



AGREEMENT ON QUOTING SYSTEM AND TRANSACTIONS PROCEDURE

LiteForex Investments Limited

Revision of 15th January, 2015

Agreement on Quoting System and Transactions Procedure

This «**Agreement on Quoting System and Transactions Procedure**», hereinafter referred to as “**the Agreement**” is an integral part of the «**Public Offer Agreement**» and establishes the order of conducting trading operations on the **Client's** trading account.

This **Agreement** and any other information relevant to **Company's** activities can be freely accessed on the Internet by both legal entities and individuals at the **Company's** official site www.liteforex.com.

The Agreement can be translated into all languages that can be found on the **Company's** official site, but the English version shall take priority over any other version.

The working period of the **Company** during which **quotes** are provided in accordance with this **Agreement** is the following:

- From 22:00:01, GMT, Sunday (twenty-two hundred hours and one second) till 22:00:00 (twenty-two hours exactly), GMT, Friday.
- The time off is as follows: from 22:00:01 (twenty-two hundred hours and one second) GMT, Friday till 22:00:00 (twenty-two hours exactly) GMT, Sunday.
- There can be a daily modification to the trading schedule: trading can be suspended for 5 minutes, from 01:30 till 01:35 GMT, in order to optimize the operation of the trading server.

Glossary

Ask – higher price of a quote; buying price for the **Client**.

Bid – lower price of a quote; selling price for the **Client**

Equity – secured portion of **Client's** deposit with the account of open positions which is bound to Balance and Floating (Profit/Loss) with the help of the following formula: Balance + Floating + Swap. These are the funds on the **Client's** account decreased by the amount of the current loss on the open positions and increased by the amount of the current profit on the open positions.

Free Margin – funds which are not used as deposit for open positions. It is calculated as following: Free Margin = Equity - Margin.

Margin – the deposit amount required to open a position, which is equal to 1% of the contract value for the opened position (leverage of 1:100).

Margin Level – indication showing the state of the account. It is calculated as follows: (Equity/Margin)*100%.

Stop&Limit is a parameter which makes it possible to set any type of pending order at the distance from the current price level equal to or higher than the value of this parameter expressed in points.

Active account is a Client's current account used in the course of the last 90 days.

Arbitrage transaction – an operation which consists in buying assets on one market and at the same time selling its counterpart on another market. It locks the difference in the value of these assets on different markets. It's evident that the portfolio value remains roughly the same regardless of the further market movements, as the counter transactions cover each other. Next, as soon as the change in the price difference turns in Client's favor, the counter arbitrage transaction is conducted in order to fix the profit. A transaction consisting only in buying (selling) financial assets on one market without selling (buying) them on another market can also be regarded as an arbitrage transaction, provided that there is a considerable price gap between the quotes of these interconnected markets at the moment of opening or closing the transaction.

Base currency – currency of the account, in which all balances, commission fees and charges are denominated.

Balance – total result of all completed financial transactions and withdrawal/deposit operations.

Volatility – instability, variability of market rates over a concrete period.

Dealer – officer of the Company responsible for Client's trading operations

Statement – full list of completed transactions and non-trading operations on the trading account.

Client – individual or juridical entity, registered in the **Client's Profile**, conducting conversion arbitrage operations with the **Company** at the quotes provided by the **Company**.

Client's terminal – software version of MetaTrader x.xxx, with the help of which the **Client** can obtain online information about financial markets (to the extent determined by the **Company**), carry out technical analysis of markets, conduct trading operations, place, modify, delete orders and receive messages from the **Company**.

Company – juridical entity, responsible for providing transactions execution and making payments to the **Client** in accordance with this **Agreement**.

Client's log file - a file created in the Client's terminal which instantly records all requests and orders sent by the **Client** to the **Dealer**.

Server's Log file- a file created by the server which instantly records all requests and orders from the **Client** to the **Dealer** and the results of their processing.

Maximum deviation from the requested price – indication of an automatic consent to the execution of an order at a new price (requote) if the deviation from the requested price is lower than or equal to this preset parameter. The company doesn't guarantee automatic execution at a new price without a requote if the price movement was profitable for the Client.

Margin Trading – conducting of arbitrage operations with contracts on currencies in which the volume of open positions exceeds several times the size of the variation margin.

Hedge Margin – deposit required by the Dealer to open and maintain hedged positions and indicated in contract specifications for each instrument.

Initial margin – cash deposit to open a position, required by the Company.

Required margin – cash deposit required by the **Company** to maintain opened positions.

Spike quote - a quote which meets each of the following terms: significant price gap; return of the price within a short period of time to the initial level with a price gap; absence of fast price dynamics before this quote; lack of macro-economic developments and/or corporate news, having significant impact on the instrument rate at the moment when it turns up (the **Company** has the right to delete information about Spikes from the server's database).

Non-trading operation – a process of depositing in trading account (withdrawal of the funds from trading account) or a process of granting (repayment) of credit, or distribution of funds between the accounts within one **Client's Profile**.

Normal market conditions – state of the market, satisfying each of the following conditions: absence of long breaks in the receipt of quotes to the trading platform; absence of fast price dynamics; lack of significant price gaps.

Normal market - see "Normal market conditions".

Volume of trading operations – number of lots multiplied by a lot size.

Order – **Client's** instruction to the **Company** to open or close position when the price reaches the level of the order.

Opened position – the result of the first part of a completed transaction. As a result the **Client** is obliged: to make an opposite transaction of the same volume and maintain "Equity" of his/her account not below the "Stop Out" level established for this type of account.

Market opening – resumption of trading after weekends, holidays or a break between trading sessions.

Pending order – **Client's** instruction to the **Dealer** to open (close) position when the price reaches the level of the order.

Fully completed transaction – consists of two counter deals of similar size (opening and closing of a position): purchase with the subsequent sale or sale with subsequent purchase.

Flow of Quotes - sequence of quotes for each instrument in the trading platform.

Real-time stream (Instant Execution) – mechanism for providing quotes to the **Client** without his/her request when the **Client** can see a real-time stream of quotes of the **Dealer** and he/she can give an order to carry out trading operation at any moment.

Point – a low-order unit of a quote.

Size of lot – amount of base currency in one lot, defined in the contract specification.

Developer - Company “MetaQuotes Software Corp”, the developer of the trading platform.

Requote – a notification by the server that the order can't be processed due to an out-of-date price. It's necessary to retry to open a position.

Server – software of MetaTrader Server x.xx, which processes Client's orders and requests, provides the **Client** with online information about trades in the financial markets (to the extent determined by the **Company**), keeps record of mutual obligations between the **Client** and the **Company** and controls compliance with terms and restrictions.

Swap (swap - storage) – funds which are withheld or added to the **Client's** account for prolongation (suspension) of a position until next day.

Advisor – Trading account's control algorithm in the form of a program in specialized language “MetaQuotes Language”, which sends requests and orders to the server using Client's Terminal.

Spike - see «Spike quote».

Contract specifications – basic trading conditions (spread, lot size, minimum volume of trading operation, a step change in the volume of trading transactions, initial margin, margin for locked positions, etc.) for each instrument.

Spread – difference between Ask and Bid quotes in pips.

Current price – the last actual price at the moment of processing the order

Ticket – unique identification number assigned to each open position or pending order in the trading platform.

Trading operation – buying or selling of an instrument by the **Client**.

Trading session – time interval during which the **Company** accepts and processes requests for conducting transactions with trading tools that are not traded 24 hours, and also releases flow of prices for these tools.

Trading account - unique personified register of operations in the trading platform, which records fully completed transactions, open positions, non-trading operations and orders.

Trading platform – a set of software and hardware which provides information about trading in the financial markets in the real time mode, enables trading transactions, records mutual obligations of the **Client** and the **Company** and controls compliance with terms and restrictions. In simplified form for the purpose of this **Agreement**, it consists of **Server** and **Client's terminal**.

Transaction – the whole range of trading operations when funds are transferred from base currency into the currency of a quote and vice versa.

Price of the order – price specified in the order

Force Majeure – events that cannot be foreseen and prevented. As a rule, these are: natural disasters, wars, acts of terrorism, acts of government, legislative or executive authorities, hacker attacks, and other unlawful acts against servers.

Price prior to spike - closing price of a minute bar prior to the minute bar with Spike.

Price gap – either of two situations: **Bid** of the current quote is higher than **Ask** of the previous quote; **Ask** of the current quote is less than **Bid** of the previous quote.

Price gap at the market opening - either of two situations: **Bid** of the opening market quote is higher than **Ask** of the closing market quote; **Ask** of the opening market quote is less than **Bid** of the closing market quote.

1. Types of trading accounts and their parameters.

1.1. The types of trading accounts which the **Client** opens with the **Company** are determined by the description to be found in **Client's Profile**. The parameters of the trading accounts available to the

Client are preset by the **Company** within the functional limits of **Client's Profile**. The main parameters of trading accounts are the following:

1.2.1 Full lot size

1.2.2. Leverage

1.2.3. Margin Call level

1.2.4. Stop Out level

1.2.5. Account currency

1.2.6. The parameters of the trading accounts available to the **Client** are specified on the **Company's** official website in the "Account types" section.

1.2.7. The **Company** has the right to modify the leverage size of the **Client's** trading account anytime according to the description stated in **Client's Profile** at <https://secure.liteforex.com> and on the **Company's** official website in the "Account types" section.

At the same time the **Company** undertakes that the **Client** will be post factum informed of any modification by the internal e-mail system of the **trading platform**.

2. Basic principles of work. Processing of Client's orders.

2.1. When conducting trading operations, either "Instant Execution" or "Market Execution" quoting mechanism is applied, according to the **Client's** account type.

2.2. Client's requests are processed through the following consecutive stages:

a) The **Client** makes a request which is checked for correctness in the client terminal;

b) The client terminal sends the request to the server;

ñ) The **Client's** request comes in the server where it's checked for correctness. The message «request was accepted by server» appears in the log of the trading terminal;

d) The server sends the result of the processing to the client terminal;

e) Once stable connection between the client terminal and the server set, the client terminal receives the result of the processing of the Client's request.

2.3. The **Client** may cancel the request sent earlier before it's accepted for processing.

2.4. The time of processing depends on the quality of terminal-server connection and the market state. Under normal market conditions, the processing of a client's order usually takes 3-5 seconds, in other market conditions the time of processing can amount to 5-15 seconds, as a rule.

2.5. The server can refuse the **Client's** request in the following cases:

a) At the opening of the market, with the message "No price", if the **Client** makes a request before the first quote is provided into the trading platform;

b) If there are no available funds for opening a position (with the message "Not enough money").

c) Under market conditions different from normal ones.

2.6. The **Client** confirms that the **Company** can modify, add, and rename the Company's Services provided in accordance with this Agreement, with a subsequent notification.

2.7. The **Company** has the right to modify the margin amount without preliminary notice in case of force majeure circumstances or increased volatility conditions (for example, during New Year's week).

2.8. The Company only undertakes the execution of Client's trading operations without providing assets management or recommendations.

2.9. **The client terminal** shall be the main means of sending requests. The **Client** has the right to give an order to LiteForex's operator by phone only in case of impossibility of sending the order through the **client terminal** for some technical reasons. Any phone conversation with the personnel of Trading Operations Department shall be carried out in English or Russian.

To conduct trading operations by phone, the **Client** may contact an officer of Trading Operations Department specifying his trading account number, phone password, and all the transaction necessary parameters such as trading tool, transaction volume, type of order (instant or pending) and so on.

Any request communicated by phone shall be considered accepted by a **dealer** if the following conditions are satisfied:

- The substantial conditions of the request are repeated (pronounced aloud) after the **Client** by a **dealer**,

- The Client confirms his request after the substantial conditions are repeated by a **dealer**.

For example:

- LiteForex Investments Limited, Roman.

- My account number is 11111. John Johnson. The phone password – “TREND”.

- How can I help you?

- I want to buy 0.2 lots of EURUSD with the following parameters: no “Take profit” order, Stop loss at 1.3850 at the current market rate.

- Do you confirm your request to buy 0.2 lots of EURUSD with the following parameters: no “Take profit” order, Stop loss at 1.3850 at the rate 1.3875?

- I do.

- Done.

- Thank you.

- Glad to help you.

The Company may enlarge the number of means for sending clients' requests with a notification message to the clients.

Trading operations.

2.10. A “Buy” operation is opened at the “Ask” price. A “Sell” operation is opened at the “Bid” price. A “Buy” operation is closed at the “Bid” price. A “Sell” operation is closed at the “Ask” price.

2.10.1. In case the total volume of Client's open transactions exceeds the preset limits indicated in base currency on the Company's official website in the trading conditions, the Company reserves the right to change the trading conditions with notification to the Client:

- change the transaction minimum volume;

- change the leverage size;

- change the margin requirements for one or several trading tools

2.10.2. The **Company** has the right to cancel or revise the results of the **Client's** transaction in the following cases:

- The transaction is opened/closed at non-market rate

- In case of server malfunctions

- In case the period between opening and closing the order doesn't exceed 2 minutes (does not apply to transactions on the accounts of ECN type);

- In case the period between opening 2 opposite positions is less than 2 minutes (does not apply to transactions on the accounts of ECN type).

2.10.3. The **Company** has the right to increase spreads under certain conditions (for instance, in case of high volatility during New Year's weeks). Please acquaint yourself with the table of current spreads on the Company's official website in the “Trading conditions” section.

Carrying over of a position to the next day

2.10.4. When a position is carried over to the next working day (including the “Friday-Monday” transfer), swaps are calculated on each open position. Triple swaps are calculated in the night from Wednesday to Thursday. Please acquaint yourself with the value of current swaps on the Company's official website in the “Trading conditions” section.

2.10.5. The Company has the right to change the Islamic Account category into account category subject to swaps charge and to charge swaps for carrying over transactions if the Client violates this service provision conditions. Islamic Accounts are provided exclusively in order to avoid breaking religious canons.

3. Opening of positions.

3.1. A position is opened by means of sending a request from the client terminal to the server. Optional parameters can be changed for open orders.

3.1.1. Mandatory and sufficient parameters of a client request:

- a) Name of the tool;
- b) Trading operation volume.

3.1.2. Optional parameters of a client request:

- a) Level of the stop-loss order. The value 0.0000 means that the order isn't placed (or is removed if placed before);
- b) Level of the take-profit order. The value 0.0000 means that the take-profit order isn't placed (or is removed if placed before).

3.2. Please acquaint yourself with the current list of quoted and traded tools on the Company's official website in the trading conditions.

In case of changes in the list of quoted tools, the **Company** commits itself to notify the **Client** no later than 14 days before.

3.3.1. In order to send a "Buy" request with no adviser applied, please click on the "Buy" button in the window of the trading order.

3.3.2. In order to send a "Sell" request with no advisor applied, please click on the "Sell" button in the window of the trading order.

Processing of orders to open a position

3.4.1. If there is enough free margin on the account to open a position, the position is opened, the corresponding commentary is entered into the log file of the server. (When hedging positions, margin corresponds to the value indicated in the Company's trading conditions at the official site)

3.4.2. If there isn't enough free margin to open a position, the position isn't opened, the commentary "Not enough money" appears in the order window, the corresponding commentary "not enough money" is entered into the log file of the server.

3.5. If a current rate has varied during the receipt or/and the processing of a client request by the number of points exceeding the one indicated in the "Maximum deviation" column in the order's window when sending a request, the **Client** will be offered a new price for opening a position in a requote window. If the **Client** agrees to open a position at a newly offered price, he shall click on the "OK" button within 3 seconds otherwise the inaction will be considered as refusal to conduct a transaction.

3.6. The **Client's** order to open a position is considered processed and the position is opened after the corresponding commentary appears in the log file of the server. Every opened position is given a ticket in the trading platform.

4. Closing of positions.

4.1. A position is closed by means of sending a request from the client terminal to the server.

Mandatory and sufficient parameters of a client request:

- a) The ticket of the position to be closed;
- b) Trading operation volume (not more than the volume of the transaction to be closed).

Processing of orders to close a position.

4.2. If a current rate has varied during the receipt or/and the processing of a client request by the **«Instant Execution» server** by the number of points exceeding the one indicated in the "Maximum deviation" column in the order's window when sending a request, the **Client** will be offered a new price for closing a position in a requote window. If the **Client** agrees to close a position at a newly offered price, he shall click on the "OK" button within 3 seconds otherwise the transaction will not be closed.

4.3.1. If there are two or more locked positions in the list of open positions on the trading account, the "Close by" option will appear in the "Type" drop-down list when forming a request

stop-loss or an order to close any of them. After this option is chosen, one or several open positions of opposite direction will be shown. When choosing a position from the list, the «Close#.... by#....» button will be enabled, by clicking on which the **Client** closes locked positions of the same volume or partially closes 2 locked positions of different volume. At the same time, the lesser position and symmetric part of the major one are closed with the opening of a new position in the direction of the major one which is given a new ticket.

4.3.2. If there are two or more locked positions in the list of open positions on the trading account, the «Multiple Close By» option will appear in the “Type” drop-down list when forming a request or an order to close any of them. After this option is chosen, the list of all positions on the given instrument appears and the «Multiple Close By For» button is enabled, by clicking on which the **Client** closes the whole of locked positions on the instrument. At the same time, a new position which is given a new ticket is opened in the direction of the major total volume.

4.4. The **Client's** order to close a position is considered processed and the position is closed after the corresponding commentary appears in the log file of the server.

4.5. After the order is sent to the trading server, it can go through the following phases:
Started — the order has been checked for correctness but not yet accepted by a broker;
Placed — the server accepted the order;
Partially filled – the order is partially filled as to its volume
Filled – the order is fully filled
Cancelled — the order has been cancelled by a client;
Rejected — the order has been declined by the server;
Expired — the order is removed upon its expiration.

5. Description of pending orders.

A **pending order** is an order given to a broker to buy or to sell a financial instrument in the future according to conditions stipulated by a client.

5.1. “Metatrader-4” trading platform provides the following types of pending orders:

- a) «**Buy Limit**» — a trading order to buy at the “Ask” price that is equal to or better than the one stipulated in the order. At the same time, current price level is higher than the value fixed in the order.
- b) «**Buy Stop**» — a trading order to buy at the “Ask” price that is equal to or better than the one stipulated in the order. At the same time, current price level is lower than the value fixed in the order.
- c) «**Sell Limit**» — a trading order to sell at the “Bid” price that is equal to or better than the one stipulated in the order. At the same time, current price level is lower than the value fixed in the order.
- d) «**Sell Stop**» — a trading order to sell at the “Bid” price that is equal to or better than the one stipulated in the order. At the same time, current price level is higher than the value fixed in the order.

5.2. «Metatrader-5» trading platform provides some more types of pending orders in addition to those indicated in p. 5.1:

- e) «**Buy Stop Limit**» — this type of order combines the first two types representing a stop order to place a “buy limit” order. As soon as the future “Ask” price reaches the value indicated in this order, a Buy Limit order will be placed at the level indicated in the order. At the same time current price level is lower than the one that must be reached for the pending order to be placed.
- f) «**Sell Stop Limit**» — this type of order is a stop order to place a “sell limit” order. As soon as the future “Bid” price reaches the value indicated in this order, a Sell Limit order will be placed at the level indicated in the order. At the same time, current price level is higher than the one that must be reached for the pending order to be placed, and the price of the pending order is higher than the placement level.

5.3. The following orders can be used for closing a position:

- a) «**Stop-loss**» – this order is intended for minimizing losses in case the price of a financial instrument starts moving at a loss. If it reaches an unprofitable level, the position will be automatically closed. Such orders are always connected with an open position or a pending order. They can be placed only along with market or pending orders.

b) «Take-profit» order is intended for getting profits when the price of a financial instrument reaches the level forecasted. If executed, this order will close a position completely. It's always connected with an open position or a pending order and can be placed only along with a market or pending order.

«Stop-Loss» and «Take-Profit» orders are always connected with market or pending orders.

Parameters of orders.

5.4. When sending a request to place a pending order, the Client shall specify the following mandatory parameters:

- a) Name of the tool
- b) Position volume
- c) Type of order (Buy Stop, Buy Limit, Sell Stop, Sell Limit, Buy Stop Limit, Sell Stop Limit);
- d) Price of the order

5.5. When sending a request to place a pending order, the Client may specify the following optional parameters:

- a) The stop-loss level of the pending order. The value 0.0000 means that the stop-loss order isn't placed (or is removed if placed before);
- b) The take-profit level of the pending order. The value 0.0000 means that the take-profit order isn't placed (or is removed if placed before);
- c) Period (date and time) until which the pending order is valid.

5.6. The request will be declined if one of the mandatory parameters is lacking or is preset incorrectly and/or one of optional parameters is preset incorrectly.

5.7. The **Client** may modify any optional parameter and the opening price for current pending orders.

Stop & Limit value.

5.8. If the **Stop & Limit** value is preset for a currency pair, all types of pending orders may be placed at the distance that is equal to or higher than this value.

The **“Ask” price** is considered as a current market price for “Buy Limit” and «Buy Stop» pending orders and «take-profit»/«stop-loss» “sell” orders to close.

The **“Bid” price** is considered as a current market price for “Sell Limit” and “Sell Stop” pending orders and «take-profit»/«stop-loss» “buy” orders to close.

Please acquaint yourself with the current **«Stop&Limit»** value for each currency pair on the Company's official website in the trading conditions.

Execution of orders.

5.9. An order will be enqueued for processing in the following cases:

- a) **«Buy Limit»** and **«Sell Stop» orders** are enqueued for processing at the moment when a current price in the quotes flow becomes equal to or lower than the level of the order;
- b) **«Sell Limit»** and **«Buy Stop» orders** are enqueued for processing at the moment when a current price in the quotes flow becomes equal to or higher than the level of the order;

5.10. When a pending order is received, the server automatically checks if the conditions necessary for conducting a transaction are satisfied. If there is enough money to open a position, the position will be opened.

The execution of an order is attended by the corresponding commentary in the log-file of the server. At the same time, the position opened by pending order's execution reserves the ticket of the pending order. In case there isn't enough money to open a position, the order will be deleted. The removal is attended by the corresponding commentary in the log-file of the server.

5.11. An order is considered executed after the corresponding commentary has appeared in the logfile of the server.

5.12. In case of considerable price gaps, the execution of orders will be determined by the following rules:

- A pending order whose price and "**Take Profit**" and/or "**Stop Loss**" concurred with a price gap, is cancelled. This operation is recorded in the server log file;

- A "**Take Profit**" order whose level concurred with a price gap will be executed at the price specified in the order;

- A "**Stop Loss**" order whose level concurred with a price gap will be executed at the price that will be the first after the price gap. This operation is recorded in the order log file;

- Pending orders "**Buy Stop**" and "**Sell Stop**" are executed at the price that will be the first after the price gap. This operation is recorded in the order log file;

- Pending orders "**Buy Limit**" and "**Sell Limit**" are executed at the price specified in these orders;

In the event of insignificant price gaps, orders may be executed at the originally specified prices.

5.13. If there's not enough free margin to open a position, a pending order will be automatically deleted after the reception. This operation is recorded in the order log file.

5.14. As to CFDs, the orders "**Buy Stop**", "**Sell Stop**", "**Buy Limit**", "**Sell Limit**" are valid within 1 calendar day on which they were set. They are cancelled upon the expiration of this calendar day.

6. Compulsory closure of positions.

6.1. The **Company** has the right to close **Client's** open positions compulsorily without a preliminary notification of the latter if the account current **Margin Level** is less than 100% of the margin necessary for maintaining open positions (Margin Call).

6.2. The **Company** is unconditionally obliged to start closing unprofitable transactions on conditions that account **Margin Level** becomes lower than the margin necessary for maintaining open positions (**Stop Out**). The necessary margin level is indicated at the Company's site in the section "Types of trading accounts".

6.3. Account current state is monitored by the server that generates an order to close a position compulsorily (Stop out) if the condition 6.2 is satisfied. Stop out is performed at the market current price in the order that Clients' requests arrived. A compulsory closure of a position is attended by the corresponding commentary "stop out" in the log-file of the server.

6.4. In the presence of several open positions, the one with the biggest floating losses will be closed the first.

6.5. In exceptional cases the Company has the right to compensate for negative balance in the Client's account using funds deposited in another account of the Client.

6.6. The **Client** is obliged to personally monitor the state of his trading account and deposit in it at his discretion in case of need in order to avoid the closure of transactions following **Margin Call** and **Stop Out**. The **Company** is not liable for the closure of transactions following **Stop Out** if the **Client** is not able to deposit in his account timely for any reason. If automatic deposit of an account is found impossible, The **Client** may contact the Company's employee.

7. The order of consideration of disputes over transactions.

7.1. All disputed issues are to be settled by negotiations and correspondence.

7.2. The terms and order of consideration of complaints and disputes over transactions are regulated by the provisions of the Public Offer Agreement.

7.3. The **Client's** complaint about transactions shall contain the following information:

a) Full name;

b) Trading account number;

- c) Date and time when disputable issue arises;
- d) Ticket of the transaction in question;
- e) Substance of the claim without excessive emotions.

Claims submitted otherwise will not be considered.

7.4. If a disputable issue arises, the **Company** is guided only by its own history of quotes. Quotes provided by other companies can't form a basis for decision and are not to be considered.

7.5. Quotes provided on Company's different servers can insignificantly differ at some moments; the presence of the price on one server can't form a basis for processing the **Client's** transaction at the same price on another server.

7.6. The information published on open access terms on the sites of information agencies is permitted as the source of quotes for settling disputes, but is not a decisive factor.

8. General questions

8.1. The **Company** reserves the right to change or modify this Agreement, notifying the Client by the internal mail of the trading platform within 14 working days before the amendments come into force.

*** This Agreement is an electronic document and doesn't require signing. It comes into effect right after acceptance.