

# Trade Order Management Policy

## **SECTION 1. INTRODUCTION AND APPLICABILITY**

### **1.1 Purpose and Scope**

1.1.1 This **Trade Order Management Policy** supplements and forms part of the Service Usage Policy governing your access to and use of the Company's Platform and Services.

1.1.2 This Policy establishes the procedures, standards, and operational practices applicable to the submission, acceptance, processing, execution, modification, cancellation, and management of trade orders placed through the Platform.

1.1.3 The Company seeks to maintain a fair, efficient, and transparent order handling environment while balancing execution quality, operational requirements, market conditions, and risk management considerations.

1.1.4 By placing, modifying, or maintaining an order through the Platform, you acknowledge and accept the terms contained within this Policy.

### **1.2 Scope of Application**

1.2.1 This Policy applies to all financial products and instruments made available through the Platform, including but not limited to Contracts for Difference (*CFDs*), foreign exchange products, commodities, indices, digital asset derivatives, and other instruments offered by the Company.

## **SECTION 2. ORDER EXECUTION PRINCIPLES**

## **2.1 Execution Methodology**

2.1.1 The Company operates as the execution venue for transactions conducted through the Platform.

2.1.2 Orders submitted through the Platform are processed in accordance with the Company's execution procedures, pricing methodology, operational controls, and risk management framework.

2.1.3 The Company seeks to execute orders under commercially reasonable conditions while considering factors such as price, available liquidity, market conditions, order size, execution speed, and operational constraints.

## **2.2 Execution Factors**

2.2.1 Execution outcomes may be influenced by:

- (a) prevailing market conditions;
- (b) liquidity availability;
- (c) order size;
- (d) volatility levels;
- (e) communication latency;
- (f) technical limitations; and
- (g) external market events.

2.2.2 The Company does not guarantee that every order will be executed at a specific requested price.

## **SECTION 3. ORDER TYPES AND INSTRUCTIONS**

### **3.1 Market Orders**

3.1.1 Market Orders are generally executed at the best available price obtainable at the time the order reaches the Company's execution systems.

3.1.2 Market conditions may result in execution prices differing from displayed or anticipated prices.

### **3.2 Pending Orders**

3.2.1 Users may submit pending orders that are designed to activate upon the occurrence of specified market conditions.

3.2.2 Activation of a pending order does not guarantee execution at a particular price or guarantee execution in all circumstances.

3.2.3 Pending orders remain subject to liquidity availability, market conditions, pricing, and operational requirements.

### **3.3 Order Duration Instructions**

3.3.1 Where supported by the Platform, Users may specify duration instructions for eligible order types.

3.3.2 Such instructions may include Day Orders, Good-Til-Cancelled Orders, or other order validity periods determined by the Company.

3.3.3 Orders shall be managed in accordance with the applicable duration instruction selected by the User.

## **SECTION 4. ORDER ACCEPTANCE AND VALIDITY**

### **4.1 Submission Requirements**

4.1.1 Orders must be submitted through approved communication channels designated by the Company.

4.1.2 Orders submitted through the Platform must contain all required information necessary for execution.

4.1.3 In limited circumstances and at the Company's discretion, trading instructions may be accepted through alternative communication methods.

## **4.2 Order Acceptance Criteria**

4.2.1 The Company reserves the right to reject, suspend, refuse, delay, or cancel any order where:

- (a) required information is incomplete;
- (b) insufficient margin exists;
- (c) pricing is unavailable;
- (d) operational disruptions occur;
- (e) legal or regulatory concerns arise;
- (f) account restrictions are in place; or
- (g) the order otherwise fails to satisfy Company requirements.

## **4.3 Minimum Trading Requirements**

4.3.1 Orders must satisfy minimum trading volume requirements established by the Company.

4.3.2 Orders failing to meet applicable requirements may be automatically rejected or cancelled.

# **SECTION 5. USER RESPONSIBILITIES**

## **5.1 Accuracy of Instructions**

5.1.1 Users are solely responsible for ensuring the accuracy of all order instructions submitted through the Platform.

5.1.2 This includes, without limitation:

- (a) order type;
- (b) trade size;
- (c) instrument selection;
- (d) stop-loss levels;
- (e) take-profit levels; and
- (f) any other order parameters.

5.1.3 The Company shall not be liable for losses arising from inaccurate, incomplete, or incorrectly entered trading instructions.

## **5.2 Account Security**

5.2.1 Users are responsible for safeguarding login credentials, authentication methods, and account access information.

5.2.2 Orders submitted through authenticated access channels may be treated as authorized by the User unless proven otherwise.

## **5.3 Position Monitoring**

5.3.1 Users are responsible for actively monitoring their Accounts, positions, margin levels, and trading activity.

5.3.2 Any notifications, warnings, or communications issued by the Company do not reduce the User's responsibility for managing trading risks.

## **SECTION 6. MARKET CONDITIONS AND EXECUTION RISKS**

## **6.1 Slippage and Price Gaps**

6.1.1 Market prices may change rapidly and without notice.

6.1.2 Orders may be executed at prices different from those displayed at the time of submission.

6.1.3 Such differences may result from market volatility, reduced liquidity, economic events, market openings, market closings, or other factors affecting price formation.

## **6.2 Abnormal Market Conditions**

6.2.1 The Company may implement special execution procedures during periods of abnormal market activity.

6.2.2 Such circumstances may include:

- (a) extreme volatility;
- (b) market suspensions;
- (c) liquidity shortages;
- (d) exchange disruptions;
- (e) force majeure events; or
- (f) significant technological failures.

## **6.3 Platform Availability and Connectivity**

6.3.1 Execution times may be affected by internet connectivity, system capacity, telecommunications disruptions, maintenance activities, software issues, or hardware failures.

6.3.2 The Company does not guarantee uninterrupted access to the Platform or immediate execution of orders.

## **SECTION 7. RISK CONTROLS AND EXPOSURE MANAGEMENT**

### **7.1 Risk Management Measures**

7.1.1 The Company maintains risk management controls designed to protect the integrity of its Services and operational environment.

7.1.2 Such measures may include:

- (a) exposure limits;
- (b) position limits;
- (c) margin controls;
- (d) trading restrictions;
- (e) account monitoring; and
- (f) transaction reviews.

### **7.2 Order Restrictions**

7.2.1 The Company reserves the right to restrict, reduce, suspend, or reject orders that exceed established risk thresholds.

7.2.2 Such decisions may be made where necessary to address operational, legal, regulatory, financial, or risk-management concerns.

## **SECTION 8. ORDER MODIFICATION, CANCELLATION, AND TERMINATION**

### **8.1 Modification Requests**

8.1.1 Orders may only be modified where the requested changes are supported by the Platform and where execution has not already commenced.

8.1.2 Modification requests remain subject to market availability and operational feasibility.

## **8.2 Cancellation Requests**

8.2.1 Once execution has commenced, cancellation requests may not be accepted.

8.2.2 Certain orders may become irrevocable due to market conditions, timing considerations, or execution status.

## **8.3 Instrument Expiration**

8.3.1 Financial instruments with expiration dates shall be closed, settled, or otherwise managed in accordance with applicable product specifications.

8.3.2 Users are responsible for understanding product-specific expiration requirements.

# **SECTION 9. TRADE ADJUSTMENTS, MONITORING, AND COMPLIANCE**

## **9.1 Trade Corrections**

9.1.1 The Company reserves the right to correct, amend, cancel, void, or adjust transactions where pricing errors, system malfunctions, operational errors, unauthorized activity, or other exceptional circumstances are identified.

9.1.2 Any corrective action shall be implemented in accordance with the Company's operational and compliance requirements.

## **9.2 Monitoring of Trading Activity**

9.2.1 Trading activity may be monitored for risk management, compliance, fraud prevention, operational oversight, and regulatory purposes.

9.2.2 Users acknowledge that transaction records, communications, account activity, and trading patterns may be reviewed where reasonably necessary.

## **9.3 Prohibited Trading Practices**

9.3.1 Users must not engage in market manipulation, abusive trading practices, exploitation of technical errors, unauthorized automated activity, fraudulent conduct, or other prohibited activities.

9.3.2 The Company reserves the right to investigate and take appropriate action in relation to suspected violations.

## **SECTION 10. RECORDS, POLICY ADMINISTRATION, AND USER ACKNOWLEDGEMENT**

### **10.1 Trade Confirmations and Records**

10.1.1 The Company may provide transaction confirmations, account statements, trade histories, or other records relating to trading activity.

10.1.2 Users are responsible for reviewing such records and promptly reporting any discrepancies.

### **10.2 Policy Amendments**

10.2.1 The Company reserves the right to amend, revise, supplement, replace, or update this Policy at any time.

10.2.2 Amendments shall become effective upon publication through the Platform or other communication channels designated by the Company.

### **10.3 Acceptance of Policy**

10.3.1 By placing, maintaining, modifying, or executing orders through the Platform, you acknowledge that you have read and understood this Trade Order Management Policy.

10.3.2 You acknowledge and accept the risks associated with order execution, market conditions, and trading activity.

10.3.3 You agree to comply with the procedures, controls, and requirements established under this Policy.