time to Tim

18.6. Upon the Company receiving an instruction from the Client to withdraw funds from the Trading Account, the Company shall pay the said amount within five (1) Business Days, if the following requirements are met:

- (a) the withdrawal instruction includes all necessary information in the Client Area;
- (b) the instruction is to make a transfer to the originating account (whether that is a bank account, a payment system account etc.) from which the money was originally deposited in the Trading Account or at the Client's request to a bank account belonging to the Client;
- (c) the account where the transfer is to be made belongs to the Client;
- (d) at the moment of payment, the Client's balance exceeds the amount specified in the withdrawal instruction including all payment charges and the Client has sufficient funds in his/her Trading Account in order to maintain all Open Positions;
- (e) There is no Force Majeure event which prohibiting the Company from effecting the withdrawal.

In case any of the above-mentioned conditions is not met, the Company shall at its sole discretion take any necessary actions to ensure that (i) the identity of the Client is appropriately verified, (ii) the transfer is effected to the account that belongs to the Client, (iii) the Client has sufficient funds in his/her Client Account in order to maintain all Open Positions. All such necessary actions shall be processed in a reasonable time, which may exceed the time period set out in paragraph.

18.7. It is agreed and understood that withdrawals will only be effected towards the Client. The Company will not to make withdrawals to any other third party or anonymous account.

18.8. The manner in which we remit monies to you will be in our sole absolute discretion. The Company reserves the right to decline a withdrawal request of the Client asking for a specific transfer method and the Company has the right to suggest an alternative.

18.9 Withdrawal fees may apply from time to time depending on the Client or type of Trading Account. The applicable fees may be found on the Company's Website.

18.10. Mistakes made by the Company during transfer of funds shall be refunded to the Client. It is understood that should the Client provide wrong instructions for a transfer, the Company may be unable to correct the mistake and the Client may have to bear the loss. We reserve the right to seek reimbursement from you, if we receive a charge-back from any credit card issuer or with respect to any other payment method, for any reason. We may obtain such reimbursement by charging your Trading Account, deducting amounts from future payments owed to you, charging your credit card or obtaining reimbursement from you by any other lawful means. All bank charges howsoever arising will be deducted from your Trading Account.

19. Safeguarding of Client Money

19.1. The Company will place any Client money it receives into one or more segregated account(s) with reliable Financial Institutions. It is understood that the Company may keep merchant accounts in its name, as the operator, or in the name of another company, acting as a merchant, whose details are found on the preamble of this Agreement, with payment services providers used to settle payment transactions of its Clients.

19.2. However, for the avoidance of doubt, it is clarified that such merchant accounts are not used for safekeeping of Client money but only to effect settlements of payment transactions. It is agreed that the Company may use the

services of a merchant company for facilitating all communications in an electronic payment transaction.

19.3. For the purposes of safeguarding of Client money, the Company:

- (a) shall keep such records and accounts as are necessary to distinguish Clients' assets from its own and of other Clients'; such records shall be accurate and correspond to the Client money;
- (b) shall conduct, on a regular basis, reconciliations between its internal accounts and records and those of any third parties by whom those assets are held;
- (c) shall at all times keep Client money segregated from the Company's own money;
- (d) shall not use Client money in the course of its own business;
- (e) shall take the necessary steps to ensure that Client money deposited with a financial institution (according to paragraph 19.1 of this Client Agreement) are held in an account(s) identified separately from any accounts used to hold funds of the Company;
- (f) Shall introduce adequate organizational arrangements to minimize the risks of the loss or diminution of Client money, as a result of misuse, fraud, poor administration, inadequate record keeping or negligence.

19.4. The Company has duty to and shall exercise due skill, care and diligence in the selection and monitoring of the financial institution according to paragraph 19.2 of this Client Agreement. The Company takes into account the expertise and market reputation of such institutions with the view of ensuring the protection of Client's rights, as well as any legal or regulatory requirements or market practices related to holding of Client money that could adversely affect Client's right. However, it is understood that there are circumstances beyond the control of the Company and hence the Company does not accept any liability or responsibility for any resulting losses to the Client as a result of the insolvency or any other analogous proceedings or failure of the financial institution where Client money will be held.

19.5. The financial institution to which the Company will pass Client money (as per clause 19.1 of this Client Agreement) may hold it in an omnibus account. Hence, in the event of the insolvency or any other analogous proceedings in relation to that financial institution, the Company may only have an unsecured claim against the financial institution on behalf of the Client, and the Client will be exposed to the risk that the money received by the Company from the financial institution is insufficient to satisfy the claims of the Client.

19.6. It is understood that the Company may hold Client money and the money of other clients in the same account (omnibus account).

19.7. The Company shall not account to the Client for profits or interest earned on Client money (other than profit gained through trading Transactions from his Trading Account(s) under this Agreement) and the Client waives all right to interest.

19.8. The Company may deposit Client money in overnight deposits and will be allowed to keep any interest.

19.9. It is agreed that the Company shall have the right to transfer the Client money to successors or assignees or transferees or buyers, with ten (10) Business Days prior Written Notice to the Client for the purposes of paragraph 38 of the Agreement.

20. Lien

20.1. The Company shall have a general lien on all funds held by the Company on the Client's behalf until the satisfaction of the Client's obligations.

21. Netting and Set-Off

21.1. If the aggregate amount payable by the Client is equal to the aggregate amount payable by the Company, then automatically the mutual obligations to make payment are set-off and cancel each other.

21.2. If the aggregate amount payable by one party exceeds the aggregate amount payable by the other party, then the party with the larger aggregate amount shall pay the excess to the other party and all obligations to make payment will be automatically satisfied and discharged.

21.3. The Company has the right to combine all or any Trading Accounts opened in the Client name and to consolidate the balances in such accounts and to set-off such balances in the event of termination of the Agreement.

22. Inactive and Dormant Trading Accounts

22.1 There will be no fees charged as a result of inactivity in the Trading Account, however, if there are no transactions (deposits, withdrawals or trading activity) on your Trading Account for a period of six (6) months, the Company reserves the right to close your Trading Account and render it dormant, after notifying you in writing in your last known contact details.

23. Amendments

23.1. The Company may upgrade the Trading Account, convert Trading Account type, upgrade or replace the Trading Platform or enhance the Services offered to the Client if it reasonably considers this is to the Clients advantage and there is no increased cost to the Client as a result of the change.

23.2. The Company may also change any terms of the Agreement for any of the following reasons:

- (a) Where the Company reasonably considers that the change would make the terms of the Agreement easier to understand; or the change would not be to the disadvantage of the Client;
- (b) To cover the involvement of any service or facility the Company offers to the Client; or the introduction of a new service or facility; or the replacement of an existing service or facility with a new one; or the withdrawal of a service or facility which has become obsolete, or has ceased to be widely used, or has not been used by the Client at any time in the previous year, or it has become very expensive for the Company to offer; To enable the Company to make reasonable changes to the services offered to the Client as a result of changes in the banking, investment or financial system; or technology; or the
- (c) systems or Platform used by the Company to run its business or offer the Services hereunder;
- (d) As a result of a request of other authority or as a result of change or expected change in Applicable Regulations;
- (e) Where the Company finds that any term in the Agreement is inconsistent with Applicable Regulations. In such a case, it will not rely on that term but treat it as if it did reflect the relevant Applicable Regulations and shall update the Agreement to reflect the Applicable Regulations.

23.3. As long as the Client is able to end the Agreement without charge, the Company may change any of the terms of the Agreement for any serious reason not listed under paragraph 23.2 of this Client Agreement.

23.4. For any change made under clauses 23.2 and 23.3 herein-above, the Company shall provide the Client with advance notice of at least five (5) Business Days where the Client is natural person and three (3) Business Days where the Client is a legal person.

23.5. When the Company provides Written Notice of changes under clauses 23.2 and 23.3 herein, it shall tell the Client the date it comes into effect. The Client shall be treated as accepting the change on that date unless, before then, the Client informs the Company that the Client wishes to terminate the Agreement and not accept the change. The Client shall not have to pay any charges as a result of terminating in this case, other than costs due and payable for Services offered until the termination.

23.6. The Company shall have the right to review its costs, fees, charges, commissions, financing fees, swaps, trading conditions, execution rules, roll over policy and trading times, found on the Company's Website and/or Trading Platform, from time to time. Such changes shall be effected on the Website and /or the Trading Platform and the Client is responsible to check for updates regularly. In the absence of a Force Majeure event, the Company shall be providing the Client with advance notice on its Website of at least five (5) Business Days where the Client is natural person and three (3) Business Days where the Client is a legal person. The Client shall be treated as accepting the change on that date unless, before then, the Client informs the Company that the Client wishes to terminate the Agreement and not accept the change. The Client shall not have to pay any charges as a result of terminating in this case, other than costs due and payable for Services offered until the termination.

24. Commencement, Termination and Results of Termination

24.1. The Agreement shall take effect and commence upon the receipt by the Client of a notice sent by the Company informing the Client that he/she has been accepted as the Company's Client or that a Trading Account has been opened for him.

24.2. Both parties to the Agreement can terminate this Agreement by giving such notice in Writing to the other Party.

24.3. Termination by any Party will not affect any obligation which has already been incurred by either Party or any legal rights or obligations which may already have arisen under the Agreement or any Transactions made hereunder.

24.4. Upon termination of the Agreement, all amounts payable by the Client to the Company will become immediately due and payable including (but without limitation) all outstanding costs and any other amounts payable to the Company, any charges and additional expenses incurred or to be incurred by the Company as a result of the termination of the Agreement.

24.5. The Company, under the terms and conditions of this Agreement, reserves the right at its absolute discretion, to disable the Client's account without prior notice in case it places abnormal number of erroneous requests which creates an extra-load to the Company's servers and can cause negative trading experience to the other clients of the respective servers. Erroneous requests may include but not limited to invalid stops or modifications, wrong TP or SL, over limit volume or number of orders, requests with not enough account funds and others

24.6. Once notice of termination of this Agreement is sent and before the termination date:

- (a) the Client will have an obligation close all his Open Positions. If he/she fails to do so, upon termination, the Company will close any Open Positions at current prices;
- (b) the Company will be entitled to cease to grant the Client access to the Trading Platform(s) or may limit the functionalities the Client is allowed to use on the Trading Platform(s);

- (c) the Company will be entitled to refuse to accept new Orders from the Client;
- (d) The Company will be entitled to refuse to the Client to withdraw money from the Trading Account and the Company reserves the right to keep Client's funds as necessary to close positions which have already been opened and/or pay any pending obligations of the Client under the Agreement.

24.7. Upon Termination any or all the following may apply:

- (a) The Company has the right to combine any Trading Accounts of the Client, to consolidate the balances in such Trading Accounts and to set off those balances;
- (b) The Company has the right to close the Trading Account(s);
- (c) The Company has the right to convert any currency in the Trading Accounts;
- (d) The Company has the right to close out the Client's Open Positions;
- (e) In absence of illegal activity or suspected illegal activity or fraud of the Client or instructions from the relevant authorities, if there is balance in the Client's favor, the Company will (after withholding such amounts that in the Company's absolute discretion considers appropriate in respect of future liabilities) pay such balance to the Client as soon as reasonably practicable and supply him with a statement showing how that balance was arrived at and, where appropriate, instruct any nominee or/and any custodian to also pay any applicable amounts.

Such funds shall be delivered in accordance to the Client's instructions to the Client. It is understood that the Company will effect payments only to an account in the name of the Client. The Company has the right to refuse, at its discretion, to effect thirty party payments. In the event that the Client fails to provide instructions, or the Client cannot be reached at his last known address, the Company shall forward such funds (at its sole discretion) directly to his bank account as notified to us or by way of a cheque sent by mail to the address recorded in his Registration Data. It is the Client's responsibility to update his Registration Data, the Company having no liability towards the Client for any lost money in this instance.

25. Event of Default

25.1. Each of the following constitutes an "Event of Default":

- (a) The failure of the Client to perform any obligation due to the Company.
- (b) If a bankruptcy application is made in respect of the Client pursuant to the laws of the Union of Comoros (if the Client is an individual), or if a partnership, in respect of one or more of the partners, or if a company, a receiver, trustee, administrative receiver or similar officer is appointed (if the Client is a legal entity), or if the Client makes an arrangement or composition with the Client's creditors or any procedure which is similar or analogous to any of the above is commenced in respect of the Client.
- (c) The failure of the Client to provide any Initial Margin and/or Hedged Margin, or other amount due under the Agreement;
- (d) The failure of the Client to submit any identification documentation and/or any other information as required by the Company from time to time;
- (e) The failure of the Client to perform any obligation due to the Company emanating from the Agreement or any other documents concluded with the Company;
- (f) The Client is unable to pay the Client's debts when they fall due;
- (g) Where any representation or warranty made by the Client in paragraph 28 of this Client Agreement is or becomes untrue.
- (h) The Client (if the Client is an individual) dies or is declared absent or becomes of unsound mind;
- (i) Any other circumstance where the Company reasonably believes that it is necessary or desirable to take any action set out in paragraph 25.2 of this Client Agreement.

- (j) An action set out in paragraph 25.2 is required by a competent regulatory authority or body or court.
- (k) The Client involves the Company in any type of fraud or illegality or breach of applicable laws and regulations or is at risk of involving the Company in any type of fraud or illegality or breach of applicable laws and regulations;
- (l) In cases of material violation by the Client of the requirements established by legislation of Union of Comoros or other countries, such materiality determined in good faith by the Company.
- (m) If the Company suspects that the Client is engaged into money laundering activities, or terrorist financing, or card fraud, or other criminal activities.
- (n) The Company reasonably suspects that the Client performed a prohibited action as set out in clauses 2.13.-2.15, 4.2 and 4.4 of this Client Agreement.
- (o) The Company reasonably suspects that the Client performed Abusive Trading.
- (p) The Company reasonably suspects that the Client opened the Trading Account fraudulently.

25.2. If an Event of Default occurs the Company may, at its absolute discretion, at any time and without prior Written Notice, take one or more of the following actions:

- (a) Terminate this Agreement immediately without prior notice to the Client.
- (b) Cancel any Open Positions.
- (c) Temporarily or permanently bar access to the Trading Platform or suspend or prohibit any functions of the Trading Platform.
- (d) Reject or Decline or refuse to transmit or execute any Order of the Client.
- (e) Restrict the Client's trading activity.
- (f) In the case of fraud, reverse the funds back to real owner or according to the instructions of the law enforcement authorities of the relevant country.
- (g) Cancel of profits gained through Abusive Trading.
- (h) Immediately cancel all trades that were executed by the Client.
- (i) Take legal action for any losses suffered by the Company.

26. Representations and Warranties

26.1. You agree that each of the following representations and warranties are deemed repeated each time you open or close a Transaction by reference to the circumstances prevailing at such time:

- (a) the Registration Data provided to us during registration phase and at any time thereafter is complete, true, accurate and not misleading in all respects and the certificates provided are authentic;
- (b) you are of sound mind, legal age and legal competence;
- (c) you are duly authorized to execute and deliver the Client Agreement and the Agreement, to open each Transaction and to perform your obligations hereunder and thereunder and have taken all necessary action to authorize such execution, delivery and performance;
- (d) You understand how the Transactions hereunder operate before you place an offer to open a Transaction on the Trading Platform. By doing so, you warrant that you understand the terms and conditions of the Agreement, and any legal and financial implications thereof;
- (e) you have read and understands the Risks Disclosure and Warnings Notice found on the Company's Website;

- (f) you have taken all reasonable steps to understand the specifications and characteristics of the Trading Platform and the associated hardware, software, data processing and telecommunication systems and networks required to access and operate the Trading Platform;
- (g) You are acting as a principal and not as agent or representative or trustee or custodian on behalf of someone else. The Client may act on behalf of someone else only if the Company specifically consents to this in writing and provided all the documents required by the Company for this purpose are received;
- (h) any person representing you in opening or closing a Transaction will have been, and the person entering into the Client Agreements on your behalf is, duly authorized to do so on your behalf;
- (i) you are not an employee of any Underlying Market, a corporation in which any Underlying Market owns a majority of the capital stock, a member of any Underlying Market and/or firm registered on any Underlying Market or any bank, trust or insurance company that trades in Financial Instruments covered under this Agreement between us;
- (j) you will not enter into any Transaction for the purposes of exploiting any temporal and/or minor inaccuracy in any rate or price offered on the Trading Platform;
- (k) you have obtained all relevant governmental or other authorizations and consents required by you in connection with the Agreement and in connection with opening or closing Transactions and such authorizations and consents are in full force and effect and all of their conditions have been and will be complied with;
- (l) the execution, delivery and performance of the Agreement and your use of the Trading Platform including each Transaction you complete thereto will not violate any law, ordinance, charter, by-law or rule applicable to you, in the jurisdiction in which you are resident, or any agreement by which you are bound or by which any of your assets are affected;
- (m) Other than in exceptional circumstances you will not send funds to your Trading Account from any bank account other than as stipulated in the Registration Data. Whether exceptional circumstances exist will be determined by us from time to time;
- (n) the Client funds used for trading are not in any direct or indirect way the proceeds of any illegal activity or used or intended to be used for terrorist financing;
- (o) You are not a politically exposed person (PEP) and do not have any relationship (for example relative or business associate) with a person who holds or held in the last twelve months a prominent public position. If the above statement is untrue and in the event that you have not disclosed this already in the account opening application form, you will inform the Company as soon as possible will notify the Company if at any stage during the course of this Agreement you become a Politically Exposed Person;
- (p) You confirm that you have regular access to the internet and consent to the Company providing you with information, including, without limitation, information about amendments to the terms and conditions, costs, fees, this Agreements, Policies and information about the nature and risks of investments by posting such information on the Website and/or email.

26.2. Any breach by you of any of the representations and warranties set forth in paragraph 25.2 or anywhere else in the Client Agreement renders any Transaction voidable from the outset or capable of being closed by us at our then prevailing prices, in our absolute discretion.²⁷. Indemnity

27.1. In the event the Company provides the information as specified in clause 7 of this Client Agreement, the Company shall not, in the absence of its fraud, willful default or gross negligence, be liable for any losses, costs, expenses or damages suffered by you arising from any inaccuracy or mistake in any such information given

27.2. The Company will not be held liable for any loss or damage or expense or loss incurred in relation to, or directly or indirectly arising from but not limited to certain situation/circumstances specified in this Agreement.

If the Company, its directors, officers, employees, Affiliates, or agents incur any claims, damage, liability, costs or expenses, which may arise in relation to the execution or as a result of the execution of the Agreement and/or in relation to the provision of the Services and/or in relation to the use of the Trading Platform(s), then the Company, its directors, officers, employees, Affiliates, or agents bear no responsibility whatsoever, it is your responsibility to indemnify the Company for such.

27.3. The Company shall in no circumstances be liable to you for any consequential, special, incidental or indirect losses, damages, loss of profits, loss of opportunity (including in relation to subsequent market movements), costs or expenses you may suffer in relation to the Agreement, the provision of the Services or the use of the Platform(s).

27.4. The Company's cumulative liability to you shall not exceed the fees paid to the Company under this Agreement for the Provision of the Services and use of the Platform(s).

28. Disclaimers

28.1. We, specifically, do not warrant that:

- (a) the Trading Platform will meet your individual requirements and it is therefore your responsibility to ensure that the facilities and functions of the Trading Platform meet your requirements;
- (b) your equipment, software, and communication connections will be compatible with the hardware and software we employ to provide the Trading Platform;
- (c) the use of the Trading Platform will be uninterrupted, secure or error-free or free of bugs and you agree that the existence of any minor errors or bugs shall not constitute a breach of this Client Agreement;
- (d) we will be able to prevent third party disruptions of and to the operation of the Trading Platform;
- (e) errors will be corrected in the Trading Platform; or
- (f) we will detect every bug in the Trading Platform.

28.2. You acknowledge that we do not control the transfer of data over telecommunications facilities, including without limitation the internet, nor are we responsible for communication failures, distortions or delays when trading online (via the internet or a mobile service).

28.3. You acknowledge that the trading you conduct on the Trading Platform is not conducted on a recognized Exchange, rather they are undertaken over the counter (OTC) and as such they may expose the Client to greater risks than regulated exchange transactions.

- 28.4. We hereby further disclaim any, and shall have no, liability or loss resulting from or related to any:
- (a) disruption of your connections to the internet;
 - (b) loss to or corruption of any of your data or records, whether stored on the Trading Platform or not, or lack of back-up thereof;
 - (c) security breaches resulting in part or in whole from third-party software or networking goods or services or from actions or events outside of our reasonable control;
 - (d) provision of security-related services that we may voluntarily provide outside the scope of the Client Agreement; and
 - (e) use of the Trading Platform that is not in strict compliance with the Client Agreement, or any technical documentation we provide to you or make available to you by any other means, including without limitation, on our Website;
 - (f) any failure by the Company to perform any of its obligations under the Agreement as a result of Force Majeure Event or any other cause beyond its control;
 - (g) any person obtaining your Account Credentials prior to the Client's reporting to the Company of the misuse of the same;
 - (h) unauthorized third persons having access to information, including electronic addresses, electronic communication, personal data and Account Credentials when the above are transmitted between the Parties or any other party, using the internet or other network communication facilities, post, telephone, or any other electronic means;
 - (i) any of the risks of the Risks Disclosure and Warnings Notice, found on the Company's Website;
 - (j) any changes in the rates of tax;
 - (k) any actions or representations of the Introducer;
 - (l) the contents, correctness, accuracy and completeness of any communication spread by the use of the Trading Platform;
 - (m) any acts or omissions (including negligence and fraud) of the Client;
 - (n) if you are relying on functions such as Trailing Stop, Expert Advisor and Stop Loss Orders;
 - (o) the occurrence of Slippage; and
 - (p) Currency risk materializing.

1.2. With respect to any Financial Data or other information that we or any third party service provider provide to you in connection with your use of the Trading Platform:

- (a) we and any such provider are not responsible or liable if any such data or information is inaccurate or incomplete in any respect;
- (b) we and any such provider are not responsible or liable for any actions that you take or do not take based on such data or information;
- (c) you will use such data or information solely in accordance and for the purposes set forth in the Client Agreement;
- (d) such data or information is proprietary to us and to third party providers as applicable, and you will not retransmit, redistribute, publish, disclose or display in whole or in part such data or information to third parties except as required by applicable regulations; and
- (e) you will use such data or information solely in compliance with any applicable laws and regulations.

29. Limitation of Liability

29.1. We shall not be liable to you for any loss, save in cases of gross negligence, fraud or willful default on our behalf.

29.2. Without prejudice to clause 29.1 of this Client Agreement, our aggregate liability to you in respect of all claims arising out of or in connection with the Client Agreement will be limited to the aggregate amount of the deposits less withdrawal on your Trading Account.

29.3. Subject to clause 29.2 and 29.5 of this Agreement, you will be liable to us for:

- (a) any loss (whether direct or indirect) of revenue or profits;
- (b) any loss (whether direct or indirect) of anticipated savings;
- (c) any loss (whether direct or indirect) of goodwill or injury to reputation;
- (d) any loss (whether direct or indirect) of business opportunity or arising from business interruption;
- (e) any loss (whether direct or indirect) of or corruption to data;
- (f) indirect, consequential, incidental, exemplary, punitive or special loss or damage in each case arising out of or in connection with the Client Agreements including without limitation as a result of breach of contract, negligence or any other tort, under statute or otherwise, and regardless of whether either party knew or had reason to know of the possibility of the loss, injury or damage in question.

29.4. Nothing in this paragraph 29 will exclude, limit or restrict either Party's liability for fraud or fraudulent misrepresentation committed by that Party (or anyone on its behalf).

29.5. Our liability, to the extent applicable, for infringement of third-party intellectual property rights shall be limited to breaches of rights subsisting in Union of Comoros.

29.6. The Client Agreement set out the full extent of our obligations and liabilities in respect of the supply of the Trading Platform. In particular, there are no conditions, warranties, representations or other terms, express or implied, that are binding on us except as specifically stated in the Client Agreement. Any condition, warranty, representation or other term concerning the supply of the Trading Platform which might otherwise be implied into, or incorporated in, the Client Agreement, or any collateral contract, whether by statute, common law or otherwise, is hereby excluded to the fullest extent permitted by law.

29.7. We shall not be held liable and are released from all claims and losses arising out of:

- (a) any act or omission by any person obtaining access to your Trading Account or Account Credentials, whether or not you have authorized such access;
- (b) delay, failure or error by you in implementing any reasonable instruction we have provided to you;
- (c) inaccurate or incomplete instructions received by you;
- (d) any reliance or use by you or any other third party with access to your Trading Account of any Financial Data, whether to complete a Transaction on the Trading Platform or for any other purpose whatsoever:

30. Authority to Trade

30.1. You hereby authorize us to act on any instruction given or appearing to be given by you on the Trading Platform via the use of your Account Credentials.

30.2. We shall be entitled, and you hereby authorize us, to rely upon any oral, electronic or written communication or instruction received from you. You agree that:

- (a) once logged on to the Trading Platform following entry of the Account Credentials, we are authorized to act upon instructions without enquiring as to the validity of the instructions and to consider the instructions of like force and effect as written orders made by you;

- (b) following log-in to the Trading platform, nothing in this clause will oblige us to verify the validity of each instruction or the signatures prior to every trade; and
- (c) You shall bear the risk of all instructions, whether authorized, unauthorized, improper or fraudulent, even if it transpires such instructions were provided without your authority. You shall indemnify us against and save us harmless from all losses, costs, fees, damages, expenses, claims, suits, demands and liabilities whatsoever that we may suffer or incur or that may be brought against us, in any way relating to or arising out of our acting upon, delay in acting upon or refusal to act upon any such instructions or information.

30.3. Without derogating from the above, we will not be under any duty to act in accordance with any instruction if we reasonably believe that:

- (a) the person who provided such an instruction was acting in excess of his authority;
- (b) acting upon such an instruction would infringe any law, rule, regulation or the Client Agreements; or
- (c) in the event that we have accepted an offer to perform a Transaction that we later suspect falls within points (a) and (b) hereunder this clause 30.3, we may, in our absolute discretion, either close such a Transaction at the then prevailing price quoted on the Trading Platform or treat the Transaction as having been void from the outset. Nothing in this clause shall be construed as an obligation on our part to inquire about the authority of any person who purports to represent you.

30.4. Any offer to open or close a Transaction (including an Order) must be made by you through the Trading Platform only, or via phone subject to conditions of clause 32.2 of this Client Agreement. Written offers to open or close a Transaction, including offers sent by fax, email or text message will not be accepted.

30.5. If we receive an offer to open or close a Transaction other than in accordance with clause 30.4 of this Client Agreement, we may act on such an offer, in our absolute discretion, however we will not be responsible for any loss, damage or cost that you suffer or incur arising out of any error, delay or omission in our acting or refusing to act on such an offer.

31. Relationship of the Parties

31.1. You will open each Transaction with us as principal and not as agent for any person. This means that unless we have otherwise agreed in writing, we will treat you as our Client for all purposes and you will be directly and personally responsible for performing your obligations under each Transaction entered into by you. If you act in connection with or on behalf of someone else, whether or not you identify that person to us or not, we will not accept that person as a Client of ours and we will accept no obligation to them unless otherwise specifically agreed in writing.

32. Communication, Written Notices and Language

32.1 Unless the contrary is specifically provided in this Agreement, any notice, request or other communication (other than Orders which shall be given only in accordance to clause 32.2 hereunder to be given to the Company by the Client under the Agreement shall be sent to the Company's address by email, facsimile, post, or airmail, or commercial courier service and shall be deemed delivered only when actually received by the Company at the contact details appearing in the first page.

32.2. It is agreed and understood that Orders shall be placed on the Trading Platform and shall not be communicated to the Company in any other means. Only when the Platform is not operational due to a specific technical issue from the platform provider, Orders may be placed via phone and email at services@makecapital.com.

32.3. In order to communicate with the Client, the Company may use any of the following methods: email, Trading Platform's internal mail, facsimile transmission, telephone, post, commercial courier service, air mail or the Company's Website or Client Area.

32.4. The Company shall contact the Client at the contact details on his Registration Data. Hence, the Client has an obligation to notify the Company immediately of any change in the Client's contact details.

32.5. The following methods of communication are considered as Written Notice from the Company to the Client: email, Trading Platform's internal mail, facsimile transmission, post, commercial courier service, air mail or the Company's Website. The following methods of communication are considered as Written Notice from the Client to the Company: email, post, commercial courier service or air mail or commercial courier.

32.6. Any communications sent to the Client (documents, notices, confirmations, statements, reports etc.) are deemed received:

- (a) If sent by email, within one (1) hour after emailing it and provided the email has left from the Company's outlook.
- (b) If sent by the Trading Platform's internal mail, immediately after sending it.
- (c) If sent by telephone, once the telephone conversation has been finished.
- (d) If sent by post, seven (7) calendar days after posting it.
- (e) If sent via commercial courier service, at the date of signing of the document on receipt of such notice.
- (f) If sent by air mail, eight (8) Business Days after the date of their dispatch.
- (g) If posted on the Company Webpage, within one (1) hour after it has been posted.
- (h) if posted on the Client Area or Website, immediately once posted.

32.7. The Language in which the Client may communicate with the Company is English, which is the Company's official language. From time to time, the Company may employ staff who speak the Client's native language, in which case the Client may find it more convenient to communicate with the Company in that language. However, it is clarified that all documents and information provided by the Company shall be in English. Translation or information provided in languages other than English is for informational purposes only and do not bind the Company or have any legal effect whatsoever, the Company having no responsibility or liability regarding the correctness of the information therein and the Client should also refer to the English version and the Website for information on the Company and its policies.

33. Entire Agreement

33.1. The Client Agreement set out the entire agreement and understanding between the parties in respect of the matters dealt with in them. They supersede any previous agreement or understanding between you and us in respect of their subject matter.

33.2. You represent and agree that in entering into the Client Agreement you do not rely on, and will have no remedy in respect of, any statement, representation, warranty or understanding (whether negligently or innocently made) of any person (whether party to the Client Agreements or not) other than as expressly set out in the Client Agreement.

34. Severability

34.1. Should any part of this Agreement be held by any Court of competent jurisdiction to be unenforceable or illegal or contravene any rule, regulation or by law, that part will be deemed to have been excluded from this Agreement from the beginning, and this Agreement will be interpreted and enforced as though the provision had never been included and the legality or enforceability of the remaining provisions of the Agreement or the legality, validity or enforceability of this provision in accordance with the law and/or regulation of any other jurisdiction, shall not be affected.

35. Waiver

35.1. Any failure to exercise or any delay in exercising a right or remedy provided by the Client Agreement will not constitute a waiver of the right or remedy or a waiver of any other rights or remedies. A waiver of a breach of any of the terms of the Client Agreement will not constitute a waiver of any other breach and will not affect the other terms of the Client Agreement.

35.2. The rights and remedies provided by the Client Agreement are cumulative and (except as otherwise provided in the Client Agreements) are not exclusive of any rights or remedies provided at law or in equity.

35.3. Where the Client comprises two or more persons, the liabilities and obligations under the Agreement shall be joint and several. Any warning or other notice given to one of the persons which form the Client shall be deemed to have been given to all the persons who form the Client. Any Order given by one of the persons who form the Client shall be deemed to have been given by all the persons who form the Client.

36. Assignment

36.1. You may not assign or transfer any of your rights or delegate any of your obligations under the Client Agreements, whether by operation of law or otherwise, either on a permanent or temporary basis to a third party without our prior written consent.

36.2. You acknowledge and agree that we may assign our rights or obligations under the Client Agreement or the entire Agreement to a successor of all or substantially all of our business or assets without prior written consent but subject to providing previous five (5) Business Days Written Notice to you. The Company may sell, transfer or otherwise share some or all of your assets, including among others your Registration Data, personal information and Log Data, in connection with a merger, acquisition, reorganization or sale of all or substantially all of our shares or assets, or in the event of our bankruptcy and may also transfer your Client money under the same circumstances.

37. Introducer

37.1. In cases where the Client is introduced to the Company through a third person such as a business introducer or associate network who performs marketing for the Company, within the meaning of Affiliate/Introducer, the Client acknowledges that the Company is not bound by any separate agreements entered into between the Client and the Introducer. It is also made clear that the Introducers are not authorized to bind the Company in any way, to offer credit in the Company's name, to offer guarantees against losses, to offer investment services or legal, investment or tax advice in the Company's name.

37.2. The Client acknowledges and confirms that the Company may pay the Introducer with a fee.

38. Complaints and Disputes

38.1. If the Client wishes to report a complaint, he/she should follow the Company's procedures, and send a complaint via the standard complaints form found on the Website and/or Client Portal, for the purposes of a dispute resolution process to initiate.

38.2. The Company should respond to the Client's complaint and endeavor to resolve any related dispute within thirty (30) days of receipt of the same. If the Company requires more than 30 days to finish its investigations, it will notify the Client in Writing of the same before the end of the 30 days period.

38.3. In the event that the Client and the Company cannot settle the dispute, the Client is entitled to apply within forty-five (45) days since the date of the receipt of final resolution answer from the Company for resolution of the dispute to the Ombud for Financial Service Providers (Info@Faisombud.Co.Za). More particularly, you can submit a dispute to the Ombud for Financial Service Providers after you have exhausted your option to resolve the dispute directly with Company. Please note that the Ombud for Financial Service Providers Commission accepts disputes for issues that arose if after having made his complaint to the financial institution, the complainant still feels aggrieved by the decision of the financial institution or he does not receive a reply to his complaint after a period of 6 months as from the date the complaint was made.

38.4. If a situation arises which is not expressly covered by this Agreement, the Parties agree to try to resolve the matter based on good faith and fairness and by taking such action as is consistent with market practice.

39. Governing Law and Jurisdiction

40.1. The interpretation, construction, effect and enforce ability of the Client Agreements shall be governed by the laws of Union of Comoros, and you and we agree to submit to the exclusive jurisdiction of Union of Comoros courts for the determination of disputes. You agree all Transactions carried out on the Trading Platform are governed by the laws of Union of Comoros regardless of the location of the Registered User.

40. Processing Personal Data

40.1. You hereby acknowledge and agree to the collection and processing of personal data provided-by you in connection with the opening of a trading account for the purpose of performing our obligations under these Terms and Conditions and for administering the relationship between you and us.

The Company may on some occasions share your Personal Data with third parties in order to provide you with the Services and improve your trading experience, in accordance with the applicable laws and Company's Privacy Policy. The Company will not disclose your Personal Data to any third party without your prior consent and/or without having a legal basis to do so.

40.2. You hereby acknowledge and agree that the Company may pass information provided by you to the Company, to other companies belonging to the same group with the Company and to other associated companies, for the purpose of processing and/or analyzing the personal data for the purpose of providing you with the Services.

40.3. In the event that you have consented to the use of your personal data by the Company for marketing and information management purposes, or to conduct market research for the Company, then the Company may share these data with other companies in its group or with carefully selected external parties that may use the personal data to provide you with information about the products and services that may be of your interest.

40.4. Under certain circumstances, you have the right in relation to your personal data:

- (a) Request access to your personal data (commonly known as a "data subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it;
- (b) Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.
- (c) Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.
- (d) Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which overrides your rights and freedoms.
- (e) Request restriction of processing of your personal data. This enables you to ask us to suspend the processing of your personal data in the following scenarios: (a) if you want us to establish the data's accuracy; (b) where our use of the data is unlawful but you do not want us to erase it; (c) where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims; or (d) you have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.

- (f) Request the transfer of your personal data to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.
- (g) Withdraw consent at any time where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.

You must read and acknowledge the Privacy Policy of the Company available online on the Website.

41. Multiple Account Holders – Joint Accounts

41.1. Where the Client comprises two or more persons and/or in the case of a joint account, the liabilities and obligations under the Agreement shall be joint and several. Any warning or other notice given to one of the persons which form the Client shall be deemed to have been given to all the persons who form the Client. Any Order given by one of the persons who form the Client shall be deemed to have been given by all the persons who form the Client.

41.2. The persons who form the same Client by all being part of a joint account (the multiple account holders) acknowledge that they equally have access and powers over the joint account and therefore, withdrawal of profits and placing of trades by any one of them is entirely their liability and responsibility and the Company is not liable for any losses that the Client of the joint account may incur as a result of one of the persons forming the Client acting on the Trading Account in anyway. The Company may accept instructions by any of the persons being part of the Client under a joint account as if it was requested by all the persons whom the joint account belongs to.

41.3. In the event of the death or mental incapacity of one of the persons who form the Client, all funds held by the Company or its nominee will be for the benefit and at the order of the other part and all obligations and liabilities owed to the Company will be owed by the other part.

Appendix **FX and CFD TRADING TERM**

42. Scope

This Appendix is applicable only to those Clients trading in the Financial Instruments of Contracts for Differences for all types of Underlying Assets available with the

Indices, base or precious Metals, Forwards, Commodities, Stocks, Shares Indices and Futures. Although the term FX / FX Contract is a type of a Contract for Difference, it is mentioned separately to mean the type of CFD where the Underlying Asset is a Currency Pair.

43. Opening and Closing Orders/Transactions

43.1. In order to open a Transaction in an FX and CFD on the Trading Platform, you must either open a Buy or a Sell, at the price quoted by the Trading Platform at the time of such Transaction. In order to close a Transaction, you must either offer to sell (in the case of a Buy), or purchase (in the case of a Sell), the Underlying Asset covered by such open Transaction, at the price quoted by the Trading Platform at the time of such closing offer. Transactions or open positions cannot be transferred to other FX and CFD providers or their platforms.

Full details of our Order Execution Policy can be found on the Website.

43.2. The Trading Platform will provide a Buy quote and a Sell quote for each Underlying Asset traded on the Trading Platform. You acknowledge that upon opening a Buy or closing a Sell, you may only do so at the price quoted by the Trading Platform to purchase such Underlying Asset. You further acknowledge that upon opening a Sell or closing a Buy, you may only do so at the price quoted by the Trading Platform for such Underlying Asset.

43.3. On the Trading Platform, you shall be entitled to make an offer to open a Transaction at the best available rate on the Trading Platform ("Market Order") at the time of opening such a Transaction, unless you specify a particular price in which to make an offer to open a Transaction ("Limit Order"). With respect to a Market Order, the price at which a Transaction is completed may not always be at the exact rate displayed when the order is submitted. You agree that your offer to open a Market Order may be accepted at a lower price or higher price than the price indicated by you in your Market Order, within a certain range as specified on the Trading Platform from time to time. If you choose to open a Market Order, your offer will be accepted at the best possible rate offered on the Trading Platform.

43.4. With respect to a Limit Order, the price at which a Transaction is completed may not always be at the exact rate displayed when the order is submitted. You agree that your offer to open a Limit Order may be accepted at a lower price if a buy, or higher price if a sell, than the price indicated by you in your Limit Order as specified on the Trading Platform from time to time. If you offer to open a Limit Order, your offer may be accepted at the price indicated by you in your offer. At any time prior to acceptance of a Limit Order, you may cancel the Limit Order without any further liability. If you choose to open a Limit Order, your offer will be accepted at the best possible rate offered on the Trading Platform.

43.5. Orders can be placed and (if allowed) changed within the Trading Hours for each type of FX and CFD appearing on the Company's Website, as amended from the Company from time to time. The Client agrees that the Orders to open a position if accepted by the Company outside the Trading Hours may not be capable of execution should the market not trade at the price stipulated once Trading Hours commence.

43.6. Pending Orders, not executed, shall remain effective through the next trading session (as applicable). All open spot positions will be rolled over to the next Business Day at the close of business in the relevant Underlying Market, subject to the Company's rights to close the open spot position. Any open forward positions will be rolled over at the expiry of the relevant period into the next relevant period subject to the Company's rights to close the open forward position.

Market Orders not executed because there is not enough volume to fill them, will not remain effective and will be canceled.

43.7. Orders shall be valid in accordance with the type and time of the given Order, as specified by the Client. If the time of validity of the Order is not specified, it shall be valid for an indefinite period. However, the Company may delete one or all Pending Orders if the Trading Account Equity reaches zero.

43.8. Orders may be removed by the Client before they are executed.

43.9. Stop loss and Take Profit orders may be changed as long as they are higher in distance than a specific level (depending on the trading symbol).

43.10. The Client may change the expiration date of Pending Orders or delete or modify a Pending Order before it is executed. In order to change the expiry the Client will need to cancel the Order and place a new one.

43.11. FX and CFD Orders on currencies are executed as follows:

- a. Take Profit (T/P) orders are executed at stated prices;
- b. Stop Loss (S/L) orders are executed at first market prices;
- c. Stop Loss (S/L) orders set for lock positions are executed at first market prices;
- d. Limit orders are executed at stated prices;
- e. Buy Stop and Sell Stop orders for position opening are executed at first market prices.

43.12. It is understood that Quotes on the Client Terminal are indicative Quotes and Slippage may occur. To this end the Client acknowledges and agrees that:

- f. Due to market volatility and factors beyond its control, the Company cannot guarantee that an Order (including Stop Loss and Take Profit Orders) will be executed at the level specified in the Client Order. For example, an Order may be closed at a worse price than as originally specified by the Client in such an Order (i.e. Negative Slippage). In such an event, the Company will close the Transaction at the next best price.
- g. Where the price for an Underlying Asset moves to the Client's advantage (i.e. Positive Slippage), the Company can pass such price improvement on to the Client.

43.13. In the event that the Company is unable to proceed with an Order, with regard to price or size or other reason, the Company will send a re-quote to the Client (with the price it is willing to deal until the price the Client asks is available). The Order will be rejected and the Client will need to place another Order.

43.14. The Company shall not be obliged to arrange for the execution of the Client's Orders in respect of any CFD out of normal Trading Hours which appear on the Company's Website.

43.15. The Company will delete Error Quotes (Spikes) from the Server's Quotes Base.

44. Stop and Limits

44.1. We may, in our sole discretion, allow you to specify a closing price for a Transaction through a Stop Loss and Take Profit Order, subject always to the terms of the Client Agreements and any other terms and conditions we may implement from time to time.

44.2. Orders shall be valid in accordance with the type and time of the given Order, as specified by the Client. If the time of validity of the Order is not specified, it shall be valid for an indefinite period. However, the Company may delete one or all Pending Orders if the Trading Account Equity reaches zero.

44.3. Orders may be removed by the Client before they are executed.

44.4. Stop loss and Take Profit orders may be changed as long as they are higher in distance than a specific level (depending on the trading symbol).

44.5. The Client may change the expiration date of Pending Orders or delete or modify a Pending Order before it is executed. In order to change the expiry the Client will need to cancel the Order and place a new one.

44.6. FX and CFD Orders on currencies are executed as follows:

- a. Take Profit (T/P) orders are executed at stated prices;
- b. Stop Loss (S/L) orders are executed at first market prices;
- c. Stop Loss (S/L) orders set for lock positions are executed at first market prices;
- d. Limit orders are executed at stated prices;
- e. Buy Stop and Sell Stop orders for position opening are executed at first market prices.

44.7. It is understood that Quotes on the Client Terminal are indicative Quotes and Slippage may occur. To this end the Client acknowledges and agrees that:

- h. Due to market volatility and factors beyond its control, the Company cannot guarantee that an Order (including Stop Loss and Take Profit Orders) will be executed at the level specified in the Client Order. For example, an Order may be closed at a worse price than as originally specified by the Client in such an Order (i.e. Negative Slippage). In such an event, the Company will close the Transaction at the next best price.
- i. Where the price for an Underlying Asset moves to the Client's advantage (i.e. Positive Slippage), the Company can pass such price improvement on to the Client.

44.8. In the event that the Company is unable to proceed with an Order, with regard to price or size or other reason, the Company will send a re-quote to the Client (with the price it is willing to deal until the price the Client asks is available). The Order will be rejected and the Client will need to place another Order.

44.9. The Company shall not be obliged to arrange for the execution of the Client's Orders in respect of any CFD out of normal Trading Hours which appear on the Company's Website.

44.10. The Company will delete Error Quotes (Spikes) from the Server's Quotes Base.

45. Stop and Limits

45.1. We may, in our sole discretion, allow you to specify a closing price for a Transaction through a Stop Loss and Take Profit Order, subject always to the terms of the Client Agreements and any other terms and conditions we may implement from time to time.

45.2. Upon your offer and our acceptance of your Order, you hereby authorize us to close the Transaction at the “Stop Loss” price or “Take Profit” price, as applicable, and as agreed in the Order, without further instruction from or notification to you. We may, in our sole discretion, close the Transaction when the price quoted by us on the Trading Platform equals or exceeds the price accepted by us for such an Order. You acknowledge that we will not be required to close any Transaction if you are not in compliance with any of the factors set forth in clause 13.13 of this Client Agreement.

45.3. We may, in our sole discretion, allow you to request the opening or closing of a Transaction, including a “Stop Loss” and “Take Profit” Order, within a specific time period determined by you. If we have accepted such a request, we may in our sole discretion, close the Transaction within such specific time period. You acknowledge and agree that we shall not be obliged to close such a Transaction outside such specific time period or which does not otherwise comply with any other limitations agreed upon with respect to such Transaction.

45.4. We may, in our sole discretion, accept an offer to place a Trailing Stop in relation to a Stop Loss Order. You acknowledge that the original price level set forth in a Stop Loss Order may be amended as the market on the Trading Platform moves in your favor. Whilst your Trailing Stop is still in effect, you agree that each change in the market by at least Pips on the Trading Platform in your favor shall constitute a new offer by you to raise the level of your Trailing Stop by one hundredth of one percentage point. Changes in a Pip will be rounded to the nearest absolute value in your base currency based on your country of origin, as shall be specified on the Trading Platform.

45.5. You acknowledge and agree that due to market volatility and factors beyond our control, we cannot guarantee that an Order will be executed at the level specified in your Order, for example, an Order may be closed at a worse price than as originally specified by you in such an Order. In such an event, we will close the Transaction at the next best price. For example, with respect to a Stop Loss Order, in the case of a Buy, the price of an Underlying Asset underlying such Order may suddenly decrease below the Stop Loss price, without ever reaching such price. In the case of a Sell, the price of an Underlying Asset underlying such Order may suddenly increase above the Stop Loss price, without ever reaching such price.

45.6. With respect to a Take Profit where the price for an Underlying Asset moves to your advantage (for example, if the price goes down as you buy or the price goes up as you sell), you agree that we can (but do not have to) pass such price improvement on to you. For example, in the case of a Buy, the price of an Underlying Asset underlying such Order may suddenly increase above the Take Profit price, without ever reaching such price. In the case of a Sell, the price of an Underlying Asset underlying such Order may suddenly decrease below the Take Profit price, without ever reaching such price.

45.7. The Client agrees that placing a Stop Loss Order will not necessarily limit losses to the intended amounts, because market conditions may make it impossible to execute such an Order at the stipulated price and the Company bears no responsibility whatsoever.

45.8. The Client agrees that trading operations using additional functions of the Client Trading Terminal such as Trailing Stop and/or Expert Advisor are executed completely under the Client’s responsibility, as they depend directly on his trading terminal and the Company bears no responsibility whatsoever.

49. Premium (or Swaps)

49.1. Any open Transaction held by you at the end of the trading day of the Underlying Market or over the weekend when the relevant Underlying Market is closed, shall automatically be rolled over to the next business day to avoid an automatic close. You acknowledge that when rolling such Transactions to the next Business Day, a Premium/Swap will be either added or subtracted from your Account with respect to such Transaction ("Rolling"). The Premium amount is a constant percentage of the position value and is based on a number of factors including among others, whether the Transaction is a Buy or a Sell, interest rates, Underlying Asset differentials, daily price fluctuations and other economic and market related factors. The Premium/Swap for each Underlying Asset is displayed in the "details" link for each specific Underlying Asset on the Trading Platform.

49.2. In deciding whether to open a Transaction for a specific Underlying Asset, you acknowledge that you are aware of the Premium.

49.3. You hereby authorize us to add or subtract the Premium/Swap to or from your Trading Account for any open Transactions that have accrued a Premium/Swap, in accordance with the applicable rate thereto, each day at the time of collection specified on the Trading Platform for each individual Underlying Asset, as applicable.

50. Maintenance Fees for Islamic Trading Accounts

50.1. A maintenance fee will be applicable for Islamic Trading Accounts and charged if the positions of the Clients in the Islamic Trading Account are held for longer than 2 days.

51. Expiry Transactions

51.1. We may, in our sole and absolute discretion, set an Expiry Date and time for a specific Instrument.

51.2. In the event we set an Expiry Date for a specific Underlying Asset, it will be displayed on the Trading Platform in the details link for each Underlying Asset. It is your responsibility to make yourself aware of the Expiry Date and time.

51.2. If you do not close an open Transaction with respect to an Underlying Asset which has an Expiry Date, prior to such Expiry Date, the Transaction shall automatically close upon the Expiry Date. The Transaction shall close at a price which will be the last price quoted on the Trading Platform immediately prior to the applicable Expiry Date and time.

52. Spreads

52.1. All FX and CFDs available with the Company have spreads which appear on the Trading Platform and/or the Website. The Company has the right to amend its spreads in its discretion from time to time. Such changes shall be effected on the Trading Platform and/or the Website and the Client is responsible to check for updates regularly.



Risk Disclosure and Warnings Notice
January 2024

PART A – RISKS ASSOCIATED WITH ALL FINANCIAL INSTRUMENTS

1. Introduction

1.1 This Risk Disclosure and Warning Notice (“Notice”) is provided to you (our Client and prospective Client) by **Make Capital Ltd**, a private Company limited by share incorporated and validly existing under the laws of The Autonomous Island of Anjouan with Union of Comoros Offshore Authority with license number L15900/MC (“the Company”, “we”).

1.2. All Clients and prospective Clients should read carefully the following risk disclosures and warnings contained in this Notice, before applying to the Company for a Trading Account and before they begin to accept any services from the Company. However, it is noted that this document cannot and does not disclose or explain all of the risks and other significant aspects involved in dealing in the Financial Instruments offered by the Company. This notice was designed to explain in general terms the nature of the risks involved when dealing in Financial Instruments on a fair and non-misleading basis.

1.3. The Company executes Client Orders in relation to Contracts for Differences (“CFDs”) in stocks, commodities, indices and currency pairs (FX), cryptocurrencies etc. The above products and services are intended for the Client target market of Small to large scale investors with knowledge and experience of the industry who feel comfortable trading complex financial markets and who want to trade with money they can afford to lose and have high risk tolerance. Prospective Clients will understand the impact of, and risks associated with margin trading, its key concepts along with leverage and the potential to bear losses of the entire invested capital.

2. Charges and Taxes

2.1. The Provision of Services by the Company to the Client may be subject to fees, available on the Company’s website <https://makecapitalmarket.com/> (“the Website”). Before the Client begins to trade, he/she should obtain details of all fees, commissions, charges for which the Client may be liable. It is the Client’s responsibility to check for any changes in the charges.

2.2. If any charges are not expressed in monetary terms (but, for example, as a percentage or formula), the Client should ensure that he/she understands what such charges are likely to amount to.

2.3. The Company may change its costs and associated charges at any time, according to the provisions of the Client Agreement found on the Company's Website.

2.4. There is a risk that the Client's trades in any financial instruments may be or become subject to tax and/or any other duty for example because of changes in legislation or his/her personal circumstances. The Company does not warrant that no tax and/or any other stamp duty will be payable. The Company does not offer tax advice and recommends that the Client seek advice from a competent tax professional if the Client has any questions.

2.5. The Client is responsible for any taxes and/or any other duty which may accrue in respect of his/her trades.

2.6. It is noted that taxes are subject to change without notice.

2.7. If required by applicable law, the Company shall deduct at source from any payments due to the Client such amounts as are required by the tax authorities to be deducted in accordance with applicable law.

2.8. It is possible that other costs, including taxes, relating to Transactions carried out on the Trading Platform may arise for which the Client is liable, and which are neither paid via us nor imposed by the Company. Although it is the Client's sole and entire responsibility to account for tax due and without derogating from this, the Client agrees that the Company may deduct tax, as may be required by the applicable law, with respect to his trading activity on the Trading Platform. The Client is aware that the Company has a right of set-off against any amounts in the Client's Trading Account with respect to such tax deductions.

2.9. It is noted that the Company's prices in relation to CFDs trading are set/quoted in accordance with the Company's internal. It is noted that Company's prices may be different from prices reported elsewhere. The prices displayed on the Company's Trading Platform reflects the last known available price at the moment prior to placing any Order, however, the actual execution price of the Order may differ, in accordance with the Company's internal policy and Client Agreement. As such, the price that the Client receives when he opens or closes a position may not directly correspond to real time market levels at the point in time at which the sale of the CFD occurs.

3. Third Party Risks

3.1. The Company may pass money received from the Client to a third party (e.g. an intermediate broker, a bank, a market, a settlement agent, a clearing house or OTC counter party) to hold or control in order to affect a Transaction through or with that person or to satisfy the Client's obligation to provide collateral (e.g. initial margin requirement) in respect of a Transaction. The Company has no responsibility for any acts or omissions of any third party to whom it will pass money received from the Client.

3.2. The financial institution to whom the Company will pass Client money may hold it in an omnibus account. In the event of the insolvency or any other analogous proceedings in relation to that financial institution, the Company may only have an unsecured claim against the financial institution on behalf of the Client, and the Client will be exposed to the risk that the money received by the Company from the financial institution is insufficient to satisfy the claims of the Client with claims in respect of the relevant account. The Company does not accept any liability or responsibility for any resulting losses. In general, accounts held with institutions, including

omnibus account(s), face various risks, including the potential risk of being treated as one (1) account in case the financial institution in which the funds are held defaults.

3.3. The Company may deposit Client money with a depository who may have a security interest, lien or right of set-off in relation to that money.

3.4. A bank or broker through whom the Company deals with could have interests contrary to the Client's interests.

4. Insolvency

4.1. The Company's insolvency or default or the insolvency or default of any parties involved in Transactions undertaken by the Company on the Client's behalf (including without limitation brokers, execution venues and liquidity providers), may lead to positions being liquidated or closed out without the Client's consent and as result the Client may suffer losses.

5. Technical Risks

5.1. The Client and not the Company shall be responsible for the risks of financial losses caused by failure, malfunction, interruption, disconnection or malicious actions of information, communication, electricity, electronic or other systems, which are not the result of gross negligence or willful default of the Company.

5.2. If the Client undertakes transactions on an electronic system, he/she will be exposed to risks associated with the system including the failure of hardware, software, servers, communication lines and internet failure. The result of any such failure may be that his Order is either not executed according to Client's instructions or it is not executed at all. The Company does not accept any liability in the case of such a failure.

5.3. The Client acknowledges that the unencrypted information transmitted by e-mail is not protected from any unauthorized access.

5.4. At times of excessive deal flow the Client may have some difficulties to be connected over the phone or the Company's Platform(s)/system(s), especially in fast market (for example, when key macroeconomic indicators or news are released).

5.5. The Client acknowledges that the internet may be subject to events which may affect his access to the Company's Website and/or the Company's Trading Platform(s)/system(s), including but not limited to interruptions or transmission blackouts, software and hardware failure, internet disconnection, public electricity network failures or hacker attacks. The Company is not responsible for any damages or losses resulting from such events which are beyond its reasonable control or for any other losses, costs, liabilities, or expenses (including, without limitation, loss of profit) which may result from the Client's inability to access the Company's Website and/or Trading System or delay or failure in sending orders or Transactions.

5.6. In connection with the use of computer equipment and data and voice communication networks, the Client bears the following risks amongst other risks in which cases the Company has no liability of any resulting loss:

- (a) Power cut of the equipment on the side of the Client or the provider, or communication operator (including voice communication) that serves the Client.
- (b) Physical damage (or destruction) of the communication channels used to link the Client and provider (communication operator), provider, and the trading or information server of the Client.
- (c) Outage (unacceptably low quality) of communication via the channels used by the Client, or the channels used by the provider, or communication operator (including voice communication) that are used by the Client or the Company.
- (d) Wrong or inconsistent with requirements settings of the Client Terminal.
- (e) Untimely update of the Client Terminal.
- (f) When carrying out transactions via the telephone (land or cell phone lines) voice communication, the Client runs the risk of problematic dialing, when trying to reach an employee of the Company due to communication quality issues and communication channel loads.
- (g) The use of communication channels, hardware and software, generate the risk of non-reception of a message (including text messages) by the Client from the Company.
- (h) Trading over the phone might be impeded by overload of connection.
- (i) Malfunction or non-operability of the Trading Platform, which also includes the Client Terminal.

5.7. The Client may suffer financial losses caused by the materialization of the above risks, the Company accepts no responsibility or liability in the case of such a risk materializing and the Client shall be responsible for all related losses he may suffer.

6. Trading Platform

6.1. The Client is warned that when trading in an electronic Trading Platform he/she assumes risk of financial loss which may be a consequence of amongst other things:

- (a) Failure of Client's devices, software and poor quality of connection.
- (b) The Company's or Client's hardware or software failure, malfunction or misuse.
- (c) Improper work of Client's equipment.
- (d) Wrong setting of Client's Terminal.
- (e) Delayed updates of Client's Terminal.

6.2. The Client acknowledges that only one Instruction is allowed to be in the queue at one time. Once the Client has sent an Instruction, a new Instruction can be given to the Company.

6.3. The Client acknowledges that the only reliable source of Quotes Flow information is that of the live Server's Quotes Base. Quotes Base in the Client Terminal is not a reliable source of Quotes Flow information because the connection between the Client Terminal and the Server may be disrupted at some point and some of the Quotes simply may not reach the Client Terminal.

6.4. The Client acknowledges that when the Client closes the order placing/ deleting window or the position opening/closing window, an Instruction, which has been sent to the Server, shall not be canceled.

6.5. Orders may be executed one at a time while being in the queue. Multiple orders from the same Trading Account at the same time may not be executed.

6.6. The Client acknowledges that when the Client closes the Order, it shall not be canceled.

6.7. In case the Client has not received as a result of Force Majeure Events the execution of the previously sent Order but decides to repeat the Order, the Client shall accept the risk of making two Transactions instead of one.

6.8. The Client acknowledges that if a Pending Order in a CFD has already been executed but the Client sends an instruction to modify its level, the only instruction, which will be executed, is the instruction to modify Stop Loss and/or Take Profit levels on the position opened when the Pending Order triggered.

7. Force Majeure Events

7.1. In case of a Force Majeure Event the Company may not be in a position to arrange for the execution of Client Orders or fulfil its obligations under the Client Agreement with the Client found on the Company's Website. As a result, the Client may suffer financial loss.

7.2. The Company will not be liable or have any responsibility for any type of loss or damage arising out of any failure, interruption, or delay in performing its obligations under the Client Agreement where such failure, interruption or delay is due to a Force Majeure Event.

8. Communication between the Client and the Company

8.1. The Client shall accept the risk of any financial losses caused by the fact that the Client has received with delay or has not received at all any notice from the Company.

8.2. The Client acknowledges that the unencrypted information transmitted by e-mail is not protected from any unauthorized access.

8.3. The Company has no responsibility if unauthorized third persons obtain illegal access to information, including electronic addresses, electronic communication and personal data, access data when the above are transmitted between the Company and the Client or when using the internet or other network communication facilities, telephone, or any other electronic means.

8.4. The Client is fully responsible for the risks in respect of undelivered Company Online Trading System internal mail messages sent to the Client by the Company.

9. Abnormal Market Conditions

9.1. The Client acknowledges that under Abnormal Market Conditions the period during which the Orders are executed may be extended or it may be impossible for Orders to be executed at declared prices or may not be executed at all.

9.2. Abnormal Market Conditions include but are not limited to times of rapid price fluctuations of the price, rises or falls in one trading session to such an extent that, under the rules of the relevant exchange, trading is suspended or restricted, or there is lack of liquidity, or this may occur at the opening of trading sessions.

10. Foreign Currency

10.1. When a Financial Instrument is traded in a currency other than the currency of the Client's country of residence and/or Trading Account, any changes in the exchange rates may have a negative effect on its value, price and performance and may lead to losses for the Client.

11. Regulatory and Legal Risk

11.1. A change in laws and regulations may materially impact a Financial Instrument and investments in a sector or market. A change in laws or regulations made by a government or a regulatory body or a decision reached by a judicial body can increase business operational costs, lessen investment attractiveness, change the competitive landscape and as such alter the profit possibilities of an investment. This risk is unpredictable and may vary from market to market.

PART B – GENERAL INFORMATION ON RISKS ASSOCIATED WITH SPECIFIC FINANCIAL INSTRUMENTS

12. Introduction

Trading CFDs can put Client's capital at risk, especially if used in a speculative manner. Both CFDs are categorized as high-risk complex Financial Instruments and Clients may lose the amount invested.

The investment decisions made by the Clients are subject to various markets, currency, economic, political, business risks etc., and will not necessarily be profitable. The Client acknowledges and without any reservation accepts that, notwithstanding any general information which may have been given by the Company, the value of any investment in Financial Instruments may fluctuate either upwards or downwards.

The Client acknowledges and without any reservation accepts the existence of a substantial risk of incurring losses and damages as a result of buying or selling any Financial Instrument and acknowledges his willingness to take such risk.

Set out below is an outline of the major risks and other significant aspects of CFDs trading:

13. Risk over trading in CFDs

13.1 **Trading in CFDs is VERY SPECULATIVE AND HIGHLY RISKY** and is not suitable for all members of the general public but only for those investors who:

- (a) understand and are willing to assume the economic, legal and other risks involved.
- (b) taking into account their personal financial circumstances, financial resources, lifestyle and obligations are financially able to assume the loss of their entire investment.
- (c) have the knowledge to understand CFDs trading and the Underlying assets and Markets.

13.2. The Company will not provide the Client with any advice relating to CFDs, the Underlying Assets and Markets or make investment recommendations including occasions where the Client shall request such advice and/or recommendation. However, the Company may provide the Client with information and tools produced by third parties on an "as is" basis (i.e. the Company does not approve, or endorse, or affect the said information and or tools), which may be indicative of trading

trends or trading opportunities. The Client accepts and understands that taking any actions based on the information and/or tools provided by third parties may result in losses and or general reduction of value of the Client's assets. The Company does not accept liability for any such losses resulting from actions taken by the Client on the basis of information and or tools produced by third parties, including but not limited to introducing brokers, consultants, advisors, and MT expert advisors.

13.3. CFDs are derivative financial instruments deriving their value from the prices of the underlying assets/markets in which they refer to (for example currency, equity indices, stocks, metals, indices futures, forwards etc.). It is important, therefore, that the Client understands the risks associated with trading in the relevant underlying asset/ market because fluctuations in the price of the underlying asset/ market will affect the profitability of his trade.

13.4. Information of the previous performance of CFDs, the Underlying Assets and Markets does not guarantee its current and/or future performance. The use of historical data does not constitute a binding or safe forecast as to the corresponding future performance of the CFDs to which the said information refers.

14. Leverage and Gearing

14.1. Transactions in foreign exchange and derivative Financial Instruments 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". The Leverage with the Company conducting the brokerage activities can often be as high as 1:500, and thus there is a high risk of losing money rapidly due to leverage.

14.2. A relatively small market movement will have a proportionately larger impact on the funds the Client has deposited or will have to deposit; this may work against the Client as well as for the Client. The Client may sustain a total loss of initial Margin funds and any additional funds deposited with the Company to maintain his/her position. If the market moves against the Client's position and/or Margin requirements are increased, the Client may be called upon to deposit additional funds on short notice to maintain his position. Failing to comply with a request for a deposit of additional funds, may result in closure of his/her position(s) by the Company on his/her behalf and he will be liable for any resulting loss or deficit. It is clients' responsibility to monitor his trading activity and identify whether he should deposit additional funds to maintain any open positions.

15. Risk-reducing Orders or Strategies

15.1 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 market 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. Therefore, Stop Limit and Stop Loss Orders cannot guarantee the limit of loss.

15.2. Trailing Stops and Expert Advisors cannot guarantee the limit of loss.

16. Volatility

16.1. Some Financial Instruments trade within wide intraday ranges with volatile price movements. Therefore, the Client must carefully consider that there is a high risk of losses. The price of a Financial Instrument is derived from the price of the Underlying Asset in which the Financial Instruments refers to. Financial Instruments and related Underlying Markets can be highly volatile. The prices of Financial Instruments and the Underlying Asset may fluctuate rapidly and over wide ranges and may reflect unforeseeable events or changes in conditions, none of which can be controlled by the Client or the Company. Under certain market conditions it may be impossible for a Client Order to be executed at declared prices leading to losses. The prices of Financial Instruments and the Underlying Assets will be influenced by, amongst other things, changing supply and demand relationships, governmental, agricultural, commercial and trade programs and policies, national and international political and economic events and the prevailing psychological characteristics of the relevant marketplace.

17. Margin

17.1. The Client acknowledges and accepts that, regardless of any information which may be offered by the Company, the value of Derivative Financial Instruments may fluctuate downwards or upwards and it is even probable that the investment may become of no value. This is owed to the margining system applicable to such trades, which generally involves a comparatively modest deposit or margin in terms of the overall contract value, so that a relatively small movement in the Underlying Market can have a disproportionately dramatic effect on the Client's trade. If the Underlying Market movement is in the Client's favour, the Client may achieve a good profit, but an equally small adverse market movement can not only quickly result in the loss of the Client's entire deposit, but may also expose the Client to a large additional loss.

18. Liquidity

18.1. Some of the Underlying Assets may not become immediately liquid as a result of reduced demand for the Underlying Asset, and the Client may not be able to obtain the information on the value of these or the extent of the associated risks.

19. Contracts for Differences

19.1 The CFDs available for trading with the Company are non-deliverable spot transactions giving an opportunity to make profit on changes in the Underlying Asset (cash indices, index futures, commodity futures, spot crude oil, spot gold, spot silver, single stocks, currencies or any other asset according to the Company's discretion from time to time). Subject to the negative balance protection provisions of the Client Agreement as per clause 17.3 of the same, if the Underlying Asset movement is in the Client's favour, the Client may achieve a good profit, but an equally small adverse market movement can not only quickly result in the loss of the Client's entire deposit but also any additional commissions and other expenses incurred. So, the Client must not enter into CFD trading unless he/she is willing to undertake the risks of losing all the money which he/she has invested entirely, in addition to any additional commissions and other expenses incurred, subject to the negative balance protection provisions of the Client Agreement as per clause 17.3 of the same.

19.2. Investing in a Contract for Differences carries the same risks as investing in a future or an

option and the Client should be aware of these as set out above. Transactions in Contracts for Differences may also have a contingent liability and the Client should be aware of the implications of this as set out below under “Contingent Liability Investment Transactions”.

20. Off-exchange transactions in Derivative Financial Instruments

20.1. CFDs offered by the Company are off-exchange transactions (i.e. over-the-counter). The trading conditions are set by us, subject to any obligations to act reasonably and in accordance with our Client Agreement. Each CFD order that the Client opens through our Trading Platform results in the entering of an Order with the Company; such Orders can only be closed with the Company and are not transferable to any other person.

20.2. While some off-exchange markets are highly liquid, transactions in off-exchange or non-transferable derivatives may involve greater risk than investing in on-exchange derivatives because there is no exchange market on which to close out an Open Position. It may be impossible to liquidate an existing position, to assess the value of the position arising from an off-exchange transaction or to assess the exposure to risk. Prices need not be quoted, and, even where they are, they will be established by dealers in these instruments and consequently it may be difficult to establish what a fair price is.

20.3. In regard to transactions in CFDs, the Company is using an Online Trading System for transactions in CFDs which does not fall into the definition of a recognized exchange and so does not have the same protection.

21. Contingent Liability Investment Transactions

21.1. Contingent liability investment transactions, which are margined, require the Client to make a series of payments against the purchase price, instead of paying the whole purchase price immediately. The Margin requirement will depend on the underlying asset of the Financial Instrument. Margin requirements can be fixed or calculated from the current price of the underlying instrument and can be found on the website of the Company.

21.2. If the Client trades in futures or Contracts for Differences, he/she may sustain a total loss of the funds he/she has deposited to open and maintain a position. If the market moves against the Client, he/she may be called upon to pay substantial additional funds at short notice to maintain the position. If the Client fails to do so within the time required, his/her position may be liquidated at a loss and he will be responsible for the resulting deficit. It is noted that the Company will not have a duty to notify the Client for any Margin Call to sustain a loss-making position.

21.3. Even if a transaction is not margined, it may still carry an obligation to make further payments in certain circumstances over and above any amount paid when the Client entered the contract.

21.4. Contingent liability investment transactions which are not traded on or under the rules of a recognized or designated investment exchange may expose the Client to substantially greater risks.

22. Suspensions of Trading

22.1. Under certain trading conditions it may be difficult or impossible to liquidate a position. This may occur, for example, at times of rapid price movement if the price rises or falls in one trading

session to such an extent that under the rules of the relevant exchange, trading is suspended or restricted. Placing a Stop Loss will not necessarily limit the Client's losses to the intended amounts, because market conditions may make it impossible to execute such an Order at the stipulated price. In addition, under certain market conditions the execution of a Stop Loss Order may be worse than its stipulated price and the realized losses can be larger than expected.

23. No Delivery

23.1. It is understood that the Client has no rights or obligations in respect to the Underlying Assets relating to the CFDs he is trading. There is no delivery of the underlying asset.

24. Slippage

24.1. Slippage is the difference between the expected price of a Transaction in Financial Instruments, and the price the Transaction is actually executed at. Slippage often occurs during periods of higher volatility (for example due to news events) making an Order at a specific price impossible to execute, when market orders are used, and also when large Orders are executed when there may not be enough interest at the desired price level to maintain the expected price of trade.

25. Advice and Recommendations

25.1. The Company will not advise the Client about the merits of a particular Transaction or give him/her any form of investment advice and the Client acknowledges that the Services do not include the provision of investment advice in CFDs or the Underlying Assets and Markets. The Client alone will enter into Transactions and take relevant decisions based on his/her own judgement. In asking the Company to enter into any Transaction, the Client represents that he/she has been solely responsible for making his/her own independent appraisal and investigation into the risks of the Transaction. He/she represents that he/she has sufficient knowledge, market sophistication, professional advice and experience to make his/her own evaluation of the merits and risks of any Transaction. The Company gives no warranty as to the suitability of the products traded under this Agreement and assumes no fiduciary duty in its relations with the Client.

25.2. The Company will not be under any duty to provide the Client with any legal, tax or other advice relating to any Transaction. The Client should seek independent expert advice if he/she is in any doubt as to whether he may incur any tax liabilities. The Client is hereby warned that tax laws are subject to change from time to time.

25.3. The Company may, from time to time and at its discretion, provide the Client (or in newsletters which it may post on its Website or provide to subscribers via its Website or the Trading Platform or otherwise) with information, news, market commentary or other information but not as a service. Where it does so:

- (a) the Company will not be responsible for such information;
- (b) the Company gives no representation, warranty or guarantee as to the accuracy, correctness or completeness of such information or as to the tax or legal consequences of any related Transaction;
- (c) this information is provided solely to enable the Client to make his/her own investment decisions and does not amount to investment advice or unsolicited financial promotions to the

Client;

- (d) if the document contains a restriction on the person or category of persons for whom that document is intended or to whom it is distributed, the Client agrees that he will not pass it on to any such person or category of persons;
- (e) the Client accepts that prior to dispatch, the Company may have acted upon it itself to make use of the information on which it is based. The Company does not make representations as to the time of receipt by the Client and cannot guarantee that he will receive such information at the same time as other clients.

25.4. It is understood that market commentary, news, or other information provided or made available by the Company are subject to change and may be withdrawn at any time without notice.

26. No Guarantees of Profit

26.1. The Company provides no guarantees of profit nor of avoiding losses when trading in Financial Instruments. The Company cannot guarantee the future performance of the Client's Trading Account, promise any specific level of performance or promise that Client's investment decisions, strategies, will be successful/profitable. The Client has received no such guarantees from the Company or from any of its representatives. The Client is aware of the risks inherent in trading in Financial Instruments and is financially able to bear such risks and withstand any losses incurred. The Client acknowledges and accepts that there may be other additional risks apart from those mentioned above.



ANTI-MONEY LAUNDERING POLICY

JANUARY 2024

INTRODUCTION

Make Capital Ltd is registered in Autonomous, with company regulated by the Autonomous of Island Anjouan Union of Comoros Offshore Finance Authority with license number L15900/MC operating under the trading name Make Capital (hereinafter “The Company”).

The Company has implemented policies, controls and procedures in line with the Financial Intelligence Centre Act, No 38 of 2001 (The FIC Act) together with the Prevention of Organised Crime Act, 1998 (POCA), the Prevention and Combatting of Corrupt Activities Act, 2004 (PRECCA) and the Protection of Constitutional Democracy Against Terrorist and Related Activities Act, 2004 (POCDATARA) under the guidance on how to comply with these requirements. The phrase “money laundering” covers all procedures to conceal the origins of criminal proceeds so that they appear to originate from a legitimate source. The Company aims to detect, manage and mitigate the risks associated with money laundering and the financing of terrorism. The Company has introduced strict policy aimed on the detection, risk prevention or mitigation in respect of any suspicious activities performed by Clients.

The Company is required to constantly monitor its level of exposure to the risk of money laundering and the financing of terrorism.

The Company believes that if it knows its Clients well and understands their instructions thoroughly, it will be better placed to assess risks and spot suspicious activities.

CLIENT ACCEPTANCE POLICY

Effective Client Due Diligence (“CDD”) measures are essential to the management of money laundering and terrorist financing risk. CDD means identifying the Client and verifying their true identity on the basis of documents, data or information both at the moment of starting a business relationship with Client and on an ongoing basis. The Client identification and verification procedures require, first, the collection of data and, second, attempts to verify that data.

During the account registration process an individual Client provides the following identification information to the Company:

- Client's full name;
- Client's date of birth;
- Country of residence/location of Client;
- Mobile telephone number and e-mail.

During the account registration process a corporate Client provides the following identification information to the Company as a minimum:

- Full company name;
- Registration number and date;
- Country of registration/incorporation;
- Registered address;
- Mobile telephone number and e-mail.
- Names of Directors
- Names of Shareholders up to the ultimate beneficial owners (UBOs).

Appropriate documents for verifying the identity of Client include, but are not limited to, the following:

- For an individual Client: A high resolution scanned copy or photo of pages of a passport or any other national ID, or a current valid driving licence (where the Financial institution is satisfied that the driving licensing authority carries out a check on the holder's identity before issuing the licence) indicating family name and name(s), date and place of birth, passport number, issue and expiry dates, country of issue and Client's signature and a clear, non-edited selfie.
- For a corporate Client: a high-resolution copy of documents showing the existence of the entity, such as Certificate of Incorporation, and, where applicable, Certificate of Change of Name, Certificate of Good Standing, Articles of incorporation, a government issued business license (if applicable), etc.

To verify proof of address of the Client the Company requires one of the following to be provided, in the same correct name of the Client:

- A high-resolution copy of a utility bill (fixed-line phone, water, electricity) issued within the last 3 months;
- A copy of a tax or rates bill from a local authority;
- A copy of a bank statement (for a current account, deposit account or credit card account);
- A copy of a bank reference letter.

The information and documents will be automatically verified by the Company's electronic system or 3rd party identity verification software or by the Company's staff. The Client's information is verified against electronic databases for confirmation of identity details and legal status such as criminal record, political associations, sanctions lists etc.

The 3rd party system that is used by the company for verification purposes fulfills the below conditions:

1. Is registered with the Data Protection Commissioner in the country from which it operates, for the purposes of safety or the personal data and
2. Electronic databases provide access to information that refers to both current and previous situations that indicate that the person actually exists and include positive information (at least full name, address and date of birth of the Client) as well as negative information (eg committing offenses such as identity theft, inclusion in files of deceased persons, inclusion in lists of sanctions and restrictive

measures by the Council of the European Union, Interpol and the Security Council UN).

3. Uses multiple sources of information which update in real-time as well as present alerts whenever information in the system regarding a verified client, will change (eg. A previously verified client has now been added to a sanctions list)
4. Provide details as to what kind of information was researched and resulted in either validation or invalidation of the client's verification
5. Allows the Company to keep records of the information that was verified as well as the verification results
6. electronic databases contain a wide range of sources, with information from various time intervals, updated to real-time update and send notifications trigger alerts when important data is differentiated.
7. has established transparent procedures that allow to the Company to identify what information has been searched for, which ones are their effects and their importance in relation to the degree certainty as to the identity of the Client.

Potential sanctions matches are reviewed by the responsible persons and if the matches are found to be accurate and true the Client gets rejected.

When making a funds deposit or funds withdrawal via credit/debit card which is not 3D Secure, a Client is required to provide a scanned copy or photo of the credit/debit card (front and back side). The front side of credit/debit card should show the cardholder's full name, the expiry date and the first six and the last four digits of the card number (the rest of the digits may be covered). The copy or scan of the reverse side of credit/debit card should show the cardholder's signature, but the CVC2/CVV2 code must be masked. If an existing Client either refuses to provide the information described above or if a Client has intentionally provided misleading information, the Company, after considering the risks involved, will consider closing any of the existing Client's accounts.

The Regulations measures require further research and identification of Clients who may pose a potentially high risk of money laundering/terrorism financing. If the Company has assessed that the business relationship with a Client poses a high risk, it will apply the following additional measures:

- Obtaining the information relating to the source of the funds or the wealth of the Client will be required (this will be done via e-mail, Client Portal ticketing system or phone);
- Seek further information from the Client or from Company's own research and third-party sources in order to clarify or update the Client's information, obtain any further or additional information, clarify the nature and purpose of the Client's transactions with Company.

When obtaining information to verify the Client's statements about source of funds or wealth, the Company's staff will most often ask for and scrutinize details of the person's employment status or business/occupation. The Company's staff will ask for whatever additional data or proof of that employment/occupation that may be deemed necessary in the situation, particularly the appropriate

confirming documents (employment agreements, bank statements, letter from employer or business, financial statements etc.).

The Company will conduct ongoing Client due diligence and account monitoring for all business relationships with Clients. It particularly involves regularly reviewing and refreshing Company's view of what its Clients are doing, the level of risk they pose, and whether anything is inconsistent with information or beliefs previously held about the Client. It can also include anything that appears to be a material change in the nature or purpose of the Client's business relationship with Company.

REFUND POLICY

The Company's Refund Policy is an integral part of the Client Agreement and can be found on the Company's website at <https://makecapitalmarket.com> The Refund Policy contains all the relevant information regarding payments to and from the Company and measures taken prevent money laundering and terrorist financing.

PERSONNEL

AML Compliance Officer

The Company shall appoint an AML Compliance Officer, who will be fully responsible for the Company's AML and CFT program and report to the Board of the Company or a committee thereof any material breaches of the internal AML policy and procedures and of the Regulations, codes and standards of good practice.

AML Compliance Officer's responsibilities include:

- Ensuring the Company's compliance with the requirements of the Regulations;
- Establishing and maintaining internal AML program;
- Establishing an audit function to test its anti-money laundering and combating the financing of terrorism procedures and systems;
- Training employees to recognize suspicious transactions;
- Receiving and investigating internal suspicious activity and transaction reports from staff and making reports to the FIU where appropriate;
- Ensuring that proper AML records are kept;
- Obtaining and updating international findings concerning countries with inadequate AML systems, laws or measures.

Employees

All Company employees, managers and directors must be aware of this policy.

Employees, managers and directors who are engaged in AML related duties must be suitably vetted. This

includes a criminal check done at the time of employment and monitoring during employment. Any violation of this policy or an AML program must be reported in confidence to the AML Compliance Officer, unless the violation implicates the AML Compliance Officer, in which case the employee must report the violation to the Board of Directors.

Employees who work in areas that are susceptible to money laundering or financing terrorism schemes must be trained in how to comply with this policy or the AML program. This includes knowing how to be alert to money laundering and terrorism financing risks and what to do once the risks are identified.

Employee Training Program

The Company provides AML training to employees who will be dealing with Clients or will be involved in any AML checking, verification or monitoring processes. The Company may conduct its training internally or hire external third-party consultants.

Each person employed within the Company is assigned a supervisor who teaches him or her in relation to all policies, procedures, Client documentation forms and requirements, forex markets, trading platforms, etc.

The Company's AML training program is aimed to ensure its employees receive appropriate training level with regards to any possible AML/TF risks.

Content of training

The Company's AML and risk awareness training includes the following content:

- The Company's commitment to the prevention, detection and reporting of ML and TF crimes.
- Examples of ML and TF that have been detected in similar organisations, to create an awareness of the potential ML and TF risks which may be faced by the Company's employees
- Well known or recognised typologies, especially where made available by the FATF or AML Supervisors.
- The consequences of ML and TF for the Company, including potential legal liability.
- The responsibilities of the Company under the AML Act and Regulations.
- Those particular responsibilities of employees as identified in this AML Policy, and how employees are expected to follow the Company's AML procedures.
- How to identify and report unusual activity that may be a suspicious transaction or attempted transaction.
- The rules that apply against unlawful disclosure of suspicious transactions ("tipping off").



COMPLAINTS MANAGEMENT FRAMEWORK

Make Capital Ltd

Registration: 15900

License Number: L15900/MC

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1. Introduction

Make Capital Ltd is a Financial Services Provider regulated by the Autonomous Island of Anjouan with Union of Comoros offshore finance authority. Section 17 of The General Code of Conduct for Financials Services Providers and Representatives (GCoC) requires Financial Service Providers to devise and implement a complaint handling process.

The Complaints Management Framework is a guiding principle on the handling, processing, and escalation of complaints to ensure fair outcomes, manage business risk and conform to regulatory obligations. The process seeks to align with the concept of treating customers fairly in support of the Financial Sector Conduct Authorities mandate.

2. Definitions

Client query - means a request to the provider or the provider's service supplier by or on behalf of a client, for information regarding the provider's financial products, financial services or related processes, or to carry out a transaction or action in relation to any such product or service.

Complainant means a person who submits a complaint and includes a—

- a. client;
- b. person nominated as the person in respect of whom a product supplier should meet financial product benefits or that persons' successor in title;
- c. person whose life is insured under a financial product that is an insurance policy;
- d. person that pays a premium or an investment amount in respect of a financial product;
- e. member;
- f. person whose dissatisfaction relates to the approach, solicitation marketing or advertising material or an advertisement in respect of a financial product, financial service or related service of the provider,

who has a direct interest in the agreement, financial product or financial service to which the complaint relates, or a person acting on behalf of a person referred to in (a) to (f);

Complaint means an expression of dissatisfaction by a person to a provider or, to the knowledge of the provider, to the provider's service supplier relating to a financial product or financial service provided or offered by that provider which indicates or alleges, regardless of whether such an expression of dissatisfaction is submitted together with or in relation to a client query, that—

- a. the provider or its service supplier has contravened or failed to comply with an agreement, a law, a rule, or a code of conduct which is binding on the provider or to which it subscribes;
- b. the provider or its service supplier's maladministration or wilful or negligent action or failure to act, has caused the person harm, prejudice, distress or substantial inconvenience; or
- c. the provider or its service suppliers has treated the person unfairly.

Compensation payment means a payment, whether in monetary form or in the form of a benefit or service, by or on behalf of a provider to a complainant to compensate the complainant for a proven or estimated financial loss incurred as a result of the provider's contravention, non-compliance, action,

failure to act, or unfair treatment forming the basis of the complaint, where the provider accepts liability for having caused the loss concerned, but excludes any—

- a. goodwill payment;
- b. payment contractually due to the complainant in terms of the financial product or financial service concerned; or
- c. refund of an amount paid by or on behalf of the complainant to the provider where such payment was not contractually due;

and includes any interest on late payment of any amount referred to in (b) or (c);

Goodwill Payment means a payment, whether in monetary form or in the form of a benefit or service, by or on behalf of a provider to a complainant as an expression of goodwill aimed at resolving a complaint, where the provider does not accept liability for any financial loss to the complainant as a result of the matter complained about;

Member in relation to a complainant means a member of a—

- a. pension fund as defined in the Pension Funds Act 52 of 1956;
- b. friendly society as defined in of the Friendly Societies Act 25 of 1956;
- c. medical scheme as defined in of the Medical Schemes Act 131 of 1998) or
- d. group scheme as contemplated in the Policyholder Protection Rules made under section 62 of the Long-term Insurance Act, 1998, and section 55 of the Short-term Insurance Act, 1998;

Rejected in relation to a complaint means that a complaint has not been upheld and the provider regards the complaint as finalised after advising the complainant that it does not intend to take any further action to resolve the complaint and includes complaints regarded by the provider as unjustified or invalid, or where the complainant does not accept or respond to the provider's proposals to resolve the complaint;

Reportable Complaint means any complaint other than a complaint that has been—

- (a) upheld immediately by the person who initially received the complaint;
- (b) upheld within the provider's ordinary processes for handling client queries in relation to the type of financial product or financial service complained about, provided that such process does not take more than five business days from the date the complaint is received; or
- (c) submitted to or brought to the attention of the provider in such a manner that the provider does not have a reasonable opportunity to record such details of the complaint as may be prescribed in relation to reportable complaints; and

Upheld means that a complaint has been finalised wholly or partially in favour of the complainant and that—

- (a) the complainant has explicitly accepted that the matter is fully resolved; or
- (b) it is reasonable for the provider to assume that the complainant has so accepted; and
- (c) all undertakings made by the provider to resolve the complaint have been met or the complainant has explicitly indicated its satisfaction with any arrangements to ensure such undertakings will be met by the provider within a time acceptable to the complainant.

3. Purpose

The objective of the complaints process is to uphold the principle of fairness, transparency and accountability when engaging with complainants and complaints. This will promote the integrity and good standing of the organisation and ensure fair outcomes to clients. It is the view of the governing body and management that all complainants must be treated fairly, respectfully, and expeditiously. Therefore, the FSP's purpose of establishing the framework is to:

- To provide processes for redress where the provider or its service provider has contravened or failed to comply with an agreement, a law, a rule, or a code of conduct which is binding on the provider or to which it subscribes;
- To provide processes for accountability, responsibility and redress where the provider or its service supplier's maladministration or wilful or negligent action or failure to act, has caused the person harm, prejudice, distress or substantial inconvenience.
- To embed a process that is appropriate and commensurate with the nature, scale and complexity of the business and its risk
- provide complainants with a simple and accessible complaints handling procedure
- ensure that all staff understand how and when to handle a complaint
- ensure that complainants understand the process of lodging a complaint
- ensure that complaints are handled fairly, expeditiously, respectfully and with the required level of sensitivity
- To ensure impartiality and objectivity in the handling of complaints
- Ensure that the complaints process is clear, transparent, and properly documented
- To ensure that complaints are monitored to improve service delivery and increase confidence in our business
- To provide for a clear procedure detailing time frames, escalation processes, monitoring, review, and oversight
- To identify risks, trends and actions taken in response to complaints
- To analyse and document the effectiveness and outcomes of the complaints management framework.

The complaints framework will be updated according to any legal determinations, publications and guidance issued by the **ombudsman**, as and when necessary, based on the stipulated timelines as advised by legislation or the **ombudsman**, or at least annually in the absence of the above.

4. Our Policy

Make Capital Ltd is committed to providing the highest standard of service to its clients and customers. All complaints are taken seriously and resolved as soon as reasonably practical and as closely as possible to the allocated time frames. The governing body/senior management is responsible for the establishment, maintenance, and operation of an adequate and effective complaints management framework that is commensurate with the scale and complexity of our business. The framework is designed to coincide with our business processes, model and our client offering. Our policy is to endeavour to:

- handle all complaints fairly and ensure that all complainants receive the assistance they require without unreasonable barriers to the complaints process.
- The complaints process is open to all clients who use our services, have complaints about representatives, products, or other related services.
- All complaints will be addressed according to the procedure detailed herein and given the level of confidentiality they deserve subject to any laws that may preclude such right.

- A register of complaints will be maintained and monitored according to the detail provided herein.
- The complaints procedure will be monitored regularly to ensure that it is fair and non-discriminatory.
- All staff and management will familiarise themselves with the complaints and the contents of this document and ensure compliance with the processes therein.

5. Responsibility

The board of directors, the governing body, or the key individual of the provider, excluding a representative, is responsible for effective complaints management and must approve and oversee the effectiveness of the implementation of the provider's complaints management framework. Persons responsible for making decisions or recommendations in respect of complaints generally or a specific complaint will be:

- adequately trained;
- have an appropriate mix of experience, knowledge and skills in complaints handling, fair treatment of customers, the subject matter of the complaints concerned and relevant legal and regulatory matters;
- not be subject to a conflict of interest; and
- suitably empowered to make impartial decisions or recommendations.

6. The Complaints Process

The process is established in consideration of the complainant; no internal process must cause frustration and any delays to the resolution. Any instances of delay must be managed by the complaints manager and discussed with executive management to facilitate a review or replacement of such process.

6.1 Submission of complaints

Complaints may be submitted to the product supplier or **Make Capital Ltd** according to the nature of the complaint.

You have a right to lodge a complaint should you feel that any representative of **Make Capital Ltd** has contravened or failed to comply with a provision of this Act, and that as a result thereof you have suffered or are likely to suffer:

- financial prejudice or damage;
- or if any representative of **Make Capital Ltd** has willfully or negligently rendered a financial service to you which has, or is likely to cause prejudice or damage to you;
- or where you believe you have been treated unfairly.

Your complaint must be lodged in writing with the internal compliance officer or compliance department of the **Make Capital Ltd** or product supplier and follow the internal complaints and escalation processes.

The governing body of **Make Capital Ltd** is responsible for the formulation, adoption, and implementation of the internal complaints processes. Complaints are handled by a suitably qualified person.

The following information must be provided with the complaint: Name

Surname

Contact number
Details of the complaint or query
Reference number or policy number

7. Complaints Review and Escalation

7.1 Acknowledgement of receipt

Make Capital Ltd will ensure that the complainant receives acknowledgement of the complaint using email communication within 48 hours of receipt of complaint. The email will indicate that a formal response will be provided within 7 days of the initial 48hour communication. Depending on the complexity of the matter the response may extend to 14 days. Upon receipt of the response the complainant will have 7 days within which to respond to the communication from Make Capital Ltd. The Make Capital Ltd will endeavour to resolve all complaints within 6 weeks, failure of which the complaint may approach the ombudsman for determination. The complainant may also approach our statutory compliance officers for an alternative view prior to contacting the ombudsman. Complaints lodged with the ombudsman must be submitted within 6 months from the date the FSPs final response.

7.2 Review and escalation

- All complaints received via any medium, will be handled internally by a representative of the complaints department.
- Should the representative fail to resolve the complaint to the satisfaction of the complainant, the complaint will be escalated to the Complaints manager.
- The complaints manager will exercise reasonable care and skill to ensure that the complaint is resolved amicably and within reasonable time.
- The complainant will be kept informed during the process.
- The Manager will ensure that the complaint is attended to and resolved within 6 weeks as per legislation.
- In the event there is a delay in the resolution feedback, this must be communicated to the complainant and managed within the correct time frame.

7.3 Final Decision

- The final decision and outcome for the complaint will be officially communicated to the complainant.
- The details for all regulatory bodies' escalation channels will be provided to the complainant together with the outcome/resolution of the complaint such as the details of the compliance officer of Make Capital International Ltd, product supplier and that of the ombudsman.

8. Categorisation of Reportable Complaints:

The organisation will categorise its complaints according to the categories below and will in addition include any other relevant categories unique to its product offering, business, and industry. This will allow for the appropriate recording, documentation, reporting and analysis of trends for the purpose of grouping complaints received by Make Capital International Ltd and appropriate formulation of responses and remediation processes. The complaints will be categorised in the following manner in accordance with the GCoC and in conformity

with the product provisions of Make Capital International Ltd and business activities. These will be outlined in a register of complaints relating to:

- to the design of a financial product, financial service or related service, including the fees, premiums or other charges related to that financial product or financial service.
- to information provided to clients.
- to financial product or financial service performance.
- to a service to clients, including complaints relating to premium or investment contribution collection or lapsing of a financial product.
- to financial product accessibility, changes or switches, including complaints relating to redemptions of investments.
- to complaints handling
- to insurance risk claims, including non-payment of claims; and

These complaints will be handled by Make Capital International Ltd or channeled to the relevant product supplier for investigation and feedback and the complainant will be informed accordingly. Make Capital International Ltd has no influence or contribution to any decision making around complaints escalated to the product supplier. The product supplier has full discretion to share responses in relation to these complaints. Make Capital International Ltd may take necessary action against any representative found guilty of such a complaint, this must be shared with the product supplier and authorities.

9. Record Keeping, monitoring and analysis of complaints

9.1 Record keeping and monitoring

The categorisation of complaints will also determine the nature of the risk and risk exposure of the FSP and inform the processes of risk management on an ongoing basis. The complaints will assist with data recording and compilation in compliance. The information obtained will be analysed and reported to the risk committee/executive management to allow for a holistic review of the process and to reduce the number of valid or reportable complaints received by the business. Make Capital Ltd will also conduct an audit of the repository of reportable complaints received to determine and ensure the accuracy, efficiency of the record keeping process which may include the following information extracted from the complaints register:

- number of complaints received.
- number of complaints upheld.
- number of rejected complaints and reasons for the rejection.
- number of complaints escalated by complainants to the internal complaint's escalation process.
- number of complaints referred to an ombud and their outcome.
- number and amounts of compensation payments made.
- number and amounts of goodwill payments made; and
- total number of complaints outstanding.
- recordings for telephonic conversations, and emails confirming electronic communication.
- Where complaints were received in hard copy, such evidence must be scanned and saved to cloud.

9.2 Analysis and tracking of complaints

- All complaints must be categorised correctly within the business, to allow for further analysis and decisions to eradicate certain complaints within the control of Make Capital Ltd. Where complaints result from actions taken by the product supplier, such analysis with suggestion can be shared with the product supplier for their review and change.

- The report must differentiate the complaints resolved within timelines from those that exceeded the timeline. Where complaints exceed the timeline for resolution such complaint must include feedback on the actual cause for the delay in the resolution. The risk committee will have to implement further processes with the relevant internal stakeholder to eradicate and avoid delays in timeline to resolve such complaints.
- To facilitate the above the internal complaints resolution policy must be up to date with legislation. The policy must ensure that all processes used during the complaints resolution, can categorize the complaints correctly, for the complaint to receive the required attention without any delays. All time frames in terms of feedback to the complainant must be managed without causing frustration to the complainant or authorities involved in the process.
- The Complaints management policy clearly depicts the procedures to be followed when handling of complaints. The resource dealing with the compliant must ensure that the correct processes are followed for complaints escalations, and decisions to resolve the compliant.
- The Complaints Manager is required to identify risks and place mitigating actions in place to reduce, manage, or avoid such risks. If there are trends evident from complaints, such trends must be documented and mitigated. The risk mitigation actions, any trends identified, and responses to complaints must be included in the Complaints report submitted to the risk committee and relevant stakeholders and board.
- Where Make Capital International Ltd is a sole proprietor or is a small entity, complaints will not be escalated as the Key individual of the entity will be responsible for managing complaints and will ensure that all complaints receive the required attention without any delay. Where assistance is required from another person other than the resource dealing with the compliant, the complaint must be resolved timeously, and any delay due to the nature and severity of the compliant must be managed with the complainant.
- Any compliant lodged with Make Capital International Ltd through a client, or the ombudsman must be tracked, documented, and stored for safe keeping in line with legislation to ensure that such complaint can allow for Make Capital International Ltd to implement further processes to alleviate such complaints in future.
- A Complaints Risk tracker will track against possible risk, based on the current and foreseeable complaints to be dealt with in by the business. The tracker must be updated as and when new risks/issues are dealt with. This will be looked at holistically against other business risks.
- The Complaints tracker must be continuously analysed to identify its appropriateness to Make Capital International Ltd business model, policies, services, and clients. Such analysis will be shared with the risk committee, who will engage with relevant stake holders to ensure the framework is relevant.
- Risk tracking will allow for the executive management to continuously review the framework in its entirety, to continuously improve the framework where possible, to provide for a seamless complaints resolution policy that will ensure that proper investigations are carried out on all complaints. All information gathered during the process is factually correct, without treating the complainant unfairly.

10. Resourcing the Complaints' Function

The Complaints Manager must be adequately resourced, to be able to deal with the ombudsman without any delay in providing all information required for the compliant to be dealt with. Make Capital International Ltd has processes in place that support the complaint manager to discharge this duty effectively. The manager can meet reporting requirements to the Authority and public in accordance with the Act.

11. Obtaining information from external sources

11.1 Obtaining information

Make Capital Ltd complaints process provides mechanisms to assist the manager to obtain information required to resolve the complaint. This entails dealing with both internal and external stakeholders in obtaining information required, within timelines that do not exceed the legal time frame allocated for resolution.

Make Capital Ltd must ensure that processes are set up correctly, with reasonable timelines between internal and external stakeholders for complaints feedback without affecting the complainant negatively. This process must align to TCF principles.

The Manager must have the ability to report on complaints and outcomes for resolution of the complaint. Such reports must be readily available to the executive management for review and risk assessment and to the authorities as and when requested.

The referral process between product suppliers and Make Capital Ltd must clearly define the time for feedback between organisations to ensure that no timeline in the resolution process is affected. The standard process is that each organisation must provide the requested information within 48hrs from receipt of such request.

This will enable each party to work on a complaint's resolution within 7 days.

Make Capital Ltd must ensure that complainant is aware of any request for information outside of the organisation to resolve a complaint. The representative must inform the complainant regarding such requests and the expected time to receive the information before a resolution can be concluded. In the event of any delays for such information requested, the complainant must be kept informed, and expectations managed during the process.

11.2 Reviewing the complaints policy and framework

Make Capital Ltd must ensure that during any review of the Complaints Management Framework, all changes are tracked and documented during each update. There must be a high-level summary depicting the changes during the review and update of the policy.

12. Decisions Relating to Complaint.

12.1 Upholding complaints

Where a complaint is upheld, any commitment by the provider to make a compensation payment, goodwill payment or to take any other action must be carried out without undue delay and within any agreed time frames.

12.2 Rejection of complaints

Where a complaint is rejected, the complainant must be advised on further steps that they can take in the event they are dissatisfied with the outcome. The details for the ombudsman must be given to the complainant should they decide to pursue the complaint further. The time limits in which to report a complaint to ombudsman must be clearly communicated to the complainant.

12.3 Obtaining information relating to a complaint

Make Capital Ltd will ensure that the process of obtaining information relating to a complaint is efficient. The information will be scrutinised and analysed by a provider on an ongoing basis and utilised to manage conduct risks and effect improved outcomes and processes for its clients, and to prevent recurrences of poor outcomes and errors. Make Capital International Ltd will ensure that information is secure and accurate. Information to be recorded in respect of each reportable complaint:

- all relevant details of the complainant and the subject matter of the complaint.
- copies of all relevant evidence, correspondence, and decisions.
- The category of complaint progress and status of the complaint, including whether such progress is within or outside any set timelines.

13. Communication with Complainants

The representative must ensure that the complainant is informed upon receipt of a complaint and ensure that the complainant understands the information required to assist with the resolution together with process of supplying such information. The Make Capital Ltd representative must correspond with the complainant regarding the intended time or delays to resolve a complaint, and manage expectations with the complainant until the complaint is finalised.

Make Capital Ltd representative must provide all details below to the complainant, during all interaction with the complainant.

Contact details for Complaints department of:

Make Capital Ltd

Address: Hamchako, The Autonomous Island of Anjouan, Union of Comoros

Email: services@makecapital.com

Contact details for External Compliance department of:

Your complaint should be raised with the authorised MEF who rendered the service. If the dispute is not resolved satisfactorily, refer your complaint to the Ombud. The contact details for the Anjouan Offshore Finance Authority (AOFA) are as follows:

Mail: P.O. Box 439
Moroni
Union of the Comoros

Street: Government Building,
Rue de la Mosquee
Mutsamudu
Anjouan
Union of the Comoros

Phone: +269 771 0006

Fax: +269 771 0007

Website: www.anjouanoffshore.com

Email: compliance@anjouanoffshorefinancialauthority.org

14. Engagement and Reporting to Authorities

A provider must have appropriate processes in place to ensure compliance with any prescribed requirements for reporting information relating to complaints to any relevant designated authority or to the public as may be required by the Registrar.

- All complaints lodged and resolved must be tracked using the Complaints tracker and readily accessible to the complaints manager for risk mitigation and analysis and reporting purposes to the authorities.
- All written communication during the complaint's resolution process must include the details for the financial services ombudsman.
- The resource dealing with telephonic communication with a complainant must furnish the complainant with details of the financial services ombudsman during all calls.
- In the event the complaint has been attended to on behalf of a Product supplier, the relationship between Make Capital International Ltd and the Product supplier must be shared with the complainant.
- The Complaints manager will adhere to honest and reasonable communication with the ombudsman, ensure they cooperate with the ombudsman, product supplier and client. This includes acting fairly being fairly, and without prejudice when dealing with complaints, as to not delay the process or the outcome of the complaint in any way. Make Capital International Ltd will endeavour to resolve a complaint before a final determination or ruling is made by an ombud, or through its internal escalation process, without impeding or unduly delaying a complainant's access to an ombud.
- The decisions of the ombudsman are binding on Make Capital International Ltd/product supplier but not the complainant
- The ombudsman decisions may be based on law or equity.
- The service of the ombudsman is free to insured persons
- The ombudsman does not provide legal advice.
- Where a report or analysis was provided by the ombudsman, Make Capital International Ltd complaints manager must ensure that findings and suggestions are implemented in the business process as required.

ANNEXURE A

Categorisation of Complaints

NO	Category	Number
1	Complaints relating to the design of a financial product, financial service or related service, including the fees, premiums or other charges related to that financial product or financial service.	
2	Complaints relating to information provided to clients.	
3	Complaints relating to advice.	
4	Complaints relating to financial product or financial service performance.	
5	Complaints relating to a service to clients, including complaints relating to premium or investment contribution collection or lapsing of a financial product.	
6	Complaints relating to financial product accessibility, changes or switches, including complaints relating to redemptions of investments.	
7	Complaints relating to complaints handling.	
8	Complaints relating to insurance risk claims, including non-payment of claims; and	
9	Any other complaints	

ANNEXURE B

Complaints Register

Number	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC
No. of complaints received												
No. of complaints upheld												
No. of complaints rejected and reasons												
No. of escalated complaints in the internal process												
No. of complaints referred to ombud and outcome												
No. and amounts of compensation												
No. and amounts of goodwill payments												
No. of complaints outstanding												