



GENERAL BUSINESS TERMS

These General Business Terms shall consist sections which describe procedures of non-trading operations on the trading account of the Client as well as trading operations, procedure for settling disputes and conducting communications.

- **General Provisions**

Conditions of Providing Quotes

- All quotations that the Client receives through the client terminal are indicative and represent the best available Bid price in the market and the best available Ask price in the market obtained from liquidity providers;

For Interbank Accounts:

- The Company recalculates quotations on all traded instruments in real time on the basis of market conditions and streaming prices/liquidity obtained from liquidity providers and periodically provides the Client with these quotations as Market

The Client acknowledges the following:

- The Company is entitled to refuse to make available to the Client those quotations that have not changed since the previous Market Snapshot;
- The Client may not receive through the client terminal all the quotations that have occurred in the quote stream in the period between Market Snapshots.
- The Company establishes a spread for each instrument in the contract specifications. The spreads shown on the Company's website are standard (average) spreads. The size of the standard spread may increase/decrease depending on market volatility¹. The Company shall be entitled to alter the amount of the spread without prior written notification to the Client;
- In the case of unplanned interruption to the quote stream from the server caused by hardware or software breakdown, the Company shall be entitled to synchronize the quotation base on the server serving trading Clients using other sources;

Clients who prefer to execute trading operations with financial instruments with a fixed spread may do so upon accepting the required trading conditions presented on the Company's official website.



Identification

- Verification of the Client's identity is made in order to prevent any unauthorized access to the Client's account and is held by verification of the fact making operations exactly by the Client During registration of trading account the Client must provide the Company with correct and true information for identification in accordance with the Company's requirements (hereinafter referred to as the "Identification data"). The Client shall inform the Company about changes in identification data in proper time.

Personal data

- which shall be verified embodies, ID or passport details and registration address email address, phone number etc.

Passport details and address

- are being verified by the provided documents. For address confirmation Utility bill, telephone bill electricity bill can be provided. Email address is verified by sending email to it with verification code. Telephone number is verified by sending sms with code or by call of the Company's employees.

The list of non-trading operations for which verification procedure is demanded

- Change of Access Data etc Means of the client verification (security types) are
- Withdrawal requests; Leverage change

By e-mail By sms google authenticator

- E-mail security type embodies sending by the Company to the Clients email, pointed out during the registration, a verification code which should be entered on the Company website for processing of non-trading operation which demanded verification.
- SMS security type embodies sending by the Company to the Clients telephone, pointed out during the registration, a verification code which should be entered on the Company website for processing of non-trading operation which demanded verification.
- The Client may choose the security type during the registration process.

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- The Company shall reserve the right to suspend execution of non-trading operations if the Client's identification data find incorrect or invalid as well as the Client does not send the requested documents. The Company shall reserve the right to suspend execution of non-trading operations if the Client's identification data find incorrect or invalid as well as the Client does not send the requested documents.
- In case the Client loses the main password and e-mail specified at registration, account will be closed after a complete check and the funds will be withdrawn proportionally to the account (s) they were deposited from.
- In order to identify the Client, the Company has the right to request at any time after a trading account is registered: For an individual : a document proving his or her identity; For a legal entity : the company's founding documents and documents substantiating the company's status.

Doubtful Operations Operations for necessary time

- The Company shall monitor execution of these General Business Terms and be obliged to investigate doubtful operations of the Client by stopping such
- In case of investigation of doubtful operations of the Client, the Company shall be obliged to demand the documents which are necessary for investigation from the Client.
- Execution of a great number of transfers in the absence of operations on the trading account;
- The client's denial of delivery of personal information for identification purposes or impossibility to prove the client's identity;
- Repeated attempts to execute non-trading transactions for benefit of third parties;
- Execution of operations devoid of apparent economic sense or other apparent purpose bearing the legal nature;
- The provided signs of doubtfulness of non-trading operations shall not be complete. A transaction can be found doubtful by specialists of the Company as a result of complex analysis and concomitants.
- The Company has the right to cancel questionable operations by the Client and/or block all his trading accounts as well as trading accounts of Clients involved in the conducting of these operations. In this case the funds of the Client shall be withdrawn by any method convenient for the Company.

the contract specification

Client's Requests And Orders

- The Company is entitled to refuse a Client's order or instruction relating to a Account if :

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- The Client's instruction has not been given during the time that the quotation is valid, in the case of receipt of a quotation through the client terminal ;
- The Client's instruction has not been received by the Company, in case the telephone conversation or Internet connection is interrupted through circumstances independent of the Company;
- The quotation provided is an obvious error; The quotation is not a market quotation;
- The size of the trade is less than the minimum size indicated in the contract specification;
- Circumstances of force majeure
- The Company is entitled to refuse a Client's request or instruction relating to Interbank Accounts in the cases the Company is unable to hedge the transaction with the assistance of a liquidity provider or when the liquidity provider declines to perform the transaction.
- In cases of cancellation of a transaction previously carried out or a change in price by a liquidity provider, these changes shall take place in the Client's trading account.
- The Client does not fulfil the duties specified in the Client Agreement
- The Client does not observe margin conditions and requirements; Has been declared the bankrupt;
- Does not comply with the conditions of Chapter «Guarantees» of these

General Business Terms.

- In the case of the Client's insolvency Company (without the prior written notification) can: Close all or any open positions at current market prices; Write off from Client's trading account the amount that the Client owes the Company; Close any trading account of the Client.
- Refusal of a Client's request or instruction is accompanied by a corresponding message on the client terminal.
- In exceptional cases, the company, this General Business Terms, can decide to execute Client's order.
- In cases when expert advisor sends great number of economically unreasonable orders (including and going beyond numerous tries of trading operation execution with lack of free margin) the Company has a right to disable electronic advisors work till the moment of Client error correction in electronic advisor software.

Open A Position

- To open a position via the client terminal the Client must click on the "Buy" or "Sell" button at the moment when the streaming prices are suitable to him; If the current quoted price for the instrument has changed whilst processing of the Client's instruction relating to Marketmaker Accounts has been in progress, the Company

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offers a new price or refuses execution. In this case the requote window will appear, or the “Invalid Price” error message. If the

- Client wishes to open a position at the newly offered price, he must reply “OK” within 3 seconds. In this case, the instruction is sent to the server again and passes through all the stages and checks afresh. If the Client does not make the decision to carry out the transaction at the new price within the 3 seconds, the request to perform the transaction is not accepted.
- Instruments quoted through Market Execution technology:

To open a position by means of the client terminal the Client must click on the “Buy by Market” or “Sell by Market” button. The Client’s instruction to open a position may be executed at a price which differs from the quoted price that the Client received in the client terminal during the last Market Snapshot in the following cases:

- If the current quotation has changed since the time of the last Market Snapshot;
- If the quotation from the last Market Snapshot applies to a smaller trade volume than the Client’s trade volume;
- If the liquidity provider has executed the transaction at this price. In any event, the Client’s instruction is executed at the best available price from the Company’s liquidity providers; Once the server has received the Client’s instruction to open a position, it will be automatically opened if the Free Margin is sufficient to open the position based on the margin requirements in effect at the time a position is opened for a specific financial instrument; A new position is imputed to the list of open positions; “New Margin” for the cumulative Client’s position, including imputed new position, is calculated at the current market prices at the moment of verification; All Floating Profits/Losses for all open positions, including the imputed new position, are calculated at the current market prices; New “Free Margin” is calculated as follows.
- If “Free Margin” is more or equal to zero and the total Client position including imputed new position does not exceed present limits specified for this type of account. Then the position is opened. The process of opening the position is followed by the relevant record in the Server Log- File;
- If “Free Margin” is less than zero, then the Company has the right to decline the instruction to open the position;
- • If opening a tentatively added position with the current spread value will result in a Margin Call or negative Equity value, the position will not be opened.

The Company has the right to prohibit the opening of new positions for a

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certain financial instrument for an indefinite period of time without the Client's prior notice.

An instruction to open a position shall be deemed executed and the position shall be deemed open once the relevant record appears in the server.

Close A Position

- In order to give an instruction to close a position, the Client shall specify the ticker and the volume of transaction.
- Instruments quoted in the Instant Execution mode.
- In order to close a position via the client terminal the Client shall press the “Close” button at the moment when the Client is satisfied with the quote in the Quotes Flow; Instruments quoted through Market Execution technology. To close a position by means of the client terminal the Client must click on the “Close...” button; The Client’s instruction to close a position may be executed at a price which differs from the quoted price that the Client received in the client terminal during the last Market Snapshot in the following cases:
 - ➔ If the current quotation has changed since the time of the last Market Snapshot;
 - ➔ If the quotation from the last Market Snapshot applies to a smaller trade volume than the Client’s trade volume;
 - ➔ If the liquidity provider has executed the transaction at this price
- In all cases, the Client’s instruction will be executed at the best available price from the Company’s liquidity providers.
- The position is deemed closed once the relevant record appears in the server.

Stop Out

- The company has the right to forcibly close the Client's positions if the Stop Out level of margin is reached or there is negative Equity.
- If the Client has several Open Positions, the first position which has to be placed in the queue in order to be compulsorily closed is the one with the highest Floating Loss.
- If a Stop Out execution has resulted in the negative equity of the Client's trading account it will be compensated so as to bring Equity to \$0.

Orders

Order types in the trading platform.

In order to open a position the following orders may be used: “Buy Limit” - an order to open a Long Position at the price lower than the price at the moment of placing the Order;

- “Buy Stop” - an order to open a Long Position at the price higher than the price at the moment of placing the Order;

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- "Buy Stop Limit" is a type of order that combines the first two types. It is a Stop order to place a "Buy Limit" order. As soon as the future "Ask" price reaches the value specified in the order, a "Buy Limit" order will be issued at the level specified in the order. Moreover, the current price is less than the price that, when reached, will cause a pending order to be placed;
- "Sell Limit" - an order to open a Short Position at the price higher than the price at the moment of placing the Order;
- "Sell Stop" - an order to open a Short Position at the price lower than the price at the moment of placing the Order;
- "Sell Stop Limit" is a Stop order to place a "Sell Limit" order. As soon as the future "Bid" price reaches the value specified in this order, a "Sell Limit" order will be issued at the level specified in the order. Moreover, the current price is greater than the price that, when reached, will cause a pending order to be placed, but the price of the pending order will be greater than the trigger price.

In order to close a position the following orders may be used:

- "Stop Loss" - an order to close a previously opened position at the price less profitable for the Client than the price at the moment of placing the Order;
- "Take Profit" - an order to close a previously opened position at the price more profitable for the Client than the price at the moment of placing the Order.

Placement and time of orders.

- The Client may place, modify or delete orders only within trading hours for the relevant Instrument. The trading hours for each Instrument are indicated in the Contract Specifications; Pending orders on the Instruments, which are traded 24 hours a day, have "GTC" "Good Till Cancelled" status. The expiry date and time can be set by the Client in the "Expiry" field; Pending orders on the instruments, which are not traded 24 hours a day, have "Day Order" status and will be deleted at the end of a trading session; Stop Loss and Take Profit for all Instruments have "GTC" status "Good Till Cancelled";
- In order to give an Instruction to place a pending order, the Client shall specify the following required parameters: instrument, transaction size, order type and order level. In addition the Client may indicate the following optional parameters: level of "Stop Loss", level of "Take profit", date and time when the pending order expires; The Instruction will be declined if any of the required parameters is not specified or is incorrect, any of the optional parameters is incorrect; If the Client gives an instruction to place "Stop Loss" or "Take Profit", the following information must be specified: ticker of the open position, level of the "Stop Loss" and level of the "Take Profit".

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- While giving an instruction to place “Stop Loss” and/or “Take Profit” orders on opened position or pending order, the difference in pips/points between the “Stop Loss”, “Take Profit” or the pending order level and the current market price must not be less than the “Limit & Stop Levels” parameter indicated for each Instrument in the Contract Specifications, and the following conditions must be met:
 - ➔ For the “Stop Loss” order on the Short Position the current market price is the Ask price and the order must not be placed lower than the Ask price plus the “Limit & Stop Levels” parameter indicated for this Instrument;
For the “Take Profit” order on the Short Position the current market price is the Ask price and the order must not be placed higher than the Ask price minus the “Limit & Stop Levels” parameter set for this Instrument;
For the “Stop Loss” order on the Long Position the current market price is the Bid price and the order must not be placed higher than the Bid price minus the “Limit & Stop Levels” parameter set for this Instrument;
For the “Take Profit” order on the Long Position the current market price is the Bid price and the order must not be placed lower than the Bid price plus the “Limit & Stop Levels” parameter set for this Instrument;
For the “Buy Limit” order the current market price is the Ask price and the order must not be placed higher than the Ask price minus the “Limit & Stop Levels” parameter set for this Instrument;
For the “Buy Stop” order the current market price is the Ask price and the order must not be placed lower than the Ask price plus the “Limit & Stop Levels” parameter set for this Instrument;
For the “Sell Limit” order the current market price is the Bid price and the order must not be placed lower than the Bid price plus the “Limit & Stop Levels” parameter set for this Instrument;
For the “Sell Stop” order the current market price is the Bid price and the order must not be placed higher than the Bid price minus the “Limit & Stop Levels” parameter set for this Instrument.
- An order is deemed placed once the relevant record appears in the server.
- An instruction to place an order will be declined by the Company if it precedes the first quote on the Market Opening.
- If the Client gives an Instruction to modify pending order parameters, the Client shall specify the following: ticker, pending order level, level of “Stop Loss”, level of “Take Profit”. If any of the indicated information is incorrect and the orders are placed/modified/deleted via the client terminal without using an Advisor, the instruction will be declined and the “Modify” button will remain inactive.
- If the Client gives an instruction to modify “Stop Loss” and “Take Profit” orders on the open position the Client shall specify ticker, level of “Stop Loss”, level of “Take Profit”. If any of the indicated information is incorrect and the orders are

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placed/modified/deleted via the client terminal without using an Advisor, the instruction will be declined and the “Modify ... ” button will remain inactive.

- When the Client gives an instruction to delete a pending order, the Client shall specify its ticker. An instruction to modify or delete an order is deemed executed and the order is deemed modified or deleted once the relevant record appears in the server.
- The Company has the right to deny order modification in case set price of "Stop Loss" or "Take profit" implies current price automatic execution at the moment of the modification.
- The Company is also entitled to refuse to open or modify pending orders if the order Stop Loss is nearer to the opening price than the distance of the average spread
- The Company has a right to use market price when executes Take Profit, Stop Loss, Buy Limit, Sell Limit, Buy Stop and Sell Stop orders. Herewith Take Profit, Buy Limit, Sell Limit orders slippage in favor of a Client, Stop Loss, Buy Stop, Sell Stop orders slippage at a loss of a Client.

Execution Of Orders

The Order is placed in the queue in order to be executed in the following cases:

- The “Take Profit” on open Long Position is placed in the queue in order to be executed if the Bid price in the Quotes Flow becomes equal or higher than the order level;
The “Stop Loss” on open Long Position is placed in the queue in order to be executed if the Bid price in the Quotes Flow becomes equal or lower than the order level; The “Take Profit” on open Short Position is placed in the queue in order to be executed if the Ask price in the Quotes Flow becomes equal or lower than the order level; The “Stop Loss” on open Short Position is placed in the queue in order to be executed if the Ask price in the Quotes Flow becomes equal or higher than the order level; The “Buy Limit” is placed in the queue in order to be executed if the Ask price in the Quotes Flow becomes equal or lower than the order level;
The “Sell Limit” is placed in the queue in order to be executed if the Bid price in the Quotes Flow becomes equal or higher than the order level;
The “Buy Stop” is placed in the queue in order to be executed if the Ask price in the Quotes Flow becomes equal or higher than the order level;
The “Sell Stop” is placed in the queue in order to be executed if the Bid price in the Quotes Flow becomes equal or lower than the order level.
The Company will endeavor to execute Limit Orders at the limit price requested by the Client. However the Company may not be able to execute any of the Limit Orders for reasons including without limitation
 - ➔ there is not enough volume in the underlying market,
 - ➔ the order exceeds the Company’s risk management limits as set and amended by the Company from time to time based on market conditions and other relevant factors,

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- the bid or ask (whichever relevant to your Limit Order) is not at the required level i.e. if the order is to sell then the bid level must reach your limit price, if the order is to buy, the ask price must reach the limit price.
- Order activation for Marketmaker Accounts on the server takes 0.03~5 seconds. When the order price falls into a price gap on market opening or in abnormal market conditions, the order will be executed by the first available price on the market at the moment that activation of the order ends; The following rule operates for orders that fall in a gap on certain currency pairs as shown in the Contract Specifications section on the Company's website:
 - if the order is executed in market conditions different from normal (for example: under conditions of low liquidity), or
 - if the price specified in the pending order falls into the gap and the difference (absolute value) in points between the first market quote (after the gap) and the price of the order is equal to or exceeds a certain number of points (gap level) for a particular instrument,

such an order, as mentioned in either or above, will be executed at the first market quote that follows the gap. In all remaining cases the order execution price will correspond to the price specified in the order .

Buy Stop, Sell Stop and Stop Loss Orders may be executed at a level worse than that specified by the Client; and Buy Limit, Sell Limit and Take Profit Orders may be executed at a level better than that specified by the Client.

- The processing time for Clients' requests and instructions in relation to Interbank Accounts is not regulated by the Company and depends only on the liquidity providers to whom the Client's requests and instructions are redirected. In conditions where there is insufficient liquidity, or when the liquidity provider refuses to execute the order at the specified volume using Market Execution, it becomes impossible to execute market orders to open positions fully and partial execution of the order occurs, that is, opening of the position only up to the available market volume or volume offered by the liquidity provider, and for the remainder of the volume a cancelled order is created; In conditions of insufficient liquidity, or when the liquidity provider refuses to execute the order at the specified volume using Market Execution, it becomes impossible to execute market orders to close positions fully and partial execution of the order occurs, that is, reduction of the open position only by the available market volume or volume offered by the liquidity provider and the creation of a closed position for this volume; In conditions of insufficient liquidity, or when the liquidity provider refuses to execute the order at the specified volume using Market Execution, execution of orders in full volume for Buy Stop, Buy Limit, Sell Stop and Sell Limit Orders becomes impossible. In

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this case partial execution of orders is carried out by opening positions for the volume available from the liquidity provider, but for the remaining volume a new pending order of the same type is created;

- In conditions of insufficient liquidity, or when the liquidity provider refuses to execute the order at the specified volume using Market Execution, execution of orders in full volume for Stop Loss and Take Profit Orders becomes impossible. In this case partial execution of orders is carried out by closing positions by the available market volume or volume available from the liquidity provider, but for the remaining volume a new open position is created.

Interpretation Of Terms

In these General Business Terms terms shall have the meaning given in the Client Agreement. In the absence of a definition in the Client Agreement, then the terms shall have the meaning below:

- “Account History” shall mean all completed transactions and depositing/withdrawal operations on the Trading Account.
- “Account type” shall mean account type conditions. The list of possible account types offered by the Company can be found on the Trading Conditions page on <https://www.ask-market.com>. Account type is chosen during the registration of trading account and cannot be changed afterwards.
- “Agent link” shall mean a special URL link by using which new clients are attracted. After completing of registration a customer becomes the Company’s Client and agent start receiving of commission by the named in the Partnership Agreement formula.
- “Auto referral activity” shall mean when Introducing Broker gets commissions from trading operations carried on trading accounts by direct or circumstantial evidence controlled by the Introducing Broker.
- “Bar /Candle” shall mean a Chart element, which shows opening and closing prices, as well as lowest and highest prices for the definite period of time (for example, minute, 5 minutes, a day, a week).
- “Basic market” shall mean the market on which basic asset for CFD is traded.
- “Buy Limit” has the value, specified in the General Business Terms in section orders.
- Buy stop” has the value, specified in the General Business Terms in section orders.
- Chart” shall mean the Quotes Flow in the form of a chart. For the period relevant for a Bar/Candle: Bar/Candle high is the highest Bid, Bar/Candle low is the lowest Bid, Bar/Candle close price is the last Bid, Bar/Candle open price is the first Bid

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- “Client Terminal Log-File” shall mean the file, which is created by the Client Terminal in order to record all the Client's Requests and Instructions to the Dealer with accuracy to a second.
- “Day Order” shall mean a Pending Order which is automatically deleted at the end of the trading session.
- “Electronic payment system” shall mean a combination of procedures and connected with them computer networks and software, used to perform financial transactions and mutual settlements between the participants of the system. In the system transactions are conducted using bank cards, e-money and cash.
- “Instant Execution” shall mean execution mechanism when a Client sees a real-time stream of quotations of the Company, thus a Client may proceed with desired transactions.
- “Instruction to transfer funds to another trading account” shall mean notice transmitted through the Personal area from the Company's web-site with the purpose of charge-off of funds from the Client's trading account to other trading account registered in the Company.
- “Limit & Stop levels” shall mean minimum value in points from the level of placed order to the current price
- “Liquidity provider” shall mean a financial institute which has sufficient floating capital and works as a counterpart for company clients in the execution of financial
- “Market conditions are different from normal” shall mean a thin market or fast market.
- “Market execution” shall mean execution which carried out according to client's orders, but the execution price is not guaranteed.
- “Market Opening” shall mean the resumption of trade after the weekends, holidays or after a break between trading sessions.
- “Maximum deviation” is a parameter set by the client on the client's terminal that determines the maximum deviation (in points) between the execution price and the requested price when opening and closing a position.
- “Modification” shall mean Client's request for order level change. The order is considered to be modified after the relevant note appears in server data base.
- “Non market quote” / “Spike” shall mean a quote that satisfies one of the following conditions:
 - it involves a substantial price gap;
 - within a short period of time the price returns to its initial level with the formation of a price gap;
 - price behavior was not volatile before the appearance of said price;

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- the quote differs from quotes from other major market participants by more than 10%;
- the quote appeared during non-trading hours for the underlying asset;
- at the time of the quote's appearance there were no macroeconomic events and/or corporate news that were significantly affecting the instrument's exchange rate. The Company may delete quotes that are characteristic of a non-market quote from the Server's Quote Base.
- "Non-trading operations" include depositing/withdrawing funds from the client's trading account, changing passwords, changing leverage, and filing a complaint. "Normal Market Conditions/ Normal market" shall mean the market where:
 - there are no considerable breaks in the Quotes Flow in the Trading Platform; and there is no fast price movement; and
 - there is no Price Gap.
 - "Order's ticket" shall mean unique identical number assigned in trading system to each of open positions or delayed order.
 - "Pending order" shall mean client's instruction to open a position when the market price reaches the order level.
 - "Pip" shall mean a unit of less significant rate/
 - one of the following situations: Bid of the current quote is higher than the Ask of the previous one; Ask of the current quote is lower than the Bid of the previous one. "Quoting" shall mean the process of providing the Client with the Quotes in order to
 - make a transaction.
 - "Quotes Base" shall mean Quotes Flow information stored on the Server.
 - "Rate" shall mean: 1) CFD on currency pair: the value of the base currency in the terms of the quote currency; 2) CFD on futures: the value of one unit of the underlying asset in terms of money.
 - "Sell Limit" shall mean its meaning is determined in General Business Terms Orders
 - Article.
 - "Sell Stop" shall mean its meaning is determined in General Business Terms Orders
 - Article.
 - "Server Log-File" shall mean a file that contains information about all server-related events, including Clients' requests and instructions.
 - "Stop Loss" shall mean a close of position at a price less profitable for the Client than the price that exists when the order is placed.
 - "Stop out" shall mean server generated compulsory position closure order (without agreement and preliminary notification of the Client in case of lack of funds for opened position maintenance).

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- “Take profit” is an order to close a position at a price more profitable for the Client than the price that exists when the order is placed.
- “Trading operations” include operations to buy/sell financial instruments, placing, modifying, and deleting pending orders.
- “Trading Platform Time Zone” shall mean the time zone in which the Server Log-File records any event. At the time of the release of this document the Trading Platform Time Zone is GMT +0.
- “Trailing Stop” shall mean a feature of the client terminal that makes it possible to generate instructions to change a position's Stop-Loss level based on specified parameters without the Client's involvement. “Volume of trade /Trading volume” shall mean the product of the number of lots on the lot size.
- “Limit Order” shall mean a Client’s request to buy or sell a financial asset when the market price reaches the price specified in the order. The price indicated in Limit Order is always better than the current market price.
- “Stop Order” shall mean a Client’s request to buy or sell a financial asset when the market price reaches the price specified in the order. The price specified in the Stop Order is always worse than the current market price.