

execute trades automatically by our server to reduce delays, re-quotes and human errors and we maintain our fixed spread (except during very hectic market or holidays), therefore, protecting our clients stop-losses. Based on this, and to keep you informed of our policy in this regard, please be informed that ICM Trader Limited reserves the right to cancel any trade that has been confirmed by our automated system during major news, figure releases or fast market that does not reflect the actual market price or the price has been delayed due to inevitable latency issue, thus preventing traders abusing our automated system or fixed spread.

4.12 ICM Trader Limited does not allow scalping where the trading style is abusing our Automated Services for short term gain by sniping and hunting for on old price or wrong quotes or trading during illiquid market or trading during fundamental releases/news releases where the price on ICM Trader Limited Market watch could be delayed due inevitable latency issue or trade using expert advisors or other robots for abusive purposes. Customers are urged to trade ethically and not to try to take advantage of our competitive services. Customers will solely be held liable and will indemnify ICM Trader Limited from any damages or losses that may result from cancelling such trades. Clients are not permitted to Scalp or snipe. Arbitrage is the simultaneous purchase and sale of an asset to profit from an imbalance in the price; a practice that is not allowed. In such cases ICM Trader Limited reserves the right to cancel trades, profit or losses and disable the account or charge swaps on all orders retroactively.

5. TRADING

5.1 Clients should note that they are trading on the outcome of the price of a financial derivative, and will not be entitled to delivery of, or be required to deliver, the underlying product.

5.2 This trading does not occur on an exchange. Rather the trading occurs off- exchange or over-the-counter ("OTC"). As a result, **ICM Trader Limited** enter directly into a contract with you in respect of the financial instrument you wish to trade.

5.3 ICM Trader Limited reserves the right to discontinue an Islamic/SWAP-free account by sending 24 hours notice. ICM Trader Limited will invoke this right in case of suspicion of abuse, in which case ICM Trader Limited may, at its sole discretion, decide to close all open positions in the account and deduct or add swaps for all transactions currently and/or previously made in the account and decline from accepting any further requests from the Client to be exempted from SWAP.

5.4 The above provisions shall apply with respect to any constituent security of a securities basket or securities index and are also subject to any such adjustment being scaled back in

proportion to the respective weighting of the affected security within the securities basket or securities index as we reasonably consider appropriate.

5.5 If a share becomes subject to a takeover offer, suspended, merger and stock split **ICM Trader Limited** reserves the right to close any or all trades at the closing of the day or the last closing trading price before the amendment.

5.6 In certain market conditions it may not be possible to close a single share Transaction with sizable market consideration in full at one price. Such a Transaction may instead be closed at a price reflecting the price at which **ICM Trader Limited** is able to transact any relevant underlying hedge but only during the trading hours of the Underlying Market (whether or not the relevant Transaction was opened during or outside the Underlying Market trading hours).

5.7 If the Underlying Market in relation to an existing open Position held by you becomes illiquid in any fashion, either leaving **ICM Trader Limited** unable to purchase sufficient amount of the underlying shares or contracts to cover your Transaction or Position or is unable to borrow the same in the open market, **ICM Trader Limited** reserves the right to close all or part of any such Transaction or Position at the current **ICM Trader Limited** Quote.

5.8 If a share or an Underlying Market is subject to dividends or fundamental news announcement, and the client with an existing open position in the same shares. **ICM Trader Limited** may close partial or all position in shares to bring the equity/margin level above 200%.

5.9 If you are trading in concert whereby multiple clients are placing identical trades then **ICM Trader Limited** may at its sole discretion treat this as one Trade. Therefore, if the combined size is greater than the liquidity of the market and slippage occurs, all clients may be treated the same regardless of their individual stake size and filled at the same level which will be where **ICM Trader Limited** was able to realistically able to trade in the Underlying Market.

6. OPEN POSITIONS

6.1 Positions may be closed at any time within **ICM Trader Limited's** Quoting Hours (except where the relevant market is suspended or not available for whatever reason) unless **ICM Trader Limited** notifies you otherwise. **ICM Trader Limited** may accept closure of Positions at other times dependent upon the market but is not obliged to do so.

6.2 You are not required to close a Position prior to the Expiry Date provided that your account is not in deficit. However, in certain circumstances and in accordance with these Terms and

Conditions, **ICM Trader Limited** shall be entitled or may be required to close your Position prior to their Expiry Date notwithstanding that your account is not in deficit.

6.3 If the Expiry Date of a Transaction is not a recognised business day of the relevant Underlying Market, then the business day immediately preceding that stated will be considered as the Expiry Date unless an alternative is specifically stated in the Contract Specifications or **ICM Trader Limited** notifies you otherwise.

6.4 Open Positions will automatically close on their Expiry Date and at their expiry time (as are detailed in the Contract Specifications) at the **ICM Trader Limited** closing price on that day. We ask our customers with existing futures open interest to take notice of our market information sheet and act accordingly.

7. NEW ORDERS, STOP LOSS ORDERS AND LIMIT ORDERS

7.1 There are generally two basic order types available:

- New Orders; and
- Stop or Limit Orders.

7.2 New Orders are orders that are not connected to an existing open Position (although they may close existing Positions (unless where **ICM Trader Limited** expressly agree otherwise (see 6.2 above)) if, when executed, they create trades that are opposite to existing open Positions). **ICM Trader Limited** will accept the following types of new orders:

- Good Till Cancelled" means that the order will remain in effect until cancelled by you or until the market expires and **ICM Trader Limited** ceases to quote the relevant market;
- Good For Day" means that the order will remain in effect until the end of the **ICM Trader Limited** Quoting Hours for the relevant market for that day;
- Good Until" means that the order will remain in effect until the time and date requested by you when placing the order or until **ICM Trader Limited** ceases to quote the relevant market (whichever is the sooner).

7.3 All Good Till Cancelled/Good for Day/Good Until orders are based on an Our Quote basis.

7.4 A Good Till Cancelled order will only be valid during **ICM Trader Limited's** Quoting Hours

for the market concerned. If there is any form of gap between the close of the market as quoted by **ICM Trader Limited** on one trading session and its subsequent reopening either on the next session or, in the case of a Force Majeure, whenever **ICM Trader Limited** reopens said market, the Client's Stop will be executed at the **ICM Trader Limited** Quote based upon the first price that **ICM Trader Limited** is reasonably able to obtain in the Underlying Market.

7.5 Any orders placed as Stop Losses on open Positions shall:

- Be deemed Good Until Cancelled or until the contract expires or until such time as you close the relevant Position;
- Be deemed to be in respect of **ICM Trader Limited** Quote/Our Quote; and
- Be valid in respect, solely, of the market in respect of which **ICM Trader Limited** accepted the order and not for any other.

7.6 In respect of markets quoted by **ICM Trader Limited** outside the trading hours of the relevant Underlying Market, all orders are based on **ICM Trader Limited**'s Quote/Our Quote and may be filled at the **ICM Trader Limited** Quote based on a price which is in **ICM Trader Limited**'s opinion fair and reasonable in light of prevailing world markets at that time.

7.7 **ICM Trader Limited** will accept orders placed in any market during the hours in which **ICM Trader Limited** offers a Quote in said market. However no Stops or of orders any kind in any market will be executed outside of the **ICM Trader Limited** quoting hours for that market except by agreement with **ICM Trader Limited**. Upon the opening of any market quoted by **ICM Trader Limited** any currently actionable Stop, Limit or New Order will be filled at the first Quote for the relevant market that **ICM Trader Limited** is reasonably able to obtain with reference to the Underlying Market and the size of the order in question.

7.8 It is your responsibility to cancel any order that you no longer require. Any uncancelled order placed by you may be filled by **ICM Trader Limited** and may therefore cause losses to which you will be liable. In the case of Stop Loss orders if the related Transaction is closed by you the Stop Loss order will be deemed automatically cancelled. If the underlying Stop Loss on any open Position was actionable before you closed the open Position, **ICM Trader Limited** may at its sole discretion adjust the closing price of your trade to reflect the Stop Loss price.

7.9 An order will be executed when the **ICM Trader Limited** Quote reaches the price specified in your order or trades through the price specified. All Quotes are based upon an Underlying Market that is sourced from either a recognised global exchange (LSE, NYSE, LIFFE etc) or from a wholesale counterparty (a quoting bank or market maker). Our Quote may be higher or lower than the Underlying Market due to interest rate costs, dividends, scrip issues, stock splits,

competitors' quotes or the weight of client business. The understanding of the definition of Our Quote is very important for the correct operation of your account. If you do not understand any part of its description we recommend that you contact **ICM Trader Limited** for an explanation.

7.10 ICM Trader Limited is not obliged to inform you if an order is filled. It is solely your responsibility to ensure that you know at all times as to whether any order has been filled or is still active and if you are in any doubt whatsoever as to deal acceptance it is your sole responsibility to contact **ICM Trader Limited** immediately, in the first instance by telephone, in order to obtain clarification as to the validity of any Transaction.

7.11 Once a Stop, Limit or New Order level is reached **ICM Trader Limited** may at its sole discretion allow a client to amend this order before it has been actioned by **ICM Trader Limited**. Although, receipt of any confirmation of an order amendment is not binding on **ICM Trader Limited**, **ICM Trader Limited** may at its sole discretion decide to execute the original order if the activation of that order occurred before the amendment was made. **ICM Trader Limited** shall not be liable for any Positions generated by clients' assumption of non-activation of a fairly executed order.

7.12 Unless otherwise stipulated, no orders are guaranteed and are subject to Gapping (which is detailed below at 7.14).

7.13 If a New Order is subject to Gapping (see 7.14) on activation and the order is actioned at a price that would also have activated any associated Limit or Stop orders, then the Position will immediately be closed with a loss to the client of the prevailing **ICM Trader Limited** quoted spread for that market.

7.14 In this Agreement "Gapping" refers to an occurrence whereby the market moves from one quoted price and that this second quote is significantly different to the first. Where such an event happens and where the second quote is through an order level (Stop Loss, Limit or New Order), when the first quote was not, this may trigger a Gapping event. There are a variety of reasons why this might happen. Some of the more usual are listed below, but this list is by no means exhaustive.

7.14.1 because the particular Underlying Market on which the order is placed has opened and started trading at a price significantly different from the previous session closing price;

7.14.2 Accordingly you must understand the potential impact of these events on any Order that you have on your account.

All orders (Stop, Limit or New Order) are subject to slippage on the market open. In a situation where slippage occurs during trading hours, any buy order (new or limit) below the market or sell order (new or limit) above the market and sell orders (closing or stop) below the market or buy orders (closing or stop) above the market may be subject to slippage. If any market gaps from one quoted price to another due to any market sensitive piece of information (such as a profit warning or an economic data release), then any order in place between these prices will be activated.

7.15 Where a series of orders may be filled to close existing open Positions and/or open new Positions then these orders will be filled by **ICM Trader Limited** in any sequence determined by **ICM Trader Limited**. If this results in subsequent orders having insufficient Trading Resources for activation, then these orders will be cancelled. **ICM Trader Limited** will not look at an order filling sequences that may result in one order being filled and another failing, **ICM Trader Limited** will fill orders as and when they are seen by **ICM Trader Limited**, and at our sole discretion.

8. MARGIN CALCULATIONS

8.1 In general **ICM Trader Limited** only allows its clients to trade on Deposit Accounts (where money must be deposited before trading can commence).

8.2 You agree to provide to us and to maintain on your account at all times such Margin as is necessary to cover the Margin Requirement. Your agreement is repeated for every Transaction entered into by you and shall relate separately to each account, if you have more than one account with us.

8.3 The minimum level of cleared funds that you are required to maintain on your account at any particular time as margin against any open positions is referred to as the Margin Requirement. **ICM Trader Limited** may at its sole discretion alter the Margin Requirements on your account.

8.4 **ICM Trader Limited** will normally monitor the amount of Margin available for any Transaction but reserves the right to demand further Margin than may have been originally requested. In circumstances during high market volatility or depending on the weight of customer business or the trading style or before an important fundamental releases or due to general increase of margin for an instrument in the exchange or at the closing of the week, **ICM Trader Limited** reserves the right to increase the margin requirement by reducing the leverage offered and/or to increase the stop out level (equity/margin) from the agreed level up to 100% by giving a written notice. In such case if the stop out level is below 100% then **ICM Trader**

Limited will hedge the positions or partially close them to bring the equity/margin at to above 100%. Customers will solely be held liable from any damages or losses that may result from closing the position/positions.

8.5 ICM Trader Limited maintains the right to close any client position/positions when stop out level (equity/margin) falls at 0% of the total margin requirement or the level agreed with the client. In case the balance or equity becomes negative as a result of stop out, ICM Trader Limited reserves the right to claim the balance from the client to adjust the equity back to zero. As stated in clause 8.4, ICM Trader Limited reserves the right to increase the stop out level by giving a written notice to the client.

8.6 An order placed as a Stop Loss for a position may not necessarily reduce the Margin Requirement.

8.7 Notwithstanding any other provision of this Agreement, **ICM Trader Limited** is entitled, in its absolute discretion, to permit any trade for a Size which is above the recognised maximum single Size for a particular market.

8.8 The minimum IMR for any market and stop out level may be changed from time to time by **ICM Trader Limited** without notice to you (for example, during volatile market conditions or due to the illiquid nature of any Underlying Market). These new margin requirements and stop out level will be applied to all your existing Positions as well as any new Transactions. Most contracts' Minimum IMR is set out in the Contract Specifications which are correct at the time of publication. Margin Requirements which are not set out in the Contract Specifications or which have changed since the date of publication of the Contract Specifications will be quoted on request or posted on the website. It is your responsibility to ensure that you are using the most recent margin requirements applicable.

8.9 Occasionally new or temporary markets are created. These markets attract their own margin requirement that may not be published but will be available on demand.

8.10 You undertake to provide us with and to maintain on your account at all times sufficient cleared funds in order to meet the margin requirement, and such undertaking shall be deemed to be repeated each time you open enter into a Transaction. A failure to meet your margin obligations at any time is a Default Event and may result in us closing out your open Positions without notice to you.

8.11 Neither the funds on your account nor the margin applied to your Position(s) represent your total financial liability to **ICM Trader Limited**.

9. MARGIN CALLS

9.1 It is your responsibility to monitor your open Positions and all other relevant factors used to calculate Margin payable. **ICM Trader Limited** is not obliged to make Margin Calls of you at all or within any specific time period. We shall not be liable to you for any failure by us to contact you or attempt to contact you.

10. FEES AND PAYMENTS

10.1 In addition to Margin payments (as required and detailed above at Clauses 7 and 8 above) you agree to pay to us such sums of money as may from time to time be due to us as a result of a Transaction or Position (including any charges and/or commissions detailed from time to time in the Contract Specifications) and such sums as may be required in or towards clearance of any debit balance on any account.

10.2 You will pay all applicable Value Added Tax (VAT) and other taxes and all other fees reasonably incurred by us in connection with any Transaction. Any changes to tax laws which result in future imposition of stamp duty, capital gains tax or other tax, which may from time to time be levied on Transactions shall be for your account. You may be liable for other charges and taxes that are not imposed by us. You are solely responsible for the timely payment of such charges and taxes. You should seek independent advice if you are in any doubt as to what further charges or taxes may apply to you as a result of you entering this Agreement.

10.3 In the event that charges are imposed by the credit or debit Card Company (or any other provider) used to deposit funds on to your account, these may be charged by us to you. **ICM Trader Limited** will not be responsible for any non-payment of these charges and will not be liable for any proceedings or further charges resulting from non-payment of such charges.

10.4 You agree that we may share commission and charges with our Associated Companies, Trading Partners or other third parties or receive or pay remuneration from or to the same in respect of Transactions entered into by us with you. Details of any such remuneration or sharing arrangements (for example where you have been introduced to us through a third party) will not be set out in the relevant contract note. Please note that such commissions and charges will only be paid where we are satisfied that such payments do not impair our obligation to act in the best interests of our client.

11. TRANSACTION SPECIFICATIONS

11.1 The Contract Specifications provide important information in relation to each market offered by **ICM Trader Limited** and clients are advised to ensure they understand them. The information provided in the Contract Specifications includes:

- Contract months available in each market;
- **ICM Trader Limited** buy/sell spread and/or commission rate for each market;
- Min IMR requirements for each market;
- Basis of settlement;
- Last day of dealing;
- Transaction Size specifications;
- **ICM Trader Limited** Quoting hours (in normal trading conditions the various trading times are set out in the Contract Specifications and all times stated in the Terms and Conditions and Contract Specifications relate to UK time);
- The applicable interest rate for Overnight Financing; and
- Other matters pertinent to various markets.

11.2 **ICM Trader Limited** has to the best of its ability insured that the Contract Specifications are correct but **ICM Trader Limited** reserves the right to amend any part of the Contract Specifications at any time.

11.3 Current spreads and/or commission rates on contracts will be quoted to you on request. **ICM Trader Limited** has the right to vary spreads or commission rates on any contract or vary the Size specifications without notice especially in, but not limited to, volatile market conditions and/or illiquidity of the Underlying Market. At **ICM Trader Limited**'s discretion quoted spreads made via the telephone may differ from the spreads available on an OTP or a DTP.

12. EXPIRY OF FUTURE CONTRACTS

12.1 At **ICM Trader Limited** we do not roll-over dated OTC Future contracts. All positions that remain open at expiration will be closed at the **ICM Trader Limited** closing price on that day. Next month contracts will be available for trading at least four days before front month expiration, therefore, it is the sole responsibility of the client to take notice of expiries and act accordingly.

13. ACCOUNT SETTLEMENT AND SET OF

13.1 If your account Balance is in debit, the full amount of that balance is due immediately. Payment must be made in the currency in which the debit balance is denominated (or by agreement with **ICM Trader Limited** and at an exchange rate designated by **ICM Trader Limited** the amount may be transferred in a currency of your choice).

13.2 **ICM Trader Limited** will require immediate payment of any debit Account Balance by either SWIFT transfer, debit/credit card, or any other method of immediate electronic funds transfer acceptable to **ICM Trader Limited** and delivered to **ICM Trader Limited** bank accounts by 2:00pm on the same business day that the debit account balance became due. **ICM Trader Limited** is entitled to refuse payment by cheque without notice and without giving any reason.

13.3 **ICM Trader Limited** reserves the right to and shall be entitled to charge interest on all sums payable to **ICM Trader Limited** under these Terms and Conditions which are not paid within 5 days of their due date until payment is made in full, **ICM Trader Limited** shall charge you 2% per calendar month or part thereof cumulative on the sum owed to **ICM Trader Limited**. **ICM Trader Limited** will require you to reimbursement for any and all costs we may suffer or incur if you fail to make payment when due for any reason whatsoever.

13.4 **ICM Trader Limited** has the right to debit from your account or any other account in which you hold an interest any costs, interest or expenses incurred in recovering said debt. All debts to **ICM Trader Limited** are recoverable in law. **ICM Trader Limited** will actively pursue any sum (whatever the size) that is due.

13.5 Unrealised profits will under no conditions be paid or be available for electronic withdrawal or offset your obligation to pay your realised losses.

13.6 **ICM Trader Limited** shall be entitled to keep hold of funds which are required to cover adverse cash positions, Margin Requirement, any uncleared funds (i.e. cheques or credit card payments), realised losses and any other amount due under this Agreement.

13.7 **ICM Trader Limited** may at any time set off any liabilities owed by it to you against any amount owed by you to **ICM Trader Limited**. **ICM Trader Limited** reserves the right, without notice to you and in its absolute discretion, to consolidate any or all of your accounts of whatever type or description or any accounts in which you have a part or management function or oversight interest.

13.8 Without prejudice to any part of this Agreement **ICM Trader Limited** shall be entitled to require the settlement of all open Positions at any time and with immediate effect. Such settlement shall be made at the prevailing **ICM Trader Limited** Quote (Our Quote) for each trade at the time of settlement or at the first such time that such a settlement may be practicably made. The settlement amount in respect of each open Position shall be calculated by **ICM Trader Limited** at its sole discretion as the difference between the opening value of each trade and its value on the settlement price.

13.9 For the avoidance of doubt, we shall be entitled at any time to deduct, without notice or recourse to you, any monies deposited in or credited to your account in error by us or on our behalf.

14. CONFLICTS OF INTERESTS

14.1 **ICM Trader Limited** recognises that there is the risk that, under certain circumstances, directors (including non-executive directors), employees, associates, consultants or any other person directly or indirectly related to **ICM Trader Limited** may hold interests, financial or otherwise, and benefits that may be in conflict with the best interests of the clients and as a consequence may damage the interests of the clients. This is known as a conflict of interest.

14.2 To prevent and to minimise the risk of conflicts of interest, **ICM Trader Limited** has adopted a number of systems and procedures which set out how it will seek to identify and manage all material conflicts of interests. These are detailed in our Conflicts of Interest Policy which may be found online.

14.3 If you wish to have further information on our Conflicts of Interests Policy, or on any specific conflict of interest that you think might affect you, please contact us.

15. AUTHORISED THIRD PARTY

15.1 **ICM Trader Limited** recognises that in some circumstances it may be necessary or desirable for you to authorise someone to manage your account. You do so at your own risk and both you and the person you wish to authorise to operate your account will be required to execute and deliver to **ICM Trader Limited** a letter in the form of a signed Power of Attorney document authorising and appointing such person (an "Authorised Third Party") to operate your account.

15.2 If you have opened an account electronically, and we do not have an original of your

signature, you will not be able to appoint an Authorised Third Party until such time as you furnish us with an independently verified example of your signature (i.e. photocopy of your passport or driving licence).

15.3 You will be held fully responsible for all actions of the Authorised Third Party. **ICM Trader Limited** shall be entitled to accept instructions from such Authorised Third Party until receipt of a written notice from you stating that the authority of the Authorised Third Party is revoked. Such written notice must be sent to **ICM Trader Limited** Client Services department by registered mail or by personal delivery countersigned by an officer of **ICM Trader Limited**. Upon receipt of this instruction **ICM Trader Limited** shall change your account number and any passwords attributable to it. In any event, **ICM Trader Limited** shall be entitled, and without notice to you, to refuse to accept instructions from any Authorised Third Party and to treat the appointment of any such Authorised Third Party as terminated.

16. TERMINATION

16.1 You may terminate this Agreement immediately by giving written or verbal notice to us.

16.2 You can contact us at any time via email, writing or telephone to instruct us to close your account. We will only close your account if you have no monies owing to us and any open Position shall be closed in accordance with Clause 9.5 above. Any losses incurred on your account prior to the closure of the account shall be deemed to be immediately payable by you.

16.3 You specifically and unconditionally agree that **ICM Trader Limited** has the right to close or suspend your account with immediate effect in any of the following events:

- you are in breach of this Agreement (the Terms and Conditions);
- you have made any material misrepresentation to **ICM Trader Limited**;
- you fail to provide information requested in relation to any verification undertaken by **ICM Trader Limited**;
- you act in a rude or abusive manner to employees of **ICM Trader Limited**; or
- **ICM Trader Limited** at its sole discretion decides to terminate your account.

16.4 If either party terminates this agreement all open Positions shall be immediately closed on the current quote made by **ICM Trader Limited** or, in the case where any market is closed for any reason, at the next available quote reasonably made by **ICM Trader Limited** on the reopening of said market and no new trades shall be accepted by **ICM Trader Limited**.

16.5 No penalty will be payable by either party on termination of this Agreement and termination will not affect any accrued rights. On termination by either party, we may consolidate all or any of your accounts and may deduct all amounts due to us before transferring to you any credit balances on your account.

16.6 At any time after the termination of this Agreement, we may without notice, close out any of your Positions.

16.7 Further, if an Insolvency Event or Default Event occurs **ICM Trader Limited** may (but is not obliged to):

- close (in whole or in part) all or any open Positions held by the client and any profits or losses attributable to such trades shall be settled immediately;
- close all of your accounts and refuse to accept any new instructions or trades from you;
- impose stop orders on all open Positions; or
- take any reasonable action to safeguard the interests of **ICM Trader Limited** such action to be judged solely by **ICM Trader Limited**.

17. CLIENT MONEY

17.1 **ICM Trader Limited** will treat money received from you or held by us on your behalf in our Clients Monies bank accounts.

17.2 **ICM Trader Limited** will hold all Client Money in client bank accounts.

17.3 It is not our policy to pay interest to you on any of your money held by **ICM Trader Limited**.

17.4 In the event that there has been no movement on your account balance for a period of at least six years (notwithstanding any payments or receipts of charges, interest or similar items) and we are unable to trace you despite having taken reasonable steps to do so, you agree that we may cease to treat your money as client money, we shall make and retain records of all balances released and undertake to make good any future valid claims against released balances.

17.5 You may not assign any part of your profits or losses to a third party. A third party may not place any funds in your account or withdraw funds from your account. All withdrawals from your account balance must be payable directly to you (by means of a cheque SWIFT or debit/credit

card payments).

17.6 Due to fraud prevention measures and in accordance with money laundering regulations **ICM Trader Limited** will only refund monies back to where they came from. Where monies have been deposited by card the funds will be returned to that card where possible and where not possible **ICM Trader Limited** may require sight of original bank statements showing original fund transfer to **ICM Trader Limited** before refunding to the said bank account.

17.7 Where monies have been deposited by bank transfer **ICM Trader Limited** may require sight of the original bank statement showing the deposit of the transfer before any refund is made.

17.8 Where bank accounts have been closed **ICM Trader Limited** may require a letter from the originating bank stating that the account has been closed and there are no funds owing to the bank. Before **ICM Trader Limited** will refund to a new bank account we may require sight of the original deposit transfer statement from the closed account and sight of an original new bank account statement.

17.9 In reference to this Clause, if **ICM Trader Limited's** records show a discrepancy between card details and **ICM Trader Limited's** account details as supplied by you, **ICM Trader Limited** may require sight of original bank statements, or any other relevant evidence, to confirm your new status before processing a refund.

18. WITHDRAWALS AND REFUNDS

The Client has the right to deposit into their trading account only using the payment systems available in the "Deposit" section of the Company's ICM Access (a secure trading accounts management facility; our proprietary internet gateway that allows the Client to manage his Trading Accounts within a secure and safe environment).

18.1 The actual payment of services is deemed to be the moment when all appropriate funds are credited to the Company's account.

18.2 The Company holds no responsibility for the result of trading operations on the Client's account in case there are any delays in depositing into this account. The Client is solely responsible for any financial loss risks coming from possible delays in depositing funds into the Client's trading account.

18.3 The Company has the right to cancel the Client's deposit or withdrawal if the Client's trading account is set to be funded by a third party or if the Client seeks to withdraw on behalf of the third party. In this case, the deposited funds will be transferred back to the same bank details they originated from. If this occurs, the Client will be charged with all costs for funds transfer.

18.4 In the event the trading account is credited in any currency other than the one in which the trading account is maintained, such funds are to be credited to the trading account based on an internal exchange rate adopted by the Company from the Bank serving the Company at the deposit date.

18.5 When processing a withdrawal request, the Company shall use its internal currency rates adopted by the Company from the Bank serving the Company at the date of withdrawal.

18.6 If the trading account cannot be credited automatically, the appropriate application will be fulfilled within 72 hours since the Client's notice on crediting the trading account is received.

18.7 Clients may withdraw their funds by sending a withdrawal request via ICM Access. The request will be reviewed and processed by ICM accounts department. Funds will be returned to any payment systems/bank account used for depositing into the trading account.

18.8 The Client bears full responsibility for the adequacy of all the information set in his withdrawal of funds application.

18.9 The Company has the right to refuse the Client's request for withdrawal if the Client uses different withdrawal and depositing systems.

18.10 The Company reserves the right to deduct from the account any amount paid to the Client in compensation. Please refer to the Bonus and Awards policy.

18.11 In case the payment system stops operating for some time, the Company has the right to postpone the date of withdrawal until the payment system resumes working.

18.12 The Company has the right, but not the obligation, to charge the Client for any additional commission if the Client uses different payment systems to deposit and withdraw funds. The commission charged to the Client is calculated based on costs paid by the Company when fulfilling the Client's withdrawal request.

18.13 The Company undertakes to take any and all expedient actions to preclude any illegal

financial operations and money laundering with the employment of the Company's resources.

18.14 In the event Client has used a credit/debit card to fund their trading account, Client can only withdraw up to the deposited amount back to the same credit/debit card, any additional profits will be transferred via a different payment method under the client name.

- The Client has the right to close his/her trading account at any time. The Company will approve the account closure if:
 - a. There are not active investments placed.
 - b. There are no investigations underway associated with any of the terms of the current Terms of Services.
- If there are no charges applied to the account, the Company is obligated to close the account as per the Client's demand.
- If the Client's account has been suspended due to the violation of the current Terms of Services or due to any other form of abuse by the Client, the earnings/profits will be annulled.
- The Company is not obligated to provide any refund in case the incurred loss was caused due to any reason either foreseen or unforeseen.
- A refund request can be made in cases in which the account had been deposited into, but no orders were executed by the client.
- In this case, the same method of payment used for the deposit will be used for the refund. The refund will be for the full amount and any withdrawal fees imposed by the payment providers will be deducted from the original amount, unless other arrangements have been made
- Refund requests are processed within one working day however can take up to three to five working days to reach Clients' accounts and up to fifteen working days for transaction via credit/debit card.

18.15 In all instances, we endeavour to process withdrawals only to respective nominated accounts. If a client deposits via credit card, that credit card will be registered as a nominated account. Likewise, if a deposit is made via bank transfer or e-wallet, the accounts will be registered as nominated accounts.

18.16 Clients may only request withdrawals through the secure portal; ICM Access. Once the Client has logged in and has requested a withdrawal, an acknowledgment of this request is sent to their registered e-mail address.

18.17 ICM will bear the fees for one withdrawal per calendar month as long as the client has traded a min. of 5 lots or there is a remaining balance in his account. If it's the client's 2nd withdrawal per month or the client has not traded at all, Charges will be applied on his/her withdrawal depending on the payment and the payment method.

For more information, you can get in touch with support@icmtrader.com.

19. FORCE MAJEURE

19.1 Force Majeure events are exceptional, unusual, or emergency market conditions which may prevent **ICM Trader Limited** from performing any or all of its obligations hereunder. They include, without limitation:

- markets that, in **ICM Trader Limited's** reasonable assessment, are in an emergency or exceptional state;
- the suspension or closure of any market upon which we base our quotes, or the imposition of limits or special or unusual terms on the trading in any such market;
- the occurrence of any speculative movements which in our reasonable assessment distort the level of prices in any market quoted by us;
- compliance with any law or government order rule regulation or direction;
- an event which prevents **ICM Trader Limited** from making orderly markets in any contract normally quoted by **ICM Trader Limited** for the purposes of making Transactions;
- any abnormal loss of liquidity in any of the markets quoted or the reasonable anticipation of such occurring or the event of excessive volatility, as reasonably assessed by **ICM Trader Limited**, in any market normally quote by **ICM Trader Limited** or of the anticipation by **ICM Trader Limited** that such a situation may occur; or
- any act, event or occurrence including any strike, riot or civil commotion, terrorism, interruption of power supply or electronic communication or information system technical or communication problems or other act of god caused through loss of power which prevents **ICM Trader Limited** from providing a normal transaction service

19.2 If we conclude in our reasonable assessment that a Force Majeure situation exists then we may in our absolute and sole discretion:

- suspend trading and/or amend **ICM Trader Limited** Quoting Hours for all or any markets;
- increase deposit/Margin requirements and/or amend credit limits in the case of Credit Accounts;
- close any or all open Positions;
- refuse to take any further Transactions even if such Transactions would be closing trades;
- immediately require payment of Margin and/or any other amounts you may owe **ICM Trader Limited**;
- cancel or fill any orders in each case at such levels as we consider in good faith and in our sole discretion to be fair and reasonable in the circumstances;
- reduce the maximum Transaction Size allowable;

- vary any spreads quoted by **ICM Trader Limited**;
- suspend or amend any part of these Terms and Conditions to the extent that it is impossible or unreasonable for **ICM Trader Limited** to conform to them; or
- take such actions as **ICM Trader Limited** deem proper in the circumstances to defend our clients and ourselves as a whole.

19.3 In the absence of fraud or bad faith, **ICM Trader Limited** shall not be liable to you for any losses you may suffer by reason of any action it may take in accordance with this Clause.

20. CONFIRMATIONS, QUERIES ON ACCOUNTS, COMPLAINTS AND COMPENSATION

20.1 Upon entering into any Transaction or order or amendment of an order or any cancellation of an order **ICM Trader Limited** contract notes will be:

- displayed on screen in relation to a DTP Transaction; or
- In respect of orders placed via the telephone:
 - (a) emailed to you where those orders are in respect of a product provided on an OTP; or
 - (b) available to view on screen in relation to Transactions made via a DTP.

20.2 Any material action affecting your account will trigger an email and/or an on-screen confirmation. The absence of an email confirmation or on-screen confirmation of an action on your account will not affect the validity of any Transaction or order which has been placed.

20.3 It is solely your responsibility to keep yourself fully up to date in respect of all your Transactions and Positions. As soon as you receive any contract note you must check it to make certain that it is correct. The sooner that **ICM Trader Limited** is made aware of any error or problem, the sooner we will be able to look into or correct it. You must also regularly check your online statement.

20.4 Your account statement will be available online at any time unless **ICM Trader Limited** has suspended your account or an OTP or a DTP is unavailable for any reason.

20.5 If you receive a contract note for a Transaction or filled order that you allege has not been transacted by or for you, **ICM Trader Limited** must be notified immediately. If you do not receive a contract note for a Transaction you have placed (or believe you have placed) you must notify **ICM Trader Limited** immediately.

20.6 If you think that any contract note or statement contains any error you must notify **ICM Trader Limited** immediately.

20.7 Any query or dispute in respect of any trade or conversation, together with details of the time and date of the trade or conversation must be communicated to **ICM Trader Limited** as soon as you become aware of it. If the dispute or complaint is not satisfactorily resolved it should be referred, again with all details, to the Client Services team of **ICM Trader Limited**.

20.8 In the event of any query or dispute **ICM Trader Limited** may at its discretion immediately close, at the prevailing **ICM Trader Limited** quote or the first such quote available, any Position that is in dispute. No matter what the subsequent result of the dispute, **ICM Trader Limited** will not reopen or reinstate any such closed trade.

20.9 Client money will be deposited into a client money bank account. In the event that **ICM Trader Limited** was to become insolvent all client money held in the third party bank account would be protected. In the event that the third party bank was to become insolvent you may be entitled to compensation from the Scheme if the third party bank were unable to meet their obligations. This depends on the type of business you undertake, your status, and the circumstances of the claim.

21. ALTERATIONS TO THESE TERMS AND CONDITIONS

21.1 These Terms are subject to alteration by notice to you. Any alteration shall be effective immediately on service in accordance with Clause 21 and shall apply to all open Positions and unfilled orders as at and after the effective date of the change.

22. NOTICES

22.1 All notices will be sent to clients of **ICM Trader Limited** via the email messaging medium and unless **ICM Trader Limited** receives a 'failure to deliver' message all such messages will be deemed to have been received by you. Any alteration of your email address must be communicated immediately to **ICM Trader Limited**. Any losses incurred by you through non-receipt of notification or confirmation (in the case of trades or orders placed) are payable by

you. **ICM Trader Limited** accepts no responsibility for non-receipt by you of any such notification or confirmation.

22.2 Any request by **ICM Trader Limited** that you make contact with us, for whatever reason, should be regarded as vital and should be acted upon immediately.

22.3 Where **ICM Trader Limited** is not notified nor receives notification from the Client that any notice or other communication has been received by the Client, it shall be deemed to have been duly served on the Client:

- if hand delivered at the Client's last known home or work address or when actually given in person to the Client;
- if given orally over the telephone or in a face to face exchange with the Client (or person claiming to be the **ICM Trader Limited** representative to be the Client), when it has actually been given;
- if given by leaving a telephone answering machine message, text message or voice mail message, two hours after the message being left on the relevant medium;
- if sent by first class post two business days after posting of same;
- if sent by fax, on completion of its transmission, provided that a transmission "successful" notification has been received by **ICM Trader Limited**; or
- if sent by email upon receipt of a delivery notice by **ICM Trader Limited**.

22.4 Any notice or other communication given or made under or in connection with the matters contemplated by this Agreement shall, except where oral communication is expressly provided for, be in writing and shall be sent to support@icmtrader.com

23. LIMITATIONS OF LIABILITY

23.1 These Terms do not limit or exclude any liability arising out of fraud or for death or injury arising by reason of **ICM Trader Limited** negligence.

23.2 Subject to all other provisions of these Terms and Conditions and the Agreement **ICM Trader Limited** is liable to you to pay you your realised available profits. The foregoing is **ICM Trader Limited**'s entire liability to you.

23.3 You shall indemnify us and keep us indemnified on demand in respect of all liabilities, costs, claims, damages and expenses of any nature whatsoever (present, future, contingent or otherwise and including legal fees) which we suffer or incur as a direct or indirect result of a

breach by you of your obligations under this Agreement or under the laws and regulations in force or us exercising our rights under in relation to the Default Event provisions detailed in these Terms and Conditions, unless and to the extent such liabilities, costs, claims, damages and expenses are suffered or incurred as a result of our gross negligence or wilful default. You shall indemnify us and keep us indemnified against all losses which we may suffer as a result of: any error in any instruction given to us by any Authorised Person or acting on any instruction, which is, or appears to be, from an Authorised Person.

23.4 Subject to Clause shall not be liable:

- for any loss, expense, cost or liability (together "Loss") suffered or incurred by you unless and to the extent that such Loss is suffered or incurred as a result of our negligence or wilful default;
- for any indirect or consequential loss or damage (whether for loss of profit, loss of business or otherwise), costs, expenses or other claims for consequential compensation whatsoever (howsoever caused) which arise out of or in relation to this Agreement; or
- for any loss suffered or incurred by you as a result of any error in any order, instruction or information given by you or an Authorised Person, or as a result of us acting on any order or instruction which is, or appears to be, from such Authorised Person.

23.5 If any of these Terms and Conditions shall be found to be unenforceable or invalid, such unenforceability or invalidity shall not affect any other part of these Terms and Conditions (or the remaining portion of the affected part as the case may be), which shall remain in full force and effect.

23.6 You shall not assign, transfer, charge or sub-contract any of the rights or liabilities hereunder.

23.7 ICM Trader Limited shall be entitled to assign, transfer, charge, sub-contract or deal in any manner with all or any of its rights and/or liabilities hereunder including by way of transfer of the same to an Associated Company or Trading Partner.

24. TAXES

24.1 At the present time, income from CFD Trading is not exempt from Capital Gains tax. However, there is no Stamp Duty on CFDs. Tax regulations may change at any time. It is your sole responsibility to ensure that your CFD activity complies with your local income tax regulations and any other applicable fiscal laws.

25. PRIVACY

25.1 You acknowledge that by opening an account with us and placing Transactions you will be providing us with personal information. You consent to us processing all such information for the purposes of performing the contract and administering the relationship between us. You consent to our disclosing such information:

- where we are required to by law;
- to Associated Companies;
- to our Trading Partners;
- to such third parties as we deem reasonably necessary in order to prevent crime;
- to such third parties as we see fit to assist us in enforcing our legal or contractual rights against you including but not limited to debt collection agencies and legal advisors.

25.2 You authorise us or our associated companies or any trading partner to telephone or otherwise contact you at any reasonable time in order to discuss any aspect of our business or of our associated companies' business or of our trading partners' business. If you do not wish us or our associated companies or our trading partners to so contact you for any direct marketing activities, you must inform us in writing.

DEFINITIONS

In this Agreement (and in addition to expressions defined elsewhere on our website) the following words and expressions shall have the following meanings:

"**Account Balance**" is the "cash balance" on your account (your account balance does not include profits or losses on any open Positions).

"**Applicable Laws**" means any national, local or other statute, law, rule, code guidance, order or decision of a Governmental Authority.

"**Application Form**" means the application form supplied by **ICM Trader Limited** in relation to these Terms and Conditions.

"**Associated Company**" means any holding company or subsidiary company (as defined in the Companies Act 2006) within the **ICM Trader Limited** group and/or any subsidiary company of any such holding company or its subsidiaries.

"**Authorized Third Party**" means a person authorised by you to initiate trades or close existing trades using your account details, as referred to in Clause 15.

"**Bet**" (including "**betting**", "**dealing**", "**and trading**") or other similar words express a reference to a client entering into a Transaction. "**Bid**" or "**bid price**" is the price at which the Client can sell.

"**Buy**" (including "**Take**", "**Up Bet**", "**Go Long**" "**Long**", "**Long Position**") is defined as making a buy Transaction or buying the market quoted by **ICM Trader Limited**.

"**Client**" (including "**you**", and "**your**") means a person or company who has opened an account with **ICM Trader Limited** and has agreed to be bound by these Terms and Conditions.

"**Client Money/Monies**" refers to your funds in your account which is held by **ICM Trader Limited**.

Clients of **ICM Trader Limited** retain full titles to their monies, subject to usage requirements.

"**Credit Account**" is an account where **ICM Trader Limited**, at its sole discretion, has offered you a credit line to use as Trading Resources.

"**Contract For Difference**", "**CFD**" or other similar words express a reference to a client placing a CFD trade.

"**Default Event**" shall be deemed to have occurred where:

- any statement either oral or written made by you to **ICM Trader Limited** is or becomes untrue or misleading;
- you fail to carry out any of your obligations to **ICM Trader Limited** under this Agreement (including failure to satisfy a Margin Call) or you fail to do anything that you have stated that you will do whether orally or over the telephone or by any form of written or electronic message;
- in the event of your death or become a patient within the meaning of any applicable mental health legislation;
- you are in default of payment of money owed to **ICM Trader Limited** or any of its Associated Companies or Trading Partners;
- **ICM Trader Limited** at its sole discretion believes that any of the circumstances set out in this definition are likely to happen.

"**Deposit Account**" is an account where you need to deposit funds before you can commence trading.

"**DTP**" is any Downloadable Trading Platform provided by **ICM Trader Limited** for trading our markets.

"**Execution Policy**" means **ICM Trader Limited's** order Execution Policy which may be amended from time to time. A summary of the current Execution Policy is available on our website

"**Expiry Date**" means the expiry date and time of a Transaction.

"**FX**", (including "**Forex**" refers to currency trading, "**Gapping**" as is detailed in Clause 7.

"**If Done Order**" means an order that is only triggered on the activation of another attached order. For example, if a New Order is activated, you may wish to pre-set a Stop Loss and/or a Limit order. These additional orders are deemed "If Done Orders".

"**IMR**" (including "**Min IMR**") means Initial Margin Requirement which represents the minimum Trading Resources (Free Margin) required to place an opening trade in the minimum trade size permitted by **ICM Trader Limited**. (i.e. if you have a Sterling Account and the Min IMR in a market was 50 then to place a unit trade size of £3 you would require at least £150 (£3x50) of available resources to do so) "**Insolvency Event**" means and shall occur:

- if you are an individual, on the passing, or proposal, by you of a voluntary arrangement under the Insolvency Act of 1986 (specifically part VIII) or an agreement/composition with your creditors generally or the making of a bankruptcy order;
- if you are a company, the passing of any resolution, or order, for the winding up or dissolution of the company, or making of an administration order or the appointment of an official receiver or the sale under encumbrance of any asset of the company or the motion of any voluntary arrangement under the Insolvency Act of 1986;
- if, you as a client of **ICM Trader Limited** under these Terms and Conditions, you are unable to pay your debts as they fall due or any act of insolvency or similar or analogous event or action taken in respect of you.

"**Limit Order**" refers to an instruction to take a profit on an open trade if our quote reaches the level requested or as a contingent ('If Done') instruction on a New Order.

"**ICM Trader Limited**", "**ICM Trader Limited**" (including "**we**", "**us**", "**our**" and "**ourselves**"

as appropriate) the retail division of **ICM Trader Limited**.

"**LSE**" the London Stock Exchange.

"**Margin**" a term that describes the cash required or being used on your account to either open Transaction or run your Positions. See Clause 7.

"**Margin Call**" a request for Margin payment as referred to in Clause 8.

"**Margin Requirement**" is the amount of cash or credit resources required to maintain your existing open Positions.

"**Market**" refers to indices, share, currencies, commodities, bonds and interest rates or any other product that may be quoted by **ICM Trader Limited** from time to time.

"**Contract Specifications**" refers to the document available online that details **ICM Trader Limited's** current Quoting Hours, Min IMR, Overnight Financing interest rates, other market specifications and other rates applicable to the Transactions and Positions as determined by us for you.

"**New Order**" is an instruction to open a new Transaction at a possible future price based in the **ICM Trader Limited** Quote.

"**Offer**" or "**offer price**" is the price at which the Client can buy.

"**Order Book**" the window on the OTP where your working orders are listed.

"**OTP**" is any Online Trading Platform provided by **ICM Trader Limited** for trading our markets.

"**Overnight Financing**" is the credit or debit applied to your account when you hold a Position in certain contracts overnight and including non-business days.

"**Pricing Error**" is defined as a misquote by **ICM Trader Limited** where the price quoted materially and clearly deviates from the prevailing market price (or the forward calculated market price) at the time that it was quoted. A Pricing Error as defined, but not exclusively, is a Bid price or Offer price which varies above or below the prevailing mid-market price of the underlying product by more than the size of the quoted bid/offer spread of that product. For

example a bid/offer quote by **ICM Trader Limited** in the FTSE Quarterly contract of 4804 - 4808 when the correct quote should have been 4797 - 4801 may be considered to be a Pricing Error as the **ICM Trader Limited** Bid of 4804 is more than the quoted spread of the product (in this case 4) away from the midpoint (4799) of the correct quote.

"**Position(s)**" means open Transactions.

"**Rolling Daily**" refers to Positions that automatically roll into the next trading day without incurring any profit or loss. Such Positions usually have a long Expiry Date (sometimes many years in the future) and attract Overnight Financing.

"**Quote**", "**Our Quote**", "**ICM Trader Limited Quote**" is the price quoted by **ICM Trader Limited** via an OTP or a DTP or over the telephone. All Quotes are based upon an Underlying Market that is sourced from either a recognised global exchange or from a wholesale counterparty.

"**Quoting Hours**", "**ICM Trader Limited Quoting Hours**" are the times detailed in the Contract Specifications when **ICM Trader Limited** quotes its markets. **ICM Trader Limited** will not quote any markets outside of its opening hours.

"**Sell**", (including "**Go Short**", "**Short**", "**Short Position**") is defined as making a sell Transaction or selling the market quoted by **ICM Trader Limited**.

"**Size(s)**" refers to the size of the buy or sell Transaction. The standard, minimum and maximum trade sizes and stake sizes that **ICM Trader Limited** allows can differ from market to market and product to product and are further detailed in the Contract Specifications.

"**Stop**", "**Stop Loss**" is an order to close an open Position at a pre-determined level.

"**Trading Partners**" are anyone with whom **ICM Trader Limited** has a contractual relationship, for example a joint venture relationship, partnership relationship, agency relationship, white label relationship or introducing broker relationship.

"**Trading Resources**" (or "**Free Margin**" or "**available Margin**") is the amount of money available on your account that may be apportioned to new Transactions or to moving current Stop levels.

"**Transactions**" means any buy or sell trade or CFD trade made between you and **ICM Trader Limited** (including to close a Position) and includes any other such transaction made

between ICM Trader Limited and you as may be agreed from time to time and on a case by case basis.

"Underlying Market" is the physical underlying assets from which our markets are derived, and the market in which those assets are traded.