

**Neomarkets Group Ltd**

Suite 201, 2nd Floor, The Catalyst, 40 Silicon Ave, Ebene, 72201, Republic of Mauritius  
[info@marketsneo.com](mailto:info@marketsneo.com)

**Neomarkets Group Ltd**

**TERMS OF BUSINESS**

**STOCKS ACCOUNT**

**Neomarkets Group Ltd**

Suite 201, 2nd Floor, The Catalyst, 40 Silicon Ave, Ebene, 72201, Republic of Mauritius  
[info@marketsneo.com](mailto:info@marketsneo.com)

**TABLE OF CONTENTS**

1. INTRODUCTION .....	3
2. GENERAL TERMS .....	3
3. GENERAL PRINCIPLES FOR STOCK TRADING .....	7
4. OPENING A POSITION .....	9
5. CLOSING A POSITION .....	10
6. ORDERS .....	11
7. STOP OUT .....	19
8. OFF EXCHANGE.....	19
9. AGGREGATION .....	19
10. CUSTODY .....	20
11. FEE.....	22
12. SETTLEMENT .....	22
13. CORPORATE ACTIONS REGARDING STOCKS, VOTING RIGHTS, INTEREST, AND DIVIDENDS .....	23
14. COMMUNICATION .....	26
15. THE PROCEDURE FOR DISPUTE RESOLUTION AND COMPLAINTS PROCEDURE .....	26
16. LIABILITY OF PARTIES.....	26
17. COMPANY MAY LOAN ANY OF THE STOCKS HELD IN A MARGIN ACCOUNT .....	28
18. SECURITY INTEREST .....	28
19. ASSIGNMENT.....	29
20. EFFECT OF TERMINATION.....	29
21. MARKET ABUSE .....	30
22. DORMANT ACCOUNT .....	30
23. DISABLING OF ACCOUNT .....	31
24. INTERPRETATION OF TERMS .....	31

**Neomarkets Group Ltd**

Suite 201, 2nd Floor, The Catalyst, 40 Silicon Ave, Ebene, 72201, Republic of Mauritius  
[info@marketsneo.com](mailto:info@marketsneo.com)

## **1. INTRODUCTION**

1.1. These Terms of Business govern all actions in respect of the execution of the Client's Instructions.

1.2. These Terms of Business specify principles of:

- a) Stock Trading;
- b) Opening/closing positions and placing, modifying, deleting, and executing Orders as well as effects of suspension and cancellation of Orders in specific circumstances;
- c) The Company's actions in respect of the Client's Open Positions in case the Margin Level on the Trading Account is insufficient to support Open Positions;
- d) Placing an order off exchange;
- e) Aggregation;
- f) Custody, fees and Settlement of Transactions;
- g) Corporate actions regarding Stocks, voting rights, interest and dividends;
- i) Liability of parties;
- h) Stocks held in a margin account;
- j) Security interest;
- k) Assignment;
- l) Effect of termination;
- m) Market Abuse;
- n) Disabling of Account.

1.3. Apart from this Terms, there are rules around your trading on Neomarkets Group in other Operative Agreements. You should read each of them carefully before you start trading with us.

1.4. Unless otherwise defined, capitalized terms used in these Terms of Business shall have the meaning given to such terms in the Client Agreement

## **2. GENERAL TERMS**

### **Market Data**

2.1. The Client will receive Market Data, which are data produced directly by an Exchange and/or Liquidity Provider and/or Price Feeder, as specified in clause 24 ("Interpretation of Terms") below. The data may include (without limitation) current market prices ("real time"), opening and closing market prices and ranges, high-low market prices. The Client acknowledges that

a) Any Market Data the Company provides to the Client, or the Client access through the Company's website/platforms, will be provided or made accessible for convenience and information solely in order to assist the Client to make his/her own investment decisions, and does not amount to investment advice. Those data will be made accessible and will be provided to the Client without any liability from Company's side. In addition, any price quoted in the Market Data may differ from the execution price the Client actually obtains.

b) Market Data constitute valuable confidential information. As such, the data are the exclusive property of the Exchange and/or Liquidity Provider and/or Price Feeder which operate the market,

**Neomarkets Group Ltd**

Suite 201, 2nd Floor, The Catalyst, 40 Silicon Ave, Ebene, 72201, Republic of Mauritius  
[info@marketsneo.com](mailto:info@marketsneo.com)

namely NASDAQ (National Association of Stocks Dealers Automated Quotations System) and NYSE (New York Stock Exchange). Accordingly, the Client may use it solely for the Client's own trading purposes under the rules of the relevant Exchange and/or Liquidity Provider and/or Price Feeder. Clients are encouraged to consult the website of the relevant Exchange for full details of the applicable rules ([www.nasdaqtrader.com](http://www.nasdaqtrader.com) , [www.nyse.com](http://www.nyse.com) ).

c) Available prices should not be used for any other purpose than the purpose stated in clause 2.1(b) above herein, and the Client should not redistribute the available prices to any other person and for whatever reason, whether such redistribution be for commercial or other purposes.

d) The Company is hereby authorized to enter into any agreement on Client's behalf with any Exchange and/or Liquidity Provider and/or Price Feeder relating to the proper use of Market Data as the Company deems proper.

**Quotes**

2.2. The Company will recalculate Quotes for all Instruments in real time, based on market conditions and streaming prices/liquidity received from the respective Exchange and/or Liquidity Provider and/or Price Feeder, and will periodically send to the Client some of these Quotes.

2.3. Client shall receive quotes through his/her Platform downloaded from the Company's official website. All Quotes shall represent the best possible available Bid and Ask price on the market at the time, as this may be provided by the Company's Liquidity Provider and/or the respective Exchange and/or Price Feeder. The Client understands and accepts herein that such quotes, as these may be represented by the Company, are considered correct and valid as provided by the Company's Liquidity Provider and/or the respective Exchange and/or Price Feeder.

2.4. The Client further understands and accepts herein that such quotes may vary significantly due to various reasons, including but not limited to the general market environment and market prevailing conditions.

2.5. The Client acknowledges that:

a) the Company has the right not to send to the Client those Quotes that have not changed since the previous Quote;

b) the Client may not receive via the Platform all the Quotes that have been in the Quotes Flow;

c) spread is not fixed and will vary depending on market conditions and streaming prices/liquidity received by the Company from Liquidity Provider and/or the respective Exchange and/or Price Feeder;

d) all the orders despite their request type (limit, stop etc.) will be transferred to the market as market orders.

2.6. The procedure for handling the Client's Instructions given through the Platform is:

a) the Client prepares an Instruction and the Platform checks if it is valid;

**Neomarkets Group Ltd**

Suite 201, 2nd Floor, The Catalyst, 40 Silicon Ave, Ebene, 72201, Republic of Mauritius  
[info@marketsneo.com](mailto:info@marketsneo.com)

b) the Platform sends the Instruction to the Server;

c) if the connection between the Platform and the Server has not been disrupted, the Server receives the Instruction and starts the process of verification;

d) a valid Client's Instruction is placed in the queue and sorted by arrival time (first in – first out) and the "Order is placed in a queue" status appears in the "Order" window in the Platform;

e) as soon as a Dealer is ready to handle a new Instruction the Dealer takes the first Instruction from the queue and processes it<sup>1</sup> and the "Order is placed" status appears in the "Order" window in the Platform; f) the Server receives from the Dealer the result of the Client's Instruction execution process;

g) the Server sends to the Platform the result of the Client's Instruction execution process; and

h) the result of the Instruction execution is received by the Platform if the connection between the Platform and the Server has not been disrupted.

2.7. The Client may place either a Market Execution Instruction or Pending Order.

2.8. The Client cannot cancel a Market Execution Instruction or Pending Order once placed.

2.9. The Company shall display the Exchange price. The price specification does not assure that the Client will receive the requested price.

2.10. The standby time for each Instruction which has been placed in the queue in order to be executed has a limit of 3 (three) minutes at the time of the release of these Terms of Business. If during this period of time, the Instruction has not been received by a Dealer, it is deemed to be irrelevant and automatically deleted. Once an Instruction is received by a Dealer, the Dealer processes it as soon as practicably possible.

2.11. In the circumstances listed below, the Company may decline an Instruction, with the result that the "Off quotes" message appears in the Platform:

a) if the Instruction precedes the first Quote in the Platform on the Market Opening;

b) if the Company is not able to hedge the trade with a Liquidity Provider and/or the respective Exchange and/or Price Feeder; or

c) if the Client's Free Margin is less than the Initial Margin; or

d) Technology failure and/or limitations that do not allow the Company to transmit the order to the Liquidity Providers and/or the respective Exchange and/or Price Feeders

2.12. The Client shall only give Instructions through the Platform.

**Custodian Rollovers**

---

<sup>1</sup> 1 Depending on the amount of time a Dealer needs to process an Instruction there is a possibility that in the Server Log File the recorded execution time of the first Instruction in the queue will be later than the execution time of the Instruction which followed after.

**Neomarkets Group Ltd**

Suite 201, 2nd Floor, The Catalyst, 40 Silicon Ave, Ebene, 72201, Republic of Mauritius  
[info@marketsneo.com](mailto:info@marketsneo.com)

2.13. All the positions which remain open from 23:59:45 to 23:59:59 (Server time) will be subject to a custodian rollover upon the Company's sole and absolute discretion. All the positions which are opened or closed from 23:59:45 to 23:59:59 (Server time) may be subject to a custodian rollover. The positions will be rolled over by debiting or crediting the Client's Trading Account with the amount calculated in accordance with the Contract Specifications under custodianship rollover.

**Quotes Base Synchronization**

2.14. In case of unforeseen break or incorrect flow in the Quotes Flow caused by software or hardware failure, the Company has the right to synchronize the Quotes Base on the live Server from other sources. Such sources include:

- a) Quotes Base on the demo Server;
- b) any other reliable sources<sup>2</sup>.

In the case of any Disputes arising in respect of the break in Quotes Flow, all decisions are made in accordance with the synchronized Quotes Base.

**Leverage**

2.15. These Terms of Business shall be applicable only to buy transactions with leverage 1. It is hereby clarified that any transaction that exceeds leverage 1, shall be classified as fractional transaction, will be treated as CFD transaction accordingly and therefore shall not be governed by these Terms of Business. The same conditions will apply for fractional share orders (i.e. will be treated as a CFD transaction).

**Transactions**

2.16. The Ask price is used to make a "buy" Transaction. The Bid price is used to make a "sell" Transaction:

- a) The Ask price is used to open a Long Position. The Bid price is used to open a Short Position;
- b) The Bid price is used to close a Long Position (i.e. sell). The Ask price is used to close a Short Position (i.e. buy).

2.17. The Client acknowledges that:

a) Under these Terms of Business, the Client may only Short Stocks held on his/her account under the Contract for Difference (CFDs) Stocks account type. If the Client has instructed the Company to sell a Stock that the Client does not own at the time of the sale and that is not held on the Client's account ("Short Transaction"), such instruction shall be an order of CFD transaction, regardless of the leverage as fully described in clause 2.15 of the current Terms and Conditions.

---

<sup>2</sup> If necessary information is not available on the demo Server.

**Neomarkets Group Ltd**

Suite 201, 2nd Floor, The Catalyst, 40 Silicon Ave, Ebene, 72201, Republic of Mauritius  
[info@marketsneo.com](mailto:info@marketsneo.com)

b) These Terms of Business, shall not be applicable for any other transaction except for the transactions described in section 2.15. above herein, as those shall be classified as CFD transactions and shall only be governed by the provisions of the Terms of Business for CFDs found in the Company's website and not these Terms of Business.

### **3. GENERAL PRINCIPLES FOR STOCK TRADING**

#### **General**

- 3.1. The Company will act as Client's execution-only broker (i.e. on a non – Expert Advisory basis) and will provide dealing services with respect to the Stocks.
- 3.2. The Company will act on Client's behalf as Matched Principal, as defined in clause 24 ("Interpretation of Terms") below herein.
- 3.3. The Company will hold and administer Clients' Stocks as a custodian, as defined in clause 10 herein. Under these Term of Business, the Company may delegate certain obligations, including but not limited to custodianship, to associated companies (any holding company or subsidiary company) and/or third parties.
- 3.4. All Stocks trading shall be made within the Platform and the Client will be unable to transfer the Stocks out of the account into the client's name or another nominee.
- 3.5. Stocks that do not constitute a complete Stock, will be considered as CFD transaction. In the case that the total of fractional shares, under multiple positions of a specific trading account, accumulates to one Stock, this shall remain CFDs and shall not constitute a complete Stock.
- 3.6. The Company will not be providing the Client with any investment, legal, regulatory, tax or other form of advice under the current Terms of Business. The Client is required to rely on his/her own judgment in entering into, or refraining from, providing the Company with an order or from entering into, or refraining from entering into, a transaction. The Client is not entitled to ask the Company to provide investment advice relating to Stocks, or a transaction or to make any statement of opinion to encourage the Client to enter into a particular transaction. The Client may wish to seek independent legal advice in relation to any transaction that the Client proposes to enter into under these Terms of Business.
- 3.7. In case where the Client is an employee or contractor of a financial services firm or any other firm of similar business nature, that has control over the financial transactions in which its employees and contractors deal, the Client is obliged to notify the Company accordingly and advice for any restrictions that may apply.
- 3.8. The Company will not be permitted to offer Stock trading to Clients who reside in specific countries, in order to ensure compliance with all Federal legislation, sanctions, AML (Anti – Money Laundering) regulations and guidance and as per the requirements emanating from third parties. The list of these countries, which might not be exhaustive and can be updated by the Company from time to time, can be found in the Company's website. Clients from the United States (US Person as defined by the IRS) will not be eligible to trade in Stocks under these Terms of Business or any other Terms of Business as the

**Neomarkets Group Ltd**

Suite 201, 2nd Floor, The Catalyst, 40 Silicon Ave, Ebene, 72201, Republic of Mauritius  
[info@marketsneo.com](mailto:info@marketsneo.com)

Company does not collaborate with Clients from the United States. If subsequently such a Client is identified the Company is entitled to close any open positions the Client may hold and block or close the Client's account.

3.9. The Company will also be required to deduct US withholding tax on income and gross proceeds from the Client's investments in US Stocks. The Company does not accept liability for any adverse tax implications of any Transaction whatsoever as per clause 16.6 ("Liability of Parties") below herein.

3.10. The Company will request from non-US Persons to sign a W-8BEN Form, also known as a 'Certificate of Foreign Status of Beneficial Owner for United States Tax Withholding and Reporting' before the Company accepts an order from the Client to buy a Security in relation to Stocks listed in the United States.

**W-8BEN Form**

3.11. Purpose of the Form is for establishing status for chapter 3 and chapter 4 of the Internal Revenue Code of the United States as defined in clause 24 ("Interpretation of Terms") hereunder. By this form the Client "certifies" his/her country of residence and confirms that is not a resident in the United States.

3.12. Foreign persons are subject to U.S. withholding tax at a 30% rate on income they receive from U.S. sources that consists of: Interest (including certain original issue discount (OID)); Dividends; Rents; Royalties; Premiums; Annuities; Compensation for, or in expectation of, services performed; Substitute payments in a Stocks lending transaction; or Other fixed or determinable annual or periodical gains, profits, or income.

3.13. If the Client has not previously provided to the Company a valid W-8BEN Form, and already holds US Stocks, the Company will request from the Client to complete and submit a W-8BEN Form. Failure to provide the W-8BEN Form when requested may lead to the sale of the Clients' assets in the respective account. The Client has an ongoing obligation to inform the Company about his/her eligibility for W-8BEN status.

3.14. If a change in circumstances of a Client makes any information on the W-8BEN Form already submitted incorrect, the Client must notify the Company within 30 days of the change in circumstances and a new W-8BEN Form must be submitted.

3.15. The Client acknowledges and accepts that the submission of an erroneous, false or fraudulent W8BEN Form may lead to strict liabilities and/or penalties. Any fines imposed will be proportional depending on the difference between actual and falsely reported figures.

3.16. Upon submission of the above form, provision of all requested information and acceptance of a Client's Account application by the Company, pursuant to these Terms of Business, the Client will become a brokerage Client of the Company. All Stocks transactions made by the Company through the Platform will be settled and executed by the Company as the Client's Matched Principal and all Stocks held for and on behalf of the Client will be registered in an omnibus account as explained below.



**Neomarkets Group Ltd**

Suite 201, 2nd Floor, The Catalyst, 40 Silicon Ave, Ebene, 72201, Republic of Mauritius  
[info@marketsneo.com](mailto:info@marketsneo.com)

**Omnibus Account**

3.17. All Stocks held by the Company for a Client will be deposited by the Company in an omnibus account with a third-party depository in the name of the Company and will therefore be aggregated with Stocks of other Clients.

3.18. The Client acknowledges and confirms that no interest will be received on the balance of his/her account.

3.19. The Client acknowledges the risk of loss is emanating from the use of omnibus accounts in third parties, i.e. financial or credit institutions, which may cause additional types of risks including legal, liquidation risk, haircut risk, third party risk etc.

3.20. In the event of the insolvency or any other analogous proceedings in relation to that third party, the Company may only have an unsecured claim against the third party on behalf of the Client. The Client will be exposed to the risk that the money received by the Company from the third party is insufficient to satisfy the claims of the Client with claims in respect of the relevant account. The Company does not accept any liability or responsibility for any resulting losses.

**4. OPENING A POSITION**

4.1. In order to give a Market Execution Instruction to open a position the Client shall specify the following:

- a) Instrument;
- b) Transaction Type; - and
- c) Transaction Size;

4.2. In order to open a position via the Platform without using an Expert Advisor, the Client shall press the "Buy" button. The Client's Instruction to open a position may be executed at a price that differs from the Quote the Client has received via the Platform during the last Market Quote in the following cases:

- d) If the current Quote changes since the last Market Quote;
- e) If the Quote from the last Market Quote is for a lower Transaction Size than the Client's Instruction Transaction Size. In any case the Instruction will be executed at the best price available from the Company's Liquidity Provider and/or the respective Exchange and/or Price Feeder.

4.3. When opening a position via the Platform using an Expert Advisor, the Client is not able to specify Stop Loss and/or Take Profit Orders levels. If the Client wishes to place these Orders, the Client can do it by modifying the existing position in accordance with Clauses 6.24 to 6.33.

**Processing and execution of Instructions to open a position**

**Neomarkets Group Ltd**

Suite 201, 2nd Floor, The Catalyst, 40 Silicon Ave, Ebene, 72201, Republic of Mauritius  
[info@marketsneo.com](mailto:info@marketsneo.com)

4.4. Once the Server has received the Client's Instruction to open a position, it automatically checks if the Free Margin is sufficient to open the position:

a) cumulative Client positions and new Necessary Margin ("New Margin") are calculated depending on the Initial Margin, which is calculated at the average weighted price (in terms of volume) of all positions;

b) all Floating Profits/Losses for all Open Positions and the new position are calculated at the current Quotes;

c) "Free Margin" is calculated as follows:  $\text{Free Margin} = \text{Balance} - \text{New Margin} + \text{Floating Profit} - \text{Floating Loss}$ ;

d) if the above-mentioned calculations for the new position have been done and:

- "Free Margin" is more or equal to zero, subject to Clause 2.12, the position is opened. The process of opening the position is followed by the relevant record in the Server Log- File; or
- "Free Margin" is less than zero, then the Company has the right, but no obligation, to decline the Instruction to open the position and the "No money" message will be recorded in the Server Log-File.

4.5. 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 Log-File.

4.6. An Instruction to open a position will be declined by the Company if it precedes the first Quote in the Platform on the Market Opening. In this case, the "Off quotes" message appears in the Platform window.

4.7. When using the One-Click Trading tab in the Market Watch window, an Instruction to open a position will be automatically placed (i.e. without any further confirmation) upon clicking on the "Buy" button within the Trading tab of the Market Watch window. Once an Instruction has been placed it may not be cancelled and will be recorded within the Server Log-File. A One-Click Trade may be rejected in such circumstances as a lack of Free Margin or refusal by the Dealer to open a position and will be recorded within the Server Log-File.

An Order placed by a Client may be not executed due to, amongst other things, lack of liquidity from Liquidity Provider and/or the respective Exchange and/or Price Feeder, or Fast Market conditions or technology limitations/failure.

## **5. CLOSING A POSITION**

5.1. In order to give an Instruction to close an open position, the Client shall specify the following:

a) Instrument; - and

b) Transaction Size;

**Neomarkets Group Ltd**

Suite 201, 2nd Floor, The Catalyst, 40 Silicon Ave, Ebene, 72201, Republic of Mauritius  
[info@marketsneo.com](mailto:info@marketsneo.com)

5.2. In order to close a position via the Platform without using an Expert Advisor, the Client shall press the “Close” button. The Client’s Instruction to close a position may be executed at a price that differs from the Quote the Client has received via the Platform during the last Market Snapshot in the following cases:

a) If the current Quote changes since the last Market Price;

b) If the Quote from the last Market Price is for a lower Transaction Size than the Client’s Instruction Transaction Size.

In all instances, the Instruction will be executed at the best price available from the Company’s Exchange and/or Liquidity Provider and/or Price Feeder.

**Processing and execution of Instructions to close a position**

5.3. An Instruction to close a position is deemed executed and the position is deemed closed once the relevant record appears in the Server Log File.

5.4. An Instruction to close a position shall be declined by the Company if the Instruction precedes the first Quote on the Market Opening. In this case, the “Off quotes” message appears in the Platform window.

5.5. An Instruction to close a position may be declined by the Company if it is made when the Stop Loss or the Take Profit for this position is in the queue in order to be executed. In this case the “Off quotes” message appears in the Platform window.

5.6. When using the One-Click Trading tab in the Market Watch window, in order to close a position, a matching trade volume must be placed to that already opened.

## **6. ORDERS**

### **General**

6.1. The Client will place orders solely on his/her own behalf and not on behalf of another person whether as a nominee, trustee, fiduciary or otherwise.

6.2. The Client warrants and represents that will use reasonable endeavors to ensure that any order placed by the Client is consistent with accepted market practice and conduct in the applicable Underlying Market.

6.3. The Company may, in its sole and absolute discretion, decline to execute any orders for a variety of reasons, including, but not limited to, the size of an order, market conditions, Client’s breach of these Terms and/or Operative Agreements, a violation of any applicable rules or regulations related to the Clients’ orders, insufficient or inadequate Stocks or liquid funds in Client’s Account (including all commission, charges, taxes and any amount in addition to the current price of the Security that the Company reasonably considers necessary), insufficient margin, risk considerations, Company’s request to check the instructions provided by the Client, (e.g. suspected fraud), Company’s concern that the order may not have come from the Client or an authorized person on Client’s behalf, Client has

**Neomarkets Group Ltd**

Suite 201, 2nd Floor, The Catalyst, 40 Silicon Ave, Ebene, 72201, Republic of Mauritius  
[info@marketsneo.com](mailto:info@marketsneo.com)

exceeded any limit applicable to him or in respect of Clients' dealings with the Company and other matters that affect trading generally (including but not limited to technology limitations).

6.4. The Client is responsible for the monitoring of all of the orders entered into the Company's electronic systems until such orders are confirmed or a cancellation is confirmed by the Company.

6.5. There is no guarantee that the Client's order will be filled in full or in part. Where a delay occurs for any reason, the Company will attempt to execute the order as soon as reasonably practicable. The Client acknowledges and accepts that the market price of the Stocks may have moved during the time between the Company's receipt and acceptance of the order and the Company's attempt to execute order. In these circumstances, the third-party who has provided the quotation to the Company is not obliged to honor the indicative price that the Client has received and, if that is the case, the Company may reject the order. Such movements in price may be in Client's favor or against him.

6.6. The Client acknowledges and agrees that the Company reserves the right to cause any of the orders to be routed for execution to one or more exchanges and/or alternative trading systems, associations, electronic communications networks or markets if the Company, in its sole and absolute discretion, determines that doing so will result in the better execution of the orders.

6.7. Unless the Company agrees otherwise, all sums payable by the Client are due immediately and must be paid on entering into the transaction and will be paid in accordance with clause 11 ("Fee").

6.8. Each order given by the Client, will be binding on the Client notwithstanding that by entering into the order as applicable, the Client may have exceeded any limit applicable to him or in respect of the Clients' dealings with the Company. Order types in the Platform

6.9. In order to open a position, the following Orders (Pending Orders) may be used:

a) "Buy Stop" - an Order to open a Long Position at the price higher than the price at the moment of placing the Order;

b) "Buy Limit" - an Order to open a Long Position at the price lower than the price at the moment of placing the Order;

c) "Buy Stop Limit" - a Pending Order to place Buy Limit Order at specified level if the future Ask price reaches the value indicated in the Order;

6.10. In order to close a position, the following Orders may be used:

a) "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;

b) "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;

c) "If-Done Order" - Stop Loss and/or Take Profit which are activated once the Pending Order they are related to has been executed.

**When and for how long Orders can be placed**

**Neomarkets Group Ltd**

Suite 201, 2nd Floor, The Catalyst, 40 Silicon Ave, Ebene, 72201, Republic of Mauritius  
[info@marketsneo.com](mailto:info@marketsneo.com)

6.11. 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.

6.12. 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.

6.13. 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.

6.14. Stop Loss and Take Profit for all Instruments have "GTC" status ("Good Till Cancelled").

**The procedure for placing an Order**

6.15. In order to give an Instruction to place a Pending Order, the Client shall specify the following required parameters:

- a) Instrument;
- b) Order type (e.g. Buy Stop, Buy Limit, or Buy Stop Limit );
- c) Transaction Size;
- d) Order Level;

In addition, the Client may indicate the following optional parameters:

- a) level of Stop Loss. "0.0000" means that Stop Loss is not placed (or it is deleted if it has already been placed);
- b) level of Take Profit. "0.0000" means that Take Profit is not placed (or it is deleted if it has already been placed); or
- c) date and time when the Pending Order expires.

The Instruction will be declined if:

- (a) any of the required parameters is not specified or is incorrect; or
- (b) any of the optional parameters is incorrect.

In this case, the "Invalid S/L or T/P" error message appears if the Orders are placed via the Platform without using an Expert Advisor.

6.16. If the Client gives an Instruction to place Stop Loss or Take Profit, the following information must be specified:

- a) level of the Stop Loss; "0.0000" means that Stop Loss is not placed (or it is deleted if it has already been placed); and
- b) level of the Take Profit; "0.0000" means that Take Profit is not placed (or it is deleted if it has already been placed).

**Neomarkets Group Ltd**

Suite 201, 2nd Floor, The Catalyst, 40 Silicon Ave, Ebene, 72201, Republic of Mauritius  
[info@marketsneo.com](mailto:info@marketsneo.com)

If any of the information is incorrect and the Orders are placed via the Platform without using an Expert Advisor, the Instruction will be declined and the "Modify" button will remain inactive.

6.17. If the Client gives an Instruction to place the If-Done Orders on a Pending Order, the Client shall specify the following:

a) Ticket for the Pending order which the Client intends to place the Orders on;

b) level of the Stop Loss; "0.0000" means that Stop Loss is not placed (or it is deleted if it has already been placed); and

c) level of the Take Profit; "0.0000" means that Take Profit is not placed (or it is deleted if it has already been placed).

If any of the indicated information is incorrect and the Orders are placed via the Platform without using an Expert Advisor, the Instruction will be declined and the "Modify" button will remain inactive.

6.18. Unless otherwise indicated in the Contract Specifications, while giving an Instruction, the difference between the Stop Loss, Take Profit or the Pending Order level and the current market price must not be less than the number of Points indicated for each Instrument in the Contract Specifications, and the following conditions must be met:

(a) for the Stop Loss on the Long Position the current market price is the Bid price and the Order must not be placed higher than the Bid price less this number of Points;

(b) for the Take Profit 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 this number of Points;

(c) for the Buy Limit the current market price is the Ask price and the Order must not be placed higher than the Ask price less this number of Points;

(d) for the Buy Stop the current market price is the Ask price and the Order must not be placed lower than the Ask price plus this number of Points;

(e) for the Buy Stop Limit the current market price is the Ask price and the Order must not be placed lower than the Ask price plus this number of Points.

6.19. Unless otherwise indicated in the Contract Specifications, while giving an Instruction, the difference between the If-Done Order level and the level of the Pending Order must not be closer than the number of Points indicated for each Instrument in the Contract Specifications, and the following conditions must be met:

a) the Stop Loss on the Buy Limit, Buy Stop or Buy Stop Limit must not be placed higher than the level of the Pending Order less this number of Points;

b) the Take Profit on the Buy Limit, Buy Stop or Buy Stop Limit must not be placed lower than the level of the Pending Order plus this number of Points; and

**Neomarkets Group Ltd**

Suite 201, 2nd Floor, The Catalyst, 40 Silicon Ave, Ebene, 72201, Republic of Mauritius  
[info@marketsneo.com](mailto:info@marketsneo.com)

6.20. An Instruction to place an Order is deemed executed and the Order is deemed placed once the relevant record appears in the Server Log File.

6.21. Each Pending Order has a Ticket.

6.22. An Instruction to place an Order may be declined by the Company if it precedes the first Quote on the Market Opening. In this case, the "Off quotes" message appears in the Platform window.

6.23. The Company has the right, but no obligation, to decline an Instruction to place an Order if, while a Dealer processes this Instruction, the current Quote reaches the level at which Clause 6.18 or 6.19 have been breached.

**The procedure of modifying and deleting an Order**

6.24. If the Client gives an Instruction to modify Pending Order parameters (the level of the Pending Order and/or If Done Orders), the Client shall specify the following:

- a) Ticket;
- b) Order Level;
- c) Stop Limit Price (for Stop Limit Orders only);
- d) level of Stop Loss; "0.0000" means that Stop Loss is not placed (or it is deleted if it has already been placed);
- e) level of Take Profit; "0.0000" means that Take Profit is not placed (or it is deleted if it has already been placed).

If any of the indicated information is incorrect and the Orders are placed, modified or deleted through the Platform without using an Expert Advisor, the Instruction shall be declined and the "Modify" button shall remain inactive.

6.25. If the Client gives an Instruction to modify Stop Loss and Take Profit on the Open Position, the Client shall specify the following:

- a) symbol of trading instrument of position on which Stop Loss or Take Profit is modified;
- b) level of Stop Loss; "0.0000" means that Stop Loss is not placed (or it is deleted if it has already been placed); and
- c) level of Take Profit. "0.0000" means that Take Profit is not placed (or it is deleted if it has already been placed).

If any of the indicated information is incorrect and the Orders are placed, modified or deleted through the Platform without using an Expert Advisor, the Instruction shall be declined and the "Modify" button shall remain inactive.

6.26. When the Client gives an Instruction to delete a Pending Order, the Client shall specify its Ticket.

**Neomarkets Group Ltd**

Suite 201, 2nd Floor, The Catalyst, 40 Silicon Ave, Ebene, 72201, Republic of Mauritius  
[info@marketsneo.com](mailto:info@marketsneo.com)

6.27. 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 Log File.

6.28. An Instruction to modify or delete an Order may be declined by the Company if it precedes the first Quote on the Market Opening. In this case the "Off quotes" message appears in the Platform window.

6.29. The Company has the right, but no obligation, to decline an Instruction to modify or delete an Order if, while it is being processed, the Order has been placed in the queue in order to be executed in accordance with Clause 6.34 hereto.

6.30. When the Client has given an Instruction to modify or delete an Order Level, the Company has the right, but no obligation, to cancel the Order Level modification or Order deletion, if the processing of that Instruction is finished after the Order is placed in the queue in order to be executed in accordance with Clause 6.34 hereto.

6.31. If the Company accepts an order and then an event takes place which means that it is no longer reasonable for the Company to act on that order, the Company will be entitled to disregard or cancel the order, without any liability from the Company's side. Examples include but are not exhaustive to the below:

a) a change in the applicable regulations, so that the order or the transaction to which the order relates ceases to be in compliance with the applicable regulations;

b) an event takes place which directly affects the Company, for example, a corporate event and/or the insolvency and/or dissolution of the Company; or

c) if the Company ceases to offer the Order that the Client has requested.

6.32. The Company may be required to cancel a transaction if requested by an exchange or may be required to cancel an order if requested or recommended by an exchange and the Client agrees to use all reasonable endeavors to assist the Company in this regard.

6.33. The Client acknowledges that it may not be possible to cancel or modify an order. Any attempt to cancel or modify an order is simply a request to the Company to do so. The Company is not liable to the Client if the Company is unable to cancel or modify an order as per clause 16.6 ("Liability of Parties"). The Client understands and agrees that, if an order cannot be cancelled or modified, the Client is bound by any execution of the original order.

The Client further acknowledges that attempts to modify or cancel and replace an order can result in an over-execution of the order or the execution of duplicate orders, that the Company's systems do not prevent such over-executions or duplications from occurring, and that the Client shall be responsible for all such over-executions or duplications. If the Client enters a cancellation request, the Client agrees to confirm that the cancellation request has been affected prior to entering a replacement order.

The Client agrees not to assume that any order has been executed or cancelled until he has received written confirmation from the Company. The Company is responsible for knowing the status of the



**Neomarkets Group Ltd**

Suite 201, 2nd Floor, The Catalyst, 40 Silicon Ave, Ebene, 72201, Republic of Mauritius  
[info@marketsneo.com](mailto:info@marketsneo.com)

Clients' pending orders before entering additional orders. The Client agrees to contact the Company immediately if the status of an order is unclear.

**The procedure of Order execution**

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

a) 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;

b) 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;

c) 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;

d) 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;

e) 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;

f) 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;

g) the Buy Stop Limit is placed in the queue to be executed if the Ask price in the Quotes Flow becomes equal or higher than the Order Level;

6.35. Once the Pending Order is placed in the queue in order to be executed, the Server automatically checks if the Free Margin is sufficient to open the position:

a) cumulative Client positions and new Necessary Margin ("New Margin") are calculated depending on the Initial Margin, which is calculated at the average weighted price (in terms of volume) of all positions;

b) if the Pending Order Level is in the Price Gap, the Floating Profits/Losses for all Open Positions and the new position are calculated at the current Quotes at the moment the Order is placed in the queue in order to be executed; and

c) "Free Margin" is calculated as follows:  $\text{Free Margin} = \text{Balance} - \text{New Margin} + \text{Floating Profit} - \text{Floating Loss}$ ;

d) if the above-mentioned calculations for the new position have been done and "Free Margin" is less than zero, then the Company has the right, but not obligation, to decline the Instruction to open the position and delete the Pending Order and the "No money" message will be recorded in the Server Log File.

6.36. An Order is deemed executed once the relevant record appears in the Server Log File.

**Neomarkets Group Ltd**

Suite 201, 2nd Floor, The Catalyst, 40 Silicon Ave, Ebene, 72201, Republic of Mauritius  
[info@marketsneo.com](mailto:info@marketsneo.com)

6.37. In case of Pending Order execution, the process of opening the position is followed by the relevant record in the Server Log File and the position opened by this Order is being added to the existing Cumulative Position for this instrument.

6.38. Pending Order can be executed partially if there is not enough liquidity to hedge the trade with Liquidity Providers at the Order Level.

6.39. In the cases where insufficient liquidity exists at the order level and/or the order level falls within a price gap at market opening and/or during the quote(s) flow, the Company, in its sole and absolute discretion, may execute Buy Limit, and Take Profit orders at the requested price at the moment the order is executed.

6.40. In the cases where insufficient liquidity exists at the order level and/or the order level falls within a price gap at market opening and/or during the quote(s) flow, the Company, in its sole and absolute discretion, may execute Buy Stop, and Stop Loss orders at the current available price at the moment the order is executed. The Client acknowledges, agrees and consents herein that the execution price may differ from the order level.

In the cases where a pending order level and/or the respective order's Stop Loss and/or Take Profit shall fall within a price gap at market opening and/or during the quote(s) flow, the Company, in its sole and absolute discretion, shall open and close a position immediately within the same tick, at the first available price.

**Limit Order**

6.41. The Company does not offer Limit order execution.

**Suspension of Order**

6.42. If at any time trading on the Underlying Market is suspended in any Security that forms the subject of the Client's order, then the applicable order will also be suspended and the Client will not be able to sell any Security that the Company holds on Client's behalf until such suspension is terminated and trading recommences.

6.43. Following lifting of suspension, any order that the Client may have given with respect to the Security that has been triggered will be executed as soon as is reasonable in the circumstances having regard to liquidity in the Underlying Market. The Company cannot guarantee that his/her order will be executed at the first available Underlying Market quote.

**Cancellation of Order in case of insolvency/ dissolution/ delisting of Instrument (Company)**

6.44. Where the Instrument is in respect of a company, and that company is delisted from the Underlying Market, goes into insolvency or is dissolved, the order will be cancelled and any Stocks the Company holds on Client's behalf will be dealt with in accordance with the terms of the delisting, insolvency or dissolution, as applicable.

**Neomarkets Group Ltd**

Suite 201, 2nd Floor, The Catalyst, 40 Silicon Ave, Ebene, 72201, Republic of Mauritius  
[info@marketsneo.com](mailto:info@marketsneo.com)

6.45. If the Company is notified that a Stock that a Client holds in his/her Account is likely to be delisted, the Company will promptly inform the Client, and then promptly sell the Stock on his/her behalf at such time and price, and in such manner, as it determines.

## **7. STOP OUT**

7.1. The Client acknowledges, consents and agrees that the Company is entitled to close the Client's Open Positions without the consent of the Client or any prior notice if the Equity is less than the Level of Stop Out specified at Trading Terms on the Company's Webpage.

7.2. Margin Level is monitored by the Server and subject to clause 7.1 the Server generates the Stop Out Instruction to close a position without prior consent. Stop Out is executed at the price at which the Company has hedged the trade. The Company has the right, in its sole and absolute discretion, to adjust this price to reflect the cost(s) of hedging. Stop out shall be executed at the current price available at the moment the order is executed.

7.3. If the Client has several Open Positions, the first position which has to be placed in the queue in order to be closed is the one with the highest margin.

7.4. The Company ensures that losses will never exceed the total available funds across the Clients' Neomarkets Group trading portfolio (negative balance protection).

7.5. The Company has the right to close any Open Position of the Client without warning if it is required in accordance with the Dispute process.

7.6. Please bear in mind, that the Company may at its sole discretion change within the hour before the close of the trading session on every Friday, the Stop Out and Margin Call levels from 50% to 100% and from 80% to 130% respectively, for all ECN MT5 accounts. Moreover, kindly note that the Company may extend these amendments for as long as it deems necessary after the market opening, by providing the Client with prior written notice.

## **8. OFF EXCHANGE**

8.1. The Company may deal through Exchanges and numerous Retail Service Providers and Market Makers. The Company may place a Client's order outside of an Exchange if this satisfies and is in accordance with the Order Execution Policy of the Company. By accepting these Terms of Business, the Client agrees and acknowledges that the Company will be entering into transactions for and on Client's behalf outside a regulated market or a Multilateral Trading Facility, as defined in clause 24 ("Interpretation of Terms") below herein.

## **9. AGGREGATION**

9.1. The Company may aggregate orders received from the Clients. Aggregation means that the Company may combine a Client's order with those of other Clients of the Company for execution as a single Order. The Company may combine a Client's order to deal with those of other Clients if the Company reasonably believes that this is in the best interests of the Clients as a whole. However, on

**Neomarkets Group Ltd**

Suite 201, 2nd Floor, The Catalyst, 40 Silicon Ave, Ebene, 72201, Republic of Mauritius  
[info@marketsneo.com](mailto:info@marketsneo.com)

occasions, aggregation may result in Client's obtaining a less favorable price once an order has been executed. The Client acknowledges and agrees that the Company shall not have any liability to the Client as a result of any such less favorable price being obtained.

## **10.CUSTODY**

### **Stocks Registration**

10.1. Stocks which are held by the Company for Client's Account will be registered in the name of the Company, as the Client's custodian or a nominee other than the Company, including a sub-custodian or a recognized depository clearing organization. Client's ownership of the Stocks will be reflected in the Company's records.

### **Client Assets**

10.2. The Client instructs the Company to hold any Security bought on Client's behalf until the Company receives further instruction from the Client to sell. The Company will act as custodian and will hold Instruments on Client's behalf in accordance with any applicable regulations.

10.3. The Company may, subject to any applicable regulations, appoint any other person as a sub-custodian or otherwise to hold Stocks, including documents of title or certificates evidencing title to such Stocks. The Company will exercise reasonable skill and care in the selection, appointment and periodic review of sub-custodians but will not be liable for the third parties' acts, omissions, insolvency or dissolution as per clause 16 ("Liability of Parties"). Any discrepancy in terms of Client assets and any resulting shortfall will be dealt with in accordance with any applicable regulations. Detailed records of all of the Clients' Stocks held by the Company will be kept at all times to show that Clients' Stocks are held for and on his/her behalf and benefit, and do not belong to the Company or any sub-custodian.

10.4. Clients' Instruments will be registered in the same name as those of other clients (pooled together with other Clients' Instruments in an omnibus co-mingled custody account). If the Company or the third-party nominee were to become insolvent there may be delays in identifying individual assets, and possibly an increased risk of loss if there should be a shortfall because additional time will be needed to identify the assets held for specific clients. In addition, in the event of an unreconciled shortfall caused by the default of a custodian, the Client may share proportionately in that shortfall.

10.5. The Client authorizes the Company and any sub-custodian to hold or transfer Stocks (or entitlements to them) to a Stocks depository, clearing or settlement system. Stocks that cannot be settled through a central Stocks depository system may be held overseas by a third party (including custodian, sub-custodian, registrar, bank, intermediate broker, or settlement agent) in the name of the Company or a third-party nominee. Details of the name that an Instrument is registered in are available on request.

10.6. The Client agrees that because of the nature of applicable laws or market practices in certain jurisdictions, the Company may decide that it is in the best interest of the Client and for his/her Stocks, to be registered or recorded in Company's name or in the name of the person who is a custodian. If this/her is not feasible for the Company, then:

**Neomarkets Group Ltd**

Suite 201, 2nd Floor, The Catalyst, 40 Silicon Ave, Ebene, 72201, Republic of Mauritius  
[info@marketsneo.com](mailto:info@marketsneo.com)

a) Client's Stocks may be registered or recorded in the name of the Company or custodian as the case may be;

b) Clients' Stocks may not be segregated and separately identifiable from the investments of the firm or custodian in whose name the Instruments are registered; and

c) As a consequence, in the event of a failure, Clients' Instruments may not be as well protected from claims made on behalf of the Company's general creditors. It should be noted that when the Company arranges for a third party to hold Clients' Instruments overseas there may be different settlement, legal and regulatory requirements than those applied in Mauritius.

10.7. The Client remains the beneficial owner of the Stocks and money that the Company holds for and on Client's behalf. The Client hereby acknowledges and agrees that he will not try to sell, mortgage or otherwise deal in or part with beneficial ownership of the Instruments and money held on Client's account with the Company.

10.8. The Client will not be entitled to any interest in respect of Stocks and/or money held by the Company as custodian and any interest will be retained by the Company.

10.9. The Company may be required to give Client's details (including email address) and details of Client's shareholding to the companies' registrars.

10.10. In the event that the Company has not received instructions from the Client in relation to any of the Stocks held in the Client's account (e.g. to purchase, sell or move the assets) for a period of at least (12) twelve years (notwithstanding any receipts of dividends or interest or similar items and irrespective of any movement of the Client's account balance) and the Company is unable to trace the Client despite having taken reasonable steps to do so, the Client agrees that the Company may cease to treat the assets as Client assets.

10.11. The Company will maintain true, complete and accurate records relating to the liquid funds and Stocks held by it for each Client. The Company will take reasonable care in the selection and ongoing supervision of the bank and depositary with which the liquid funds and Stocks are deposited, but will not be liable for the acts or omissions of the bank or depositary as per clause 16 ("Liability of Parties"). Clients' assets may be at risk if the bank or depositary becomes insolvent. If any of the liquid funds or Stocks held for and on behalf of the Client by the Company are properly passed to the account of a third party in connection with a transaction or in order to meet margin or collateral obligations, the funds or Stocks may be at risk if the third party becomes insolvent.

Since Clients' liquid funds and Stocks will be pooled by the bank or depositary with liquid funds and Stocks belonging to other Clients, the Client will not have a legal claim against a specific sum of money or a specific security. Instead, any claim will be against the pool in general. If there is an irreconcilable shortfall in the pool of liquid funds or Stocks following a default by the bank or depositary (for example, if it becomes insolvent), the Client may not receive the full entitlement to the liquid funds or Stocks. If so, the Client will share in the shortfall pro rata. The laws of some territories outside Mauritius do not recognize the legal concept of a "Personal Account". If the Company becomes insolvent and any of the Clients' liquid funds or Stocks are held in the name of the Company by a bank or depositary in such a

**Neomarkets Group Ltd**

Suite 201, 2nd Floor, The Catalyst, 40 Silicon Ave, Ebene, 72201, Republic of Mauritius  
[info@marketsneo.com](mailto:info@marketsneo.com)

territory, those funds or Stocks will therefore be available to Company's creditors generally and so may be at risk. If Clients' liquid funds or Stocks are held by a bank or depositary outside the EEA, the applicable legal and regulatory regime may differ from that of the EEA. Clients' rights may differ accordingly, particularly if the bank or depositary defaults.

## **11. FEE**

11.1. The Client will be subject to certain fees and commissions. The Clients hereby agrees to pay brokerage commissions, charges, foreign exchange dealing commissions on currency conversions, credit card processing fees and other fees promptly as set forth in the Company's website as applicable to Client's account and the transactions and Services the Client receives. The Client also agrees to pay all applicable country, federal, state and local taxes. The Client authorizes the Company automatically to debit his/her account for any such commissions, charges, fees and taxes. The Company may modify the fee schedule at any time.

11.2. Additional charges may also be incurred by the Client in the case of delayed or failed settlement of a transaction. Any such amounts will be the Client's responsibility and where appropriate will be deducted from the Client's account.

11.3. The Company may charge the Client for the provision of market data or any other account feature or such other fees as the Company reasonably advise the Client from time to time.

## **12. SETTLEMENT**

12.1. To execute a purchase order for Stocks, the Company requires that the Client's account contains available funds equal to or greater than the purchase price of the Stocks plus any associated fees and commissions and that all payments for the purchase be made without set-off, counterclaim or deduction.

12.2. Settlement of purchases will be at the Client's risk. Accordingly, the Company will not be liable to the Client if any other counterparty to an order defaults. Applicable law may require the Company, the Execution Broker, any other counterparty, a bank or a depositary to deduct tax from sale proceeds before they are credited to the Client's account or remitted to the Client from his/her account.

12.3. The Company will effect any currency conversions necessary in order to settle a purchase at such rates, and in such manner, as it may, in its discretion, determine.

12.4. Where available, the Company utilizes central Stocks depositories for the settlement of the applicable Security. If an Instrument ceases to be able to be settled through the applicable central Stocks depository, the Client accepts that the Company may have to use alternative dealing facilities to fulfill the order and/ or levy an increased charge for such order.

12.5. The Company is not responsible for any delay in the settlement of a transaction resulting from circumstances beyond the Company's control, or the failure of any other person or party (including the Client) to perform all necessary steps to enable completion on the settlement date. Company's

**Neomarkets Group Ltd**

Suite 201, 2nd Floor, The Catalyst, 40 Silicon Ave, Ebene, 72201, Republic of Mauritius  
[info@marketsneo.com](mailto:info@marketsneo.com)

obligation is only limited to pass on to the Client, or to credit to the Client's account, such deliverable documents or sale proceeds (as the case may be) as the Company actually receives.

12.6. The Company may refuse to allow a withdrawal on any account that the Client has with the Company if it would leave insufficient funds in the account to pay for any unsettled transactions. Where the Client makes payment into his/her account and then make a withdrawal shortly afterwards, the Company reserves the right to delay settlement for up to eight business days to ensure that the payment has cleared.

12.7. If the Client buys an Instrument, the consideration for the transaction and, in addition, commission payable and all applicable charges and taxes to that transaction will be the Client's responsibility and will be deducted from his/her account and held by the Company as pending settlement. Monies deducted will not be treated as client money on the day of expected settlement. If settlement does not occur on the day of expected settlement the monies will be treated as client money. It is the Client's responsibility to ensure at all times that sufficient cleared funds are on his/her account to satisfy settlement of any transaction and all commission, charges and taxes associated with that transaction.

12.8. If the Client sells an Instrument, the transaction will be governed by the Terms of Business for Stock CFDs.

12.9. Should the transaction fail to settle for any reason, the Company may reverse the transaction, return any commission and all applicable charges and taxes for that transaction and cancel the debit of any cash from the Client's account and amend the account accordingly to reflect the same.

## **13. CORPORATE ACTIONS REGARDING STOCKS, VOTING RIGHTS, INTEREST, AND DIVIDENDS**

### **General**

13.1. While trading Stocks, please consider that the Company may, at its sole and absolute discretion, apply reasonable measures in order to reflect the Corporate Actions of the underlying assets. This can include but is not limited to: Stocks Splits / Reverse Splits, Spin – offs, Dividends Payments, Rights Entitlement Issues, Mergers or Acquisitions, Reorganizations, Take – Over offers (and similar), Name and Symbol changes, any available Insurance Coverage (Including the limitation of such insurance) etc.

13.2. Please also note that it is the Client's sole responsibility to be aware if an upcoming corporate event is approaching that may affect the underlying Stocks. The Company might charge the costs associated with the corporate actions, depending on Client's position direction (Buy), without a notice as this has been applied directly by our Liquidity Provider and/or the respective Exchange and/or Price Feeder to the Company. The Company will make its best efforts to effect the adjustments needed on the Client's Account on the basis of good faith and fairness and, where appropriate, by taking such action as is consistent with market practice and/or taking into account the treatment the Company may receive from its counterparties or any relevant third party.

13.3. Nothing contained herein shall be construed as an obligation of the Company to provide to the Client such rights resulting out of a Corporate Action.

**Neomarkets Group Ltd**

Suite 201, 2nd Floor, The Catalyst, 40 Silicon Ave, Ebene, 72201, Republic of Mauritius  
[info@marketsneo.com](mailto:info@marketsneo.com)

13.4. The Company shall not be obliged to but may arrange for the Client to receive the report, accounts and other information issued by a company. The Company is not obliged to but may notify the Client of or arrange attendance at any annual general meetings or extraordinary general meetings applicable to Clients' Instruments.

**Corporate Events**

13.5. A corporate action is something which will bring about a change to the Instruments the Company holds on Client's behalf, such as a rights entitlement issue. If there is a corporate action on Instruments the Company holds on Client's behalf, the Company will use reasonable efforts to contact the Client, however the Client acknowledges that there may be situations where it is impractical to do so. The Company shall be under no duty to tell the Client of or act upon any corporate event until the relevant Instruments are registered in the name of the Company's nominee. Only information issued through the applicable Exchange or the registrars will be relayed to the Client.

13.6. The Client must return any valid election correspondence in respect of a corporate action by the deadline specified by the Company. This may not correspond with the deadline set by the registrars. It is Client's responsibility to ensure he has sufficient monies on his/her account to satisfy any purchase of Stocks pursuant to a corporate action. Where Stocks or cash are due to the Client as a result of a corporate action, these will be credited to the Client's account as soon as reasonably possible after the Company receives them, net of any commission, payment and applicable tax. Elections received in respect of corporate actions are deemed to be irrevocable and final.

If the Company has not received a valid election correspondence from the Client by the relevant date, the Company will use reasonable efforts to act in accordance with the default terms of the registrars, except in such a case that the Company has specified an alternative default option and/or in the following circumstances:

a) in respect of take-overs, the Company will use reasonable efforts to accept the default terms of an offer after the offer has been declared wholly unconditional or unconditional in all respects. The Client will be notified accordingly on receipt of the proceeds of the offer. Any adjustment shall represent the economic equivalent of the rights and obligations of the Company and the Client next to the time of the action; and

b) in the event of a Share held on Client's account altering the exchange on which it is listed, the Company will use reasonable efforts to return the shareholding to the Client in certificated form.

13.7. The Company reserves the rights to close out any open positions at the market price as soon as practical following such Corporate Event taking place, in order to make any required adjustment (price, quantity or any other adjustment) resulting out of the Corporate Action.

13.8. Where a corporate event results in a fractional entitlement to part of a Share, then the Company may aggregate those fractional entitlements and sell such fractional Shares and credit Client's account with a cash value which may be subject to a minimum charge.



**Neomarkets Group Ltd**

Suite 201, 2nd Floor, The Catalyst, 40 Silicon Ave, Ebene, 72201, Republic of Mauritius  
[info@marketsneo.com](mailto:info@marketsneo.com)

13.9. Where corporate events (such as partial redemptions) affect some but not all nominee Instruments held in a pooled account, the Company shall allocate the Instruments which are affected to relevant clients in such a fair and equitable manner as the Company reasonably considers is appropriate.

13.10. If the terms of a corporate event require an election to be made on behalf of the Company's entire nominee holding in a company, the Company reserves the right not to offer an option to the Client, where it is reasonable to do so. The Company will use reasonable endeavors to give the Client an alternative option but without guarantying that this will match the options offered by that company.

13.11. The Company will reflect a corporate event on Client's account as soon as practicable after the Company has received confirmation that the corporate event has been completed from its custodians.

13.12. If the Company is notified of a class action or group litigation that is being proposed or taken concerning Instruments that its nominee is holding, or has held, on Client's behalf, the Company is not required to inform the Client about this or otherwise act on that notification.

13.13. In the case of spin-offs, these will be applied to the primary symbol. However, the spin-off quantity from the primary symbol will not be transferred to the new spin-off symbol. The Company will use reasonable endeavors and make its best efforts to add the spin-off symbol to the market watch as soon as practicable but without guarantying that such adjustment will take effect before the market opening. The Company will have no liability to the Client in relation to any profit and/or loss, costs or expenses that the Client may suffer as a result of the aforementioned actions.

**Voting Rights**

13.14. The Company is not obliged to but may inform the Client of, or arrange the exercise of any voting rights attaching to Instruments the Company holds on Client's behalf, whether exercisable at an annual general meeting or otherwise.

**Interest**

13.15. Any income payments or tax credits that the Company collect on Client's behalf will be credited to his/her account as soon as is practicable. The Company will not be liable for any loss of interest due to any delay outside Company's control in crediting any income to Clients account. Income payments will usually be credited in cash net of applicable Taxes.

**Dividends**

13.16. The Company will be responsible for claiming and receiving dividends, interest payments and other income payments accruing to Client's Instruments the Company holds on Client's behalf.

13.17. The Company is not obliged to but may offer the Client any dividend reinvestment plans available or any scrip option or stock dividend offered or the like for Instruments that Company holds on Client's behalf. However, any such decision will not take account of Client's personal tax position. In general, the Client will receive the cash default option.

13.18. The Company may, but is not obliged to, offer to the Client any other rights or special offers that are made available to holders of Instruments.

**Neomarkets Group Ltd**

Suite 201, 2nd Floor, The Catalyst, 40 Silicon Ave, Ebene, 72201, Republic of Mauritius  
[info@marketsneo.com](mailto:info@marketsneo.com)

13.19. The Company may at its election claim or reclaim tax credits on dividends or other income on foreign Stocks. In order to deal in US Shares, the Client will be required to first provide to the Company with a valid US tax form (W8BEN Form). The Client has an on-going obligation to inform the Company if his/her tax status changes.

13.20. As the Company will hold Clients' Instruments in one or more pooled accounts, the Client may receive dividends or distributions net of applicable Taxes which has been paid or withheld at rates that are less beneficial than those that might apply if the Instruments were held in Client's own name or not pooled.

## **14. COMMUNICATION**

14.1. In order to communicate with the Client, the Company will communicate with the Client as per Clause 18 of the Client Agreement.

14.2. The Client shall notify the Company in a timely manner of any change in his contact details either by updating the information in Personal Area or by any other method offered by the Company.

14.3. The Client understands and accepts that the Company reserves the right to unilaterally terminate relations with the Client should the Client behave inappropriately when communicating with a Company employee.

## **15. THE PROCEDURE FOR DISPUTE RESOLUTION AND COMPLAINTS PROCEDURE**

15.1. To file a complaint with us you should follow the rules of the Complaints Management Policy that is available on our Website.

## **16. LIABILITY OF PARTIES**

16.1. The Client is responsible for all liabilities, losses or costs of any kind or nature whatsoever that may be incurred by us as a result of any failure by the Client to perform any of the Clients' obligations under these Terms of Business, in relation to any Instruction received from the Client, Market Abuse, Transaction that the Company executes on the Client's behalf or in relation to any false information or declaration made either to the Company or to any third party, in particular to any Exchange and/or Liquidity provider and/or Price Feeder. The Client acknowledges that his/her responsibility extends to the Company's legal and administrative costs and expenses incurred in respect of taking any legal or investigatory action against the Client, or instructing any debt collection agency, to recover monies owed by the Client to the Company.

16.2. The Client agrees that will not hold the Company liable for any losses, liabilities, judgments, suits, actions, proceedings, claims, damages and/or costs suffered by the Client, resulting from or arising out of any act or omission by any person obtaining access to Client's account by using Client's designated account number and/or password and/or Security Details, whether or not the Client authorized such access.

**Neomarkets Group Ltd**

Suite 201, 2nd Floor, The Catalyst, 40 Silicon Ave, Ebene, 72201, Republic of Mauritius  
[info@marketsneo.com](mailto:info@marketsneo.com)

16.3. The Company shall not be liable for any default, omissions, errors, mistakes, insolvency and/or dissolution of any third party and/or Associated Company other than if this was a result of Company's own negligence, fraud or willful default.

16.4. Certain information in relation to Company's services is provided by third parties and the Company is not liable for any inaccuracy, errors or omissions in the information they provide to the Company except where such inaccuracy, error or omission is caused by Company's own negligence, fraud or willful default.

16.5. Without prejudice to any other Terms of these Terms of Business, and to the extent permitted by Governing Legislation, the Company will have no liability to the Client in relation to any loss, costs or expenses that may be suffered by the Client as a result of technology limitations/ failures, server maintenance, planned maintenance, custodian rollover process, including but not limited to:

a) any delay or defect in or failure of the whole or any part of the Company's software or any systems or network links or any other means of communication; or

b) any computer viruses, worms, software bombs or similar items being introduced into Client's computer hardware or software except where such loss, cost or expense is a result of Company's own negligence, fraud or willful default.

16.6. Without prejudice to any other Terms of these Terms of Business, the Company will have no liability to the Client in relation to any profit and/or loss, costs or expenses that the Client may suffer as a result of:

a) any inability by the Client to execute an Instruction;

b) any delay or change in market conditions before the Company executes an Order or before a Transaction settles;

c) any cause beyond Company's reasonable control and the effect of which is beyond Company's reasonable control to avoid;

d) the effect of a stop out;

e) the effect of termination;

f) the effect of a corporate event;

g) the effect of the Client's failure to comply with these Terms of Business;

h) any adverse tax implications of any Transaction whatsoever;

i) the Company's inability to modify delete and/or cancel an order;

j) situations described as per clauses 15.12 and 15.13 above herein;

k) the effect of disabling of the account in case of inactivity.

**Neomarkets Group Ltd**

Suite 201, 2nd Floor, The Catalyst, 40 Silicon Ave, Ebene, 72201, Republic of Mauritius  
[info@marketsneo.com](mailto:info@marketsneo.com)

16.7. Without prejudice to any other Terms of these Terms of Business, the Company will have no liability to the Client in relation to any loss which is a side effect of the main loss or damage and which is not a foreseeable consequence of a breach of these Terms of Business, including, without limitation, loss of business, loss of profits, failure to avoid a loss, loss of data, loss or corruption of data, loss of goodwill or reputation, caused by any act or omission of the Company under these Terms of Business.

16.8. Subject to Terms 16.2, 16.3, 16.4, 16.5, 16.6 and 16.7 the Company will be liable to the Client in the event a loss is incurred by the Client as a result of any failure by the Company (or any sub-custodian) to perform the express custodial duties as set out under these Terms of Business or to comply with any reasonable standards applicable to the performance of the custodial services under the current Terms. The Company will not be liable to the Client in respect of any loss incurred, due to the Company's and/or any sub-custodian's failure to perform the express custodial duties, to the extent to which it arises from a sub-custodian, where such sub-custodian is insolvent, in circumstances where the Company has taken reasonable care as set out under these Terms of Business or as required by law in the appointment and monitoring compliance of the services provided by that sub-custodian.

16.9. Nothing in these Terms of Business shall limit the Company's liability for personal injury or death.

## **17. COMPANY MAY LOAN ANY OF THE STOCKS HELD IN A MARGIN ACCOUNT**

17.1. The Client authorizes the Company to lend, as his/her agent, to the Company or a third party any Stocks held in the Client's account (if any) and neither the Company nor the third party shall have any obligation to retain possession and control a similar amount of such Stocks. In connection with such loans, the Company may receive and retain certain benefits (including stock lending fees and interest on posted collateral) to which the Client shall not be entitled. Such loans may limit, in whole or in part, the Client's ability to exercise any voting rights relating to the Stocks lent. Any Stocks lent may be lent, in turn, by the borrower.

## **18. SECURITY INTEREST**

18.1. Right of set-off: All of the Client's money, Stocks, currencies, and other property which the Company may at any time be holding for and on behalf of the Client (either individually or jointly with others) are subject to right of set-off by the Company for the Client's liabilities towards the Company.

18.2. The Client grants to the Company, for protecting its interest, a first fixed charge on, a general lien over, and a right of set-off in respect of, all Stocks held by, delivered or paid (or due to be delivered or paid) to the Company for the Client's account. The Client appoints the Company as an agent to take any action necessary to perfect this security.

18.3. If the Client fails to comply with any of the provisions of these Terms of Business, the Security will be enforceable by the Company. If the Client fails to comply as stated, the Company may accordingly, without any notification to the Client, cancel, close out or reverse any transaction it has entered into for the Client, and sell or otherwise dispose of any assets held by the Company for the Client, at any price and in any manner whatsoever, as it deems proper (with no responsibility for any diminution in price).

**Neomarkets Group Ltd**

Suite 201, 2nd Floor, The Catalyst, 40 Silicon Ave, Ebene, 72201, Republic of Mauritius  
[info@marketsneo.com](mailto:info@marketsneo.com)

The Company will be acting on the basis of good faith and fairness in this respect. In addition, the Company may enter into any other transaction, or proceed to such actions and/or inactions, which would (or is intended to) have the effect of reducing or eliminating the Company's liability under any transaction it has entered into for the Client. The Company will not be liable to the Client for its decision of Stocks sold or otherwise disposed of as per clause 16.6 ("Liability of Parties"). The Company will apply the proceeds of disposal (net of costs) in or towards the Client's liabilities to it and will pay to the Client the balance. If the proceeds do not discharge all of the Client's liabilities towards the Company, the Client will remain liable to the Company for the balance.

## **19. ASSIGNMENT**

19.1. The Company has the right, subject to applicable regulations and upon prior notice to the Client, to assign any and/or all of the rights and/or obligation emanating under these Terms of Business to another registered, authorized and/or unauthorized third party.

The Client acknowledges that:

a) The Company may, at its reasonable discretion, arrange for an order to be executed with or through a third party which may be an unaffiliated Company, or an affiliate of the Company. Any authority granted by you to the Company, and/or any limitation of liability of the Company, shall also extend to include in the grant of authority and limitation of liability to the affiliates, agents and any service provider of the Company. The Company and the agents, affiliates or service providers acting on behalf of the Company are authorized to perform the services contemplated by these Terms of Business. The Client consents to the Company by providing the identifying information to any requesting service provider of the Company.

b) The Company shall not be liable to the Client for any act or omission of any such third party including but not limited in regards to information provided by such third party, except where the Company has acted negligently, fraudulently or in willful misconduct in relation to the appointment of the third party, as per clause 16.4 ("Liability of the Parties").

c) The Company does not receive any remuneration, discount or non-monetary benefit from third parties for routing Client orders to a particular trading venue or execution venue which would infringe the requirements on conflicts of interest or inducements. The Company may receive third-party payments only when the aforesaid is designed to enhance the quality of the service to the Client and does not impair compliance with the Company's duty to act honestly fairly and professionally in accordance with the best interests of the Client. The Company shall duly inform the Client in this respect.

## **20. EFFECT OF TERMINATION**

20.1. On termination of these Terms of business and operative agreements and consequently closure of Client's account, subject to the provisions of the operative agreements, and following receipt of Client's instructions, the Company will arrange, as soon as reasonably feasible, for Client's Stocks to be sold. All proceeds of sale will be paid into an account under Client's name.

**Neomarkets Group Ltd**

Suite 201, 2nd Floor, The Catalyst, 40 Silicon Ave, Ebene, 72201, Republic of Mauritius  
[info@marketsneo.com](mailto:info@marketsneo.com)

20.2. The Company will charge any applicable fees, charges and/or taxes on the sale of Clients' Stocks and the remaining balance of the sale proceeds will be held by the Company for and on behalf of the Client, as Client money in accordance with the operative agreements.

20.3. Where Stocks are sold, the Client acknowledges that a shortfall may be suffered between the amount that the Client initially invested and the amount the Client received after sale. The Company is not responsible and will not be held liable for any shortfall that arises as per clause 16 ("Liability of Parties"). Any shortfall will be borne by the Client.

## **21. MARKET ABUSE**

21.1. The Client shall not arrange or execute or place any Open Position, Trade and/or Order with the Company or otherwise, nor will the Client behave in a manner that would amount to market abuse, market manipulation and/or insider dealing (by the Client himself or acting jointly with another person). In addition, the Client shall not arrange or execute or place an Open Position, Trade and/or Order that contravenes any primary or secondary legislation or other law or regulatory rules in relation to Market Abuse.

21.2. In the event that the Client placed an Open Position, Trade and/or Order in breach of any of the representations and warranties given above or if the Company has grounds for suspecting that the Client has done so, the Company may in its absolute discretion (and with or without giving notice to the Client), and without being under any obligation to inform the Client of its reason for doing so, close that Open Position and/or Order and any other Open Position and/or Orders that the Client may have open at that time, and also in the Company's absolute discretion:

a) enforce the Open Position or Trade against the Client if it is an Open Position or Trade under which the Client had made losses; and

b) treat all of the Clients' Open Positions and Trades under this paragraph as immediately void even if they are Open Positions or Trades under which the Client has made profits.

Unless and until the Client produces conclusive evidence that in fact they have not committed the breach of warranty and/or misrepresentation as referred to above, within the period of one month from the date of closure under this paragraph, all such Trades between the Company and the Client (under which the Client has made profits) will be finally null and void.

21.3. The Company can exercise the above rights regardless of the effect it may have on the Client's other Open Positions or Orders, or other positions the Client may have with a third party and even if a loss arises as a result.

21.4. The Company is not required to give advance notice to the Client of the exercise of its rights as above, but the Company will inform the Client as soon as practicable that it has exercised such rights.

## **22. DORMANT ACCOUNT**

22.1. The Company, under the terms and conditions of this Agreement and in accordance with its internal policies and procedures, reserves the right in its absolute discretion, to create a dormant

**Neomarkets Group Ltd**

Suite 201, 2nd Floor, The Catalyst, 40 Silicon Ave, Ebene, 72201, Republic of Mauritius  
[info@marketsneo.com](mailto:info@marketsneo.com)

accounts policy and/or to impose on any dormant account a handling fee of \$5/€5 or equivalent per month and/or close the trading account upon and/or after the period of six (6) consecutive months of inactivity in the following cases:

a) Where the Client has not transacted with the Company for a period of six (6) consecutive months and the Company shall deem the trading account to be dormant.

b) Where the Client's dormant and/or inactivate account(s) has a positive cash balance, the Company reserves the right at its absolute discretion to apply and/or impose a handling fee of \$5/€5 or equivalent per month and as this may be amended from time to time by the Company.

c) Where the Client makes a genuine attempt to resolve his/her account balances, the Company reserves the right to waive any or all payments and/or fees at its own and absolute discretion.

22.2. Where the Client's dormant account(s) has a zero-cash balance the handling fee of \$5/€5 or equivalent per month shall not be imposed by the Company, however, the Company shall reserve the right to close the account(s) upon and/or after the period of six (6) consecutive months of inactivity.

## **23. DISABLING OF ACCOUNT**

23.1. When there is no trading activity on a Client's account for 7 consecutive calendar days (no opening or closing of Positions), the Client will receive first notification informing that the account will be disabled if it is inactive for a total of 14 consecutive calendar days. If the account remains inactive for 13 consecutive calendar days, the Client will receive second notification informing that the account will be disabled on the next business day at 00:00 (MT server time). If there is no trading activity for a total of 14 consecutive calendar days, the account becomes disabled. However, the Client can login to Personal Area and reactivate an account.

23.2. When a trading account becomes disabled, the remaining Client's funds in the account will be automatically transferred to Client's wallet in Personal Area.

23.3. The Company shall not be liable for losses of the Client arising from or in connection with such inactivity and followed disability. The Client agrees to indemnify and hold the Company harmless from all damages or liability as a result of the foregoing. Any dispute arising in this regard will be resolved by the Company's internal policies and procedures.

## **24. INTERPRETATION OF TERMS**

24.1. In these Terms of Business:

**"Chapter 3"** shall mean chapter 3 of the Internal Revenue Code of the United States (Withholding of Tax on Nonresident Aliens and Foreign Corporations). Chapter 3 contains sections 1441 through 1464.

**"Chapter 4"** shall mean chapter 4 of the Internal Revenue Code of the United States (Taxes to Enforce Reporting on Certain Foreign Accounts). Chapter 4 contains sections 1471 through 1474.

24.2. All references to a statutory provision include references to:

**Neomarkets Group Ltd**

Suite 201, 2nd Floor, The Catalyst, 40 Silicon Ave, Ebene, 72201, Republic of Mauritius  
[info@marketsneo.com](mailto:info@marketsneo.com)

a) any statutory modification, consolidation or re-enactment of it, whether before or after the date of these Terms of Business, for the time being in force;

b) all statutory instruments or orders made pursuant to it; and

c) any statutory provision of which that statutory provision is a re-enactment or modification.

24.3. Words denoting the singular include the plural and vice versa; words denoting any gender include all genders; and words denoting persons include corporations, partnerships, other unincorporated bodies and all other legal entities and vice versa.

24.4. Unless otherwise stated, a reference to a clause, party or a schedule is a reference to respectively a clause in or a party or schedule to these Terms of Business.

24.5. The clause headings are inserted for ease of reference only and do not affect the construction of these Terms of Business.