



Financial regulations

1. GENERAL PROVISIONS

1.1. Balance amount of the Client's personal wallet and/or trading accounts is the size of financial obligations of the Company to the Client at the specified time point.

1.2. The Company's financial obligations to the Client emerge, when the record is created in the Personal cabinet of funds deposit to the personal wallet and/or trading account and are terminated, when the Client completely withdraws balance of the personal wallet and/or a trading account.

1.3. The Client has a right to demand the Company to discharge the obligations in the amount not exceeding balance of the personal wallet and/or trading accounts excluding unwithdrawable bonus amounts at the moment of withdrawal.

1.4. Official deposit/withdrawal methods available for clients are wallets/accounts of the Company opened payment systems given on the official website of the Company. The Client takes all risks concerning payment systems using because of the fact that payment systems are not Company's partners. The Company is not responsible for delay and/or failure of funds deposit to the personal wallet and/or trading account in the Personal cabinet due to the fault of the payment system. In case of complains for the correctness of payment system processing Clients should address the support department of the particular payment system. The Clients are to inform the Company of such cases.

1.5. The Company is not responsible for the activities of third parties that provide intermediary services during the process of Clients funds depositing or withdrawal. In case of Client's funds depositing the financial liability of the Company occurs starting from the moment of Client's funds depositing to the bank account of the Company and/or to the Company's account in payment systems that are noted on official website of the Company in the payment systems section. In case of fraud detection while conducting financial transactions after the depositing the funds to the balance of personal wallet and/or trading account such financial transaction may be cancelled on Company's discretion. In case of Client's funds withdrawal the financial liability of the Company ends starting from the moment of Client's funds charge-off from the bank account of the Company and/or from the Company's account in payment systems that are noted on official website of the Company in the payment systems section.

1.6. In case of technical errors at the Company's side occur in course of financial transactions, the Company reserves the right to cancel such transactions and its' financial results.

1.7. The Company reserves the right in case of non-fulfillment of the contest conditions to write off funds from the trading account and personal wallet balance that were deposited by the Company within such contest.

1.8. The Client doesn't have the right to use software that emulates any user's actions in the personal wallet. The Company reserves the right to cancel the financial transactions and its' financial results that came out of such software usage.

1.9. The Client has the right to register not more than 1 (one) personal cabinet. In case of breach the Company has the right to block the Personal wallets that were registered with violation of the present paragraph provision and cancel the financial results of the trading operations entry in the Clients' trading operation register of Master Services Inc.

2. REGISTRATION OF THE CLIENT AND HIS/HER DETAILS

2.1. General client registration procedure consists of 2 stages:

- client registration procedure in the personal cabinet;
- client's personal data certification.

2.2. Client registration procedure in the personal cabinet

2.2.1. Client registration procedure in the personal cabinet is necessary for all clients of the Company.

2.2.2. In order to register as a Client in the personal cabinet, the following steps are necessary:

- agree with the client agreement provisions;

- fill in personal and contact details;
- set a withdrawal confirmation method (payment password assignment/SMS-verification).

2.2.3. After the Client successfully passes the registration procedure in the personal cabinet he/she gains the opportunity to perform the following operations:

- to add funds to balance of the personal wallet and/or trading account via bank transfer;
- to open trading accounts;
- to conduct transactions on international financial markets;
- to make internal transfers between his/her own trading accounts;
- to acquire bonuses.

2.2.4. The information about the currencies available for trading accounts opening is given in the personal cabinet.

2.3. Client's personal data certification

2.3.1. Once the Client has passed the registration procedure in the personal cabinet, he/she is obliged to pass the personal data certification. In case, the Client's personal data is not certified, personal cabinet can be blocked with subsequent notification of the Client via email. In such case the Client should contact the Client support department with a request to restore access to the personal cabinet.

2.3.2. The Client's personal data certification procedure implicates that the Client provides copies of personal identification documents.

2.3.3. The Client undergoes the personal data certification procedure by provision of:

- for Russian citizens – scanned copies of passport pages with photo and residential registration;
- for Ukrainian citizens – scanned copies of passport pages with photo in Ukrainian and pages in Russian (if exists);
- for citizens of CIS and other countries – scanned copies of passport or another identification document (for instance, ID card);
- as well as for the citizens of all countries - a photo with the ID in the hand of its owner, adapted to identify owner of the document.

2.3.4. If scanned copy is impossible to be presented, certification on the basis of photographed document copy is possible as well. In such case, photo must be clear. The whole two-page opening of the document should be photographed, not just a part of it.

2.3.5. After the personal data certification procedure is over, the Client becomes able to withdraw using bank transfer.

2.4. Payment details certification procedure

2.4.1. In order to ensure funds security when using electronic payment systems, it is necessary to pass the payment details certification procedure.

2.4.2. In order to use a particular payment system it is necessary to add its details in "My payment details" section of the personal cabinet and wait until it's certified by the Company.

2.4.3. After successful payment details certification in the personal cabinet, the Client may block the section. After the blocking new payment details addition becomes unavailable.

2.4.4. In case new payment details addition is unavailable, the Client can submit scanned request, composed in the set form, with instruction to unblock new payment details addition. The request must be sent to support@mfxbroker.com. After unblocking the function, the Client can add his/her payment details in the personal cabinet.

3. DEPOSIT/WITHDRAWAL OF FUNDS

3.1. Funds deposit can be made to balance of:

- the personal wallet;
- a trading account.

3.2. In case funds are deposited to the personal wallet, the operation is conducted as one transaction. Funds are transferred directly to the personal wallet, from which the Client distributes it among his/her trading accounts.

3.3. The information about the currencies available for personal wallet funds adding is given in the personal cabinet.

3.4. In case funds are deposited to a trading account, the operation is conducted as three transactions:

1. funds are transferred to a personal wallet;
2. funds are withdrawn from a personal wallet;
3. funds are transferred to a trading account.

3.5. In case of trading account funds adding from the balance of personal wallet with currency that is different from the trading account currency the operation of currency conversion is made automatically with Client's notification.

3.6. Funds can be withdrawn from:

- the personal wallet;
- a trading account.

3.7. In case funds are withdrawn from a personal wallet, the operation is conducted as one transaction.

3.8. In case funds are withdrawn from a trading account the operation is conducted as three transactions:

1. funds are withdrawn from a trading account;
2. funds are transferred to the personal wallet;
3. funds are withdrawn from the personal wallet.

3.9. In case of trading account and/or personal wallet funds withdrawal with currency that is different from the currency of the payment system, where the funds are to be withdrawn, the operation of currency conversion is made automatically with Client's notification.

3.10. Converting of one currency to another is realized at the internal rate of the Company.

3.11. Funds deposit

3.11.1. The Client can add funds to balance of his/her personal wallet and a trading account using payment systems available in the personal cabinet and bank transfer.

3.11.2. In case automatic deposit is impossible, the Client should create payment notice in the personal cabinet. In this case funds deposit request is processed within 24 (twenty four) hours since the moment it was created. Requests created after 4 PM (client terminal timing) on Friday will be processed until 4 PM (client terminal timing) on Monday.

3.11.3. The period of funds deposit request may be prolonged in case of disputable situation creation on the within the side of the payment system. Also if the Company suspects the financial transaction to be fraudulent, the period of funds deposit request may be prolonged till the moment when the Client provides additional documents confirming such financial transaction legality and its processing both by the Company and the payment system.

3.11.4. Information on payment systems' commission for funds deposit can be found here: <http://mfxbroker.com/en/tradewithus/deposit>

3.11.5. Deposit payment systems' commission is paid by the Client if according to the funds deposit conditions there are no special cases of commission reimbursement by the Company.

3.11.6. For the Clients participating in promotional actions that are connected with changing of funds deposit commission the actual conditions are noted in special messages containing particular promotional action conditions. For the Clients who refused to participate in promotional action conditions noted on the official website of the Company will prevail.

3.11.7. In case of funds depositing to the balance of personal wallet and/or trading account using bank cards the Company reserves the right to ask the Client to provide the client's photo with the bank card in his hand and/or bank document that would identify the owner of the account/bank card that was used for funds depositing.

3.11.8. The Client is fully responsible for authenticity of data mentioned in a funds deposit request.

3.11.9. According to Agency Agreement from 27th of March 2015 Primastella LP is an Agent of Master Services Inc. to provide business services in e-commerce and payment processing directed by cardholders as well as receive funds from payment systems addressed to the company MFX Broker.

3.12. Funds withdrawal

3.12.1. Funds withdrawal can be conducted using:

- bank transfer to provided bank account details (only if the bank account owner is the same person registered in the personal cabinet);
- payment systems available in the personal cabinet and certified by the Company.

3.12.2. The Company reserves the right to process a withdrawal of a client's profit by the payment system and currency, chosen at its own discretion.

3.12.3. In case account funding was carried out using various payment methods, withdrawal operations should be also carried out using the same methods, unless any other options are specified in the company's public information sources, taking into account a proportional ratio regarding money amounts deposited using such methods.

3.12.4. Withdrawal calculator in the personal cabinet provides approximate results. Ultimate withdrawal proportion calculation is carried out by the Financial department of the Company in accordance to the Client Agreement basing on depositing and withdrawal operations history. These withdrawal proportion calculation results are considered final and cannot be impeached by the Client.

3.12.5. Withdrawal is processed in uttermost 3 (three) working days from the withdrawal request creation date. Requests created after 4 PM (client terminal timing) on Friday will be processed until 4 PM (client terminal timing) on Wednesday.

3.12.6. The period of funds withdrawal may be prolonged if the Company suspects the financial transaction of initial depositing of the funds to be fraudulent, as well as the fraudulent trading. The period of funds withdrawal may be prolonged till the moment when the Client provides additional documents approving financial or trading transaction legality and its processing by the Company or the payment system.

3.12.7. The Client assumes commitment to notify the Company of his intention to request for a large withdrawal not later than 2 (two) business days before the request submission. The notification should be communicated to support@mfxbroker.com and contain MF wallet number, amount of withdrawal, name of a payment system and planned withdrawal request submission date. Withdrawal notification sent later than the specified date or after a withdrawal request was submitted will not be taken into consideration. In such case withdrawal can be processed longer than 3 days period set by the provisions of the Client agreement. Amounts that considered large:

- RBK Money, Intellect money payment system - 100 000 (one hundred thousand) RUR and more;
- for other payment systems - 30 000 (thirty thousand) USD (equivalent in other currency) and more.

3.12.8. Withdrawal payment systems' commission is paid by the Client, if according to the funds withdrawal conditions there are no special cases of commission reimbursement by the Company.

3.12.9. For the Clients participating in promotional actions that are connected with changing of funds withdrawal commission the actual conditions are noted in special messages containing particular promotional action conditions. For the Clients who refused to participate in promotional action conditions noted on the official website of the Company will prevail.

3.12.10. In case opened positions are currently present, withdrawal request is processed in accordance with the usual procedure. In such case, the Client is fully responsible for possible force position closing.

3.12.11. The Client has a right to cancel a withdrawal request up to the moment it is taken into processing and the moment it is granted the "Accepted" status.

3.12.12. The Client is fully responsible for authenticity of data mentioned in a funds withdrawal request.

3.12.13. In case of funds withdrawing from the balance of personal wallet and/or trading account using bank cards the Company reserves the right to ask the Client to provide the client's photo with the bank card in his hand and/or bank document that would identify the owner of the account/bank card that will be used for funds withdrawing.

4. INTERNAL TRANSFERS

4.1. Internal transfers can be made only between trading accounts and the personal wallet of one Client. Particularly, internal transfers can be made between Client's trading accounts, between the Client's personal wallet and trading account, and between Client's trading account and his/her personal wallet.

4.2. The amount of internal transfer can not be less than 1 (one) US dollar (equivalent in other currency).

4.3. In case if there are any open positions on trading account making of internal transfers from it is prohibited during nonworking days and any other periods when the trading is inactive.

4.4. If the Client makes internal transfer of funds earned as a result of a non-market price or any technical failure, the Company has a right to cancel such internal transfer and its' financial results after the trading account/accounts' balance correction.

4.5. The Client is fully responsible for authenticity of data mentioned in an internal transfer request.

5. TAXES

5.1. The Company does not act as a tax agent.

6. LIMITATION OF LIABILITY

6.1. The Company is not responsible for failures or delays in operation of payment systems. The Company has the right to refuse to reimburse the Client for any loss or lost profit in such cases.

6.2. The Company is not liable for obligations of payment systems. In case a payment system ceases to exist, the Company has the right to deduct funds from the Client's personal account to the extent equal to the amount that was added to the Client's personal account using the payment system in question.

6.3. In case the Company ceases cooperation with any payment system, the Company does not guarantee availability of such payment system for deposit and withdrawal transactions.