



CLIENT AGREEMENT

Solid ECN Securities

RISK DISCLOSURE

I. Leverage risks/effect

When making transactions in terms of marginal trading, a relatively minor deviation of the rate can bring either considerable profit or losses. When the market moves against the Client, they can lose all the deposited funds.

The Client shall be fully liable for the allocation of their financial resources, the relevant trading strategy, and shall take into account all leverage-related risks.

II. Technical Risks

The Client accepts the risks of financial losses incurred because of failures of information, communication, electronic and other systems. The Client accepts the risks of financial losses, which can happen because of the malfunction of hardware and software facilities and poor communication at the Client's side. The Client bears responsibility for their financial losses

incurred because of ignorance of the instructions presented in the Client's Terminal Instruction Manual.

III. Communication Risks

The Client accepts the risks associated with unauthorized access to the information they sent (by electronic mail or using instant message service) in case it was sent unencrypted. The Client accepts the risks of financial losses incurred in the result of delay or non-receipt by Client a message from the Company. Client bears sole responsibility for the safety of confidential information received from the Company and accepts the risks of financial losses incurred in the result of unauthorized access of the third parties to the trading account.

IV. Force Majeure

The Company holds no responsibility for any activity of the third parties, which may influence the cooperation between the Company and the Client.

The Client accepts the risks of financial losses incurred in a result of force majeure circumstances: hostility, terrorist acts, acts of God, trading halts at financial markets, a sharp decrease of liquidity caused by financial market instability, currency interventions, legislation changes, changes of other parties' conditions, etc.

The Company shall bear no responsibility before the Client for any actions, inactions or omissions of a third party and also for any losses incurred by the Client in a result of actions, inactions or omissions of a third party unless such losses directly arise from the Company's willful default or fraud or gross negligence. The Company shall also bear no responsibility or liability for unfavorable consequences for the Client due to the insolvency/bankruptcy of a third party.

CLIENT AGREEMENT

1. General Provisions

1.1 This Client Agreement (hereinafter called the "Agreement") is made by the **Solid ECN Securities LLC**, providing services under **Solid ECN** trademark, (hereinafter called the "Company"), whose registered office is located at: **First Floor, First St Vincent Bank LTD Building James Street, Kingstown VC0100, St Vincent and the Grenadines**, registration number **1390 LLC 2021**, and an individual or a legal entity (except for stateless persons; individuals under 18 years of age) (hereinafter called the "Client"). The Parties agree that providing services and this Agreement are settled at the place where the Company is registered.

1.2 This Agreement establishes mutual commitments of the Parties, which arise in the course of conversion of arbitrage transactions with contracts for financial instruments in compliance with the Terms of Business.

1.3 The Company provides the Client with the following services:

1.3.1 Opening of trading account;

1.3.2 "Members Area" service;

1.3.3 Organization of the transactions and provision of facilities for the Client to make deals

with contracts for financial instruments;

1.3.4 Information & consulting services.

1.4 The Client has no right to ask the Company for trading recommendations or other information, which may motivate them to make transactions.

1.5 The Client has the right to register only one "Members Area".

1.6 The Client has the right to open not more than 3 trading accounts. In case the Client has already opened at least one real trading account, the Company has the right to restrict the opening of new accounts at its sole discretion.

1.7 The Company has the right to limit or block access to "Members Area" in case the Client violates articles 1.5 and/or 1.6 of this Agreement.

1.8 The Company may place publicly available analytical information on its website, which under no circumstances can be considered investment advice. The Company bears no responsibility for the impact and profit that this publicly available analytical information may cause.

1.9 The terms of this Agreement shall be considered accepted unconditionally by the Client upon the Company's receipt of an advance payment made by the Client in accordance with this Agreement.

1.10 The terms used in this Agreement are determined in the last section of this agreement – in "Terms and Interpretation".

1.11 Any Promo programs and related services, which are provided by the Company and presented on its official website <https://solidecn.com/> have their own rules and conditions which are described in the corresponding sections of the official website <https://solidecn.com/> that has a force of the amendment to this document.

1.12 The Company has the right to pay benefits to the Client and/or third parties in accordance with the Partner Agreement. All necessary information (Terms and Conditions) is provided on the official website of the Company, Moreover, the Company undertakes to disclose further details (clarification, calculations) at the request of the Client.

1.13 The Company has the right to, at any time and without any given reason, refuse to grant promotional benefit or cancel/write off the previously issued promotional benefit from the account, as well as revoke (cancel) all transactions that have been made with the use of the promotional benefit. This can be made in case of misuse of the benefit, manifest errors, abnormal market situations, etc. at the own discretion of the Company.

1.14 The official language of all documents of the Company is English. Translations of documents into other languages are provided for informative purposes only.

1.15 The Parties to this Agreement hereby confirm that no points of the Agreement contradict the rights and obligations of the Parties by their internal statutes and agreements, or any other arrangements with third parties.

1.16 The term for consideration of the Client's request is five working days. In some cases, the review period may be extended.

2. Opening of trading account

2.1 Opening a trading account is an absolute acceptance of the provisions stated in the Client Agreement and all documents offered to the Client for information purposes during the Members Area registration procedure.

2.2 When filling the registration form and opening a trading account, the Client has the right to choose one of the currencies for their account type and trading platform specified in a comparison table of account types on the Company's website.

2.3 The Company has the right to refuse the Client in opening and maintaining a trading account if the information stated in the registration form is not valid.

2.4 The Client is liable for the authenticity of the provided documents or their copies, and acknowledges the right of the Company, if their originality is doubted, to apply to the law enforcement authorities of the document issuing country for the authentication validation, in case the act of the document forgery was disclosed, the Client will be brought to responsibility in accordance with the legislation of the document issuing country.

2.5 The Company has the right to terminate maintaining the trading account in cases within 45 days after it was opened the Client did not make any transaction.

2.6 The Company holds a responsibility to provide an accurate history of transactions in the client terminal for the period specified for this account type in the comparison table of account types on the Company's website.

3. The procedure of mutual settlements

3.1 Funds can be withdrawn from/ deposited to the trading account in the currency of the trading account. Funds withdrawal is available for verified clients only.

3.2 The Client has the right to withdraw from their trading account any sum, within limits specified when making the funds withdrawal application in their Members Area.

3.3 Procedures of depositing and withdrawal to/from the trading account are performed during working hours of the Company's Department of Payments (from 9:00 AM to 6:00 PM GMT +3) on weekdays.

3.4 In case the Company paid the Client an amount exceeding the amount specified in the withdrawal request for technical, operational or other reasons, the Client undertakes to return the additional accrued funds to the details of the Company.

3.5 The Company has the right to refuse the Client in conducting transactions on the trading account in case of misuse of the funds, particularly for the conversion of cash assets.

3.6 When withdrawing funds from the trading account, the Client is charged with a commission for funds transfer.

3.7 To perform trades, the Client should accept the Order Execution Policy in compliance with the current Client agreement unconditionally.

3.8 If the Client has to pay the Company an amount exceeding the equity of its account, such amount shall be paid within 2 (two) business days from the date of incurrence of the Client's obligation.

3.9 If the balance of the Client's account is negative, the Company shall have the right to pay off without future authorization the negative balance of the account by transferring funds from any

other account of the Client's Members Area or from an account of any other Members Area, if the Company believes that there is a connection between this Members Area and the Client.

3.11 Some of the Instruments that are available for trading may be of OTC nature. Such instruments aren't traded on regulated markets. The Client acknowledges that the market price of OTC instruments may differ from rates quoted by other brokers or prices on the same underlying asset that is traded on a regulated market.

3.12 Certain instruments can be unavailable for opening positions to sell temporarily or permanently.

4. Responsibilities and duties of the Parties

4.1 The Company holds no responsibility for unauthorized use of the passwords for getting access to the Company's services. When suspecting unauthorized access to their Members Area, the Client should inform the Company about it immediately by any means available. After receiving such notification, the Company shall block the Client's Members Area until the circumstances are clarified.

4.2 The Client holds responsibility for transactions made in the trading account.

4.3 The Client holds responsibility to avoid the transactions, which violate the law, the legislation, the norms and the rules applied to the Client.

4.4 The Company has the right to request the Client for identification (to pass the complete verification) by providing the documents to prove the Client's identity and verify the payment details used for the deposit or withdrawal in their Members Area.

4.5 If any registration information of the Client (Surname/given name/ patronymic, Address, Phone number) has been changed after account opening, the Client is obliged to inform the Company with a request to change the information.

4.6 The Client undertakes to deposit their trading account only with funds of legal origin. Upon receipt by the Company of requests for Chargeback/Fraud or information about the dubious source of these funds, the Member Area, and the corresponding trading account of the Client may be blocked until all the situation circumstances are clarified. At the same time, positions on the trading account may be closed by the Company without prior notice to the Client.

4.7 The Client agrees that Company may transfer their data and documents at the Company's disposal to law enforcement representatives or financial institutions / other counterparties upon official request to comply with the current legislation on combating the laundering of funds of illegal origin.

4.8 The Company has the right to block the Client's account, as well as the funds on it if the Client violates article 4.6 of this Agreement or where there is an official request from the law enforcement authorities to check the legality of the Client's trading operations. The Company has the right to block the Client's Members Area and their corresponding trading account until the circumstances are clarified. In this case, the Company may close all positions on the Client's account without informing them about it in advance.

4.9 In case the Client violates articles 4.3 and/or 4.6 of this Agreement, the Company has the right to cancel the transactions made by the Client and/or ask them to provide additional documents for settlement of the situation.

4.10 The Company has the right to regard as non-market the transactions at the trading server, in case there are objective reasons for that.

4.11 The Client is obliged not to trade by any strategies of making profit that are based on using some vulnerabilities of quoting, software, or hardware.

4.12 All information presented on the Company's website is intended for illustration purposes only. The Company holds no responsibility for the Client's activity or inactivity caused by this information.

4.13 The Company has the right to change this Agreement. The changes come into effect in 5 working days after publication about the changes on the Company's website or sending an

appropriate notice by the client account internal mail. The Company has the right to change the values of spreads, swaps (financing fee), Swap-Free commission and dividends specified in the contract specifications without informing the Client about it in advance.

4.14 The Client has the right to terminate this Agreement if they inform the Company in writing of their willingness to do so.

4.15 The Company has the right to terminate this Agreement immediately provided that the Company informs the Client in writing about it.

4.16 Cancellation of this Agreement does not release the Company and the Client from responsibility to discharge obligations, which were incurred before notification by one of the Parties about this Agreement cancellation.

4.17 The Company is not a tax agent and has no obligations declaring the Client's income. The Client is solely responsible for paying taxes and declaring income to their jurisdiction.

4.19 The Company provides only services that are listed on its web site (solidecn.com). In case when the Client receives an offer of service that is not mentioned on the website mentioned above, one should contact the Company in written form immediately. Such notification should include all possible details of this offer and persons involved. The Company is not responsible for results caused by third parties' activity and consequences of this activity (illegal portfolio management, investment advice et cetera).

4.20 Solid ECN Securities LLC and its affiliates do not target EU/EEA/UK clients. Solid ECN Securities LLC and its affiliates don't work on the territory of Australia, Bonaire, Canada, Curaçao, East Timor, Guinea-Bissau, Indonesia, Iran, Japan, Liberia, Micronesia, Northern Mariana Islands, Russia, Saipan, Sint Eustatius, South Sudan, Svalbard and Jan Mayen, Tahiti, Turkey, the US, and other restricted countries.

4.21 Clients are responsible to be in compliance with their local law before opening an account. If a client's country doesn't allow trading CFD products or any other service presented by the company, the company holds no responsibility.

5. Examination of claims

5.1 Claim issuing regulation and examination procedures are determined in section 14 of the Terms of Business.

5.2 The Company holds responsibility to examine a Client's claim within five business days.

5.3 In case a claim cannot be settled in compliance with this Agreement, the Company has the right to make a decision upon the claim in accordance with its business practice.

5.4 The Client agrees that the Company's activities are subject only to the regulator in Saint Vincent and the Grenadines and are not subject to the jurisdiction of the supervisory authorities of the EU/EEA states and other countries, local regulatory authorities, Central Banks, Financial Market Commissions, and other similar organizations. In case of disputes between the Client and the Company, the Financial FCA Saint Vincent acts as the sole body that regulates the activities of the Company.

5.5 The Company does not provide gambling, sports betting, spread betting, lottery services, or any other services which are not allowed by the license. The Company is not subject to regulation from organizations regulating the services mentioned above. The Company is not responsible for assessing clients' gambling experience and has no obligations to provide services, assistance, or support to clients for following the rules of responsible gambling.

If the client has concerns regarding their gambling addictions, which can lead to financial harm or increase risks related to trading, the client must refrain from opening an account and must leave the website of the Company.

ORDER EXECUTION POLICY

6. General Provisions

6.1 Order execution only takes place within the timeframe of an instrument's trading session. The trading session schedules are available in the Contract specification section of the trading platform.

6.2 The Client has the right to transmit the following orders: to open position, to close position, to place pending order, to modify or to delete pending order. "Close by" orders are not supported.

6.3 The Client's orders to open positions, close positions, place pending orders, modify or delete pending orders should be made through the Client's terminal.

6.4 The time of processing the Client's orders is not a fixed parameter as it depends on the market conditions and the speed of order execution on the side of the Company's partners.

6.5 Spread specified in the contract specifications is not fixed and depends on market conditions.

6.6 Transactions to buy should be made at the Ask price. Transactions to sell should be made at the Bid price.

6.7 Long positions should be opened at the Ask price and closed at the Bid price. Short positions should be opened at the Bid price and closed at the Ask price.

6.8 Execution mode of the Client's orders for each account type is specified in the comparison table of account types on the Company's website.

6.9 When opening a position, the Client should deposit a Margin, the value of which depends on the leverage available to Client or on the trading instrument, in which this position is opened.

6.10 If there are any locked positions on the Client's trading account, the Client should have a sufficient hedged margin, the size of which is set forth in the client terminal in the instrument specification.

6.11 During the last hour before the closing of trading session, for instruments that aren't allowed for trading during weekend or holidays, the Company has the right to refuse to execute the Client's orders, if the total resulting volume of all open positions (in the currency of trading account) becomes 100 times higher than the Equity on the Client's account.

6.12 During the last hour prior to the weekend or holidays, the Company has the right to reduce the account leverage to 1:100 for accounts with leverage higher than 1:500. The Client bears full responsibility for having enough Margin at the moment when the leverage is reduced. The account leverage, which was valid before the reduction, will be restored within several hours after the fact of reduction.

6.13 The Company has the right to change the leverage of the trading account in case the notional value of open positions on this account is higher than \$100,000,000.

6.14 All the positions, which are open from 11:59:30 PM to 11:59:59 PM, server time, must be transferred to the next day.

6.15 In case of transferring open positions to the next day, the storage (swap) is charged. It can be either positive or negative. The storage (swap) value for each instrument is specified in the contract specification.

6.17 In situations when there is a significant reduction of liquidity, the Company has the right to forbid trading some particular instrument or several instruments or make the trading allowed in "Close Only" mode.

6.18 Specific trading conditions, fees policy, execution policy, terminology can be observed for trading accounts in the trading platform. These conditions may be amended by the Company at its absolute discretion and may include (without limitation):

6.18.1 Specific leverage restrictions may apply when open position(s) held overnight. The Client shall remain responsible to regularly consult the contract specifications of such financial instruments, available online in trading platforms.

6.18.2 Specific short-selling restrictions may apply to financial instruments. The Client shall remain responsible to regularly consult the contract specifications of such financial instruments, available online in trading platforms.

6.18.3 The Company has the right to change leverage in case the trading account Equity does not comply with the leverage conditions. The Client shall remain responsible to regularly consult the contract specifications of such leverage condition, available online in trading platforms. The Company bears no responsibility for the Client's having enough Margin to maintain their open positions at the moment when the Client's account leverage is changed.

6.19 Specific leverage restrictions may apply to certain instruments. The Company may, at its sole discretion, amend the margin requirements, on a case by case basis, on all or any transactions(s) of the Client, by providing the Client, where reasonable, with a notice.

7. Opening/Closing Positions

7.1 In order to open a position, the Client should specify the name of the instrument and the amount of transaction. In order to close a position, the Client should specify the order number.

7.2 When an order to open a position is received, a trading account will be checked for available assets Free Margin. In case the initial margin and/or hedged margin for a position to be opened exceeds the free margin in the trading account, the Client will get a denial with the comment "No money".

7.3 After receiving the Client's order, the server enqueues it for processing. When the order is enqueued, the Client is acknowledged about it by the message "Order is accepted" in the client terminal. The Client cannot cancel an order that is being processed.

7.4 In case of Market Execution, execution of the Client's order will be made at the current price at the moment of order execution.

7.5 All Clients' orders are registered in the server's log-file by making appropriate records.

7.6 The Client's order to open a position is considered to be executed and a position is considered to be opened after an appropriate record has been made in the server's log-file.

7.7 The Client's order to close the position is considered to be executed, and a position is considered to be completed after an appropriate record has been made in the server's log file.

7.8 The Client's order to close the position will be declined in the case at the moment of its receipt the position is under Stop Loss or Take Profit execution.

7.9 If the margin level on the Client's account is below 100%, while the Free Margin is negative, only closing orders or orders for reducing current positions are executed, as well as locking orders because they make the Free Margin on the account grow to positive values.

8. Pending Orders

8.1 The Client has the right to place the following pending orders:

8.1.1 Sell Stop – an order to open a short position at the market price, when the future Bid price reaches the specified value. This type of order is placed lower than the current Bid price;

8.1.2 Buy Stop – an order to open a long position at the market price, when the future Ask price reaches the specified value. This type of order is placed higher than the current Ask price;

8.1.3 Buy Limit – an order to open a long position at a price, which is not worse than the price specified in the order. This type of order is placed lower than the current Ask price;

8.1.4 Sell Limit – an order to open a short position at a price, which is not worse than the price specified in the order. This type of order is placed higher than the current Bid price;

8.1.5 Stop Loss – an order to close a position at the market price, when the future price reaches the specified value. This order is intended to minimize losses in case the price of a financial instrument starts moving towards loss. Such an order is always associated with an open position or a pending order. The Bid price is used to check the condition of this order for long positions and the Ask price – for short positions;

8.1.6 Take Profit is an order to close a position at the price not worse than the specified value. This type of order is intended for taking profit when the financial instrument price hits the expected level. When the order is executed, the position is closed. It is always associated with an open position or a pending order. The Bid price is used to check the condition of this order for long positions and the Ask price – for short positions.

8.2 The Client has the right to attach Stop Loss and/or Take Profit orders to Buy Stop, Sell Stop, Buy Limit, and Sell Limit orders. After a pending order triggering, its Stop Loss and Take Profit orders will be automatically attached to an open position.

8.3 Stop Loss and Take Profit shall be executed only for an open position and shall not be executed for any pending orders.

9. Placing Pending Orders

9.1 In the request to place a pending order, the Client should specify the following:

9.1.1 Compulsory parameters: an instrument, a volume, an order type (Buy Stop, Sell Stop, Buy Limit, Sell Limit), the price level;

9.1.2 Optional parameters: Take Profit and Stop Loss levels, Expiration time of a pending order.

9.2 A pending order will be denied in case of wrong input of compulsory or optional parameters.

9.3 The Company has the right to refuse the Client's request to place a pending order if the equity on the Client's trading account is less than the margin required for the execution of the order.

9.4 A pending order will be denied in case the price level in the order does not comply with "Limit & Stop Levels" condition.

9.5 The Client's request to place an order is assumed to be executed and an order is assumed to be placed after an appropriate record is made in the server's log-file.

10. Modification and Deletion of Pending Orders

10.1 To modify Buy Stop, Sell Stop, Buy Limit, and Sell Limit orders; the Client should specify the price level, Take Profit and Stop Loss values.

10.2 To modify Take Profit and/or Stop Loss attached to an open position, Client should specify Take Profit value and/or Stop Loss value.

10.3 In case a pending order has been accepted for execution, it cannot be modified or deleted.

10.4 To delete Take Profit and Stop Loss, it is necessary to specify the zero price value for these orders.

10.5 A request to modify or to delete an order is assumed to be executed and an order is assumed to be modified or deleted after an appropriate record has been made in the server's log-file.

11. Execution of Orders

11.1 A Buy Stop order will be enqueued for execution in case the current Ask quote has become equal or higher than the order level.

11.2 A Sell Stop order will be enqueued for execution in case the current Bid quote has become lower than the order level.

11.3 A Buy Limit order will be enqueued for execution in case the current Ask quote has become equal or lower than the order level.

11.4 A Sell Limit order will be enqueued for execution in case the current Bid quote has become equal or higher than the order level.

11.5 A Take Profit order associated with an open long position will be enqueued for execution in case the current Bid quote has become equal or higher than the order level.

11.6 A Stop Loss order associated with an open long position will be enqueued for execution in case the current Bid quote has become equal or lower than the order level.

11.7 A Take Profit order associated with an open short position will be enqueued for execution in case the current Ask quote has become equal or lower than the order level.

11.8 A Stop Loss order associated with a short position will be enqueued for execution in case the current Ask quote has become equal or higher than the order level.

11.9 At the moment of execution of Buy Stop, Sell Stop, Buy Limit and Sell Limit orders, checking of Client's account for available Free Margin takes place. In case there is not enough Free Margin for opening a position, the order will be deleted with the comment "No money".

11.10 Buy Stop, Sell Stop, Stop Loss orders are executed at the prices that are available at the moment of order execution. The price set in the order is not guaranteed and may differ from the

execution price. Buy Limit, Sell Limit and Take Profit orders will be filled either at the exact price the Client set or a more favorable price in the direction of the Client's trade.

11.11 Buy Stop and Sell Stop orders with associated Take Profit orders shall be canceled in case of a price gap, the first quote after which is a trigger for execution of stop order and Take Profit set for this Order.

11.12 A Pending order is considered to be executed after an appropriate record in server's Log-file has been made.

12. Compulsory Position Close

12.1 In case Margin Level on the Client's trading account becomes equal or lower than the Stop Out value, the Company has the right to close all open positions on the Client's trading account at the current market price without any preliminary notification and the Client's consent. Stop Out values for all account types are specified in a comparison table of account types on the Company's website.

12.2 Compulsory close of positions takes place in the automatic mode and is followed by an appropriate record in the server's log-file.

12.3 When Stop Out takes place in MetaTrader5 platform, the most losing position will be closed.

CLIENT'S MONEY AND ASSETS POLICY

13. Deposit/Withdrawal funds

13.1 The Client has the right to deposit their trading account and withdraw funds only using the payment methods available in their Members Area.

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

13.3 The Company has the right to refuse the Client to deposit the account or withdraw funds previously credited to it if third parties filled it. In this case, the Company has the right to request additional documents regarding this transfer. The Company reserves the right to block the Member Area and trading on the Client's accounts until the situation is clarified. If the Client ignores the request to provide documents, the Company will refund funds using one of the available methods. In this case, the Client is responsible for paying all costs associated with the funds transfer. The Company does not compensate for losses incurred due to the forced closing of positions on the Client's account. All losses incurred by the Client until the funds are deducted from the account are removed from the refund amount. The profit received by the Client until the funds are debited from the account is non-refundable. Anonymous bank cards are not allowed to be used.

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

13.5 In the event the trading account is credited in any currency other than the one in which the trading account is maintained, such funds are to be credited to the trading account on the basis of an internal exchange rate adopted by the Company.

13.6 When processing a withdrawal request, the Company shall use its internal currency rates as of the time of request processing.

13.7 The Client undertakes to notify the Company about the deposit of their trading account in a situation where no funds were credited to his account. The request for a deposit will be processed in a "manual" mode upon receipt of funds to the Company's account and a notification from the Client detailing all the data on the transfer made by them.

13.8 The Company has the right to request documents confirming the source of funds from the Client. The Client undertakes to provide complete and accurate information about this.

13.9 The Client has the right to withdraw funds from their trading account only after verifying their Members Area.

13.10 When withdrawing funds from the trading account, the Client is charged with all costs for funds transfer.

13.11 The Client has the right to submit a request for withdrawal of funds only to the payment details from which the deposit was made if there is not enough trading volume on the trading account. The Company determines its sufficiency at its sole discretion in processing a request for withdrawal. In case withdrawal operations are not supported by the payment method used to deposit the account, the Company has the right to compensate the amount of expenses for deposit by this payment method at the Client's cost.

13.12 The Client is fully responsible for the correctness of the payment details and data specified in the request for withdrawal of funds.

13.13 The Company reserves the right to reject a request for withdrawal of funds if the same payment method is used for this, through which the trading account was deposited, and the withdrawal details differ from the replenishment details.

13.14 The Company undertakes to transfer the Client's funds to the details specified in the withdrawal request within one working day from the date of confirmation of the request in the Member area. Weekends and holidays are not working days.

13.15 The Company has the right to deduct the amount of compensation paid to the Client from the account if there is not enough trading turnover on it, or not to compensate for additional costs when replenishing the account by the Client if they arose during the conversion of funds or are a fee for using the services of the payment method on the Client's side. The size of the trading turnover, which determines it as sufficient, is set by the Company at its discretion.

13.16 The Company has the right to increase the terms of deposit/withdrawal of funds in case of temporary unavailability of the payment method for technical, legal, operational, force majeure or other reasons. Under these circumstances, the Client has the right to cancel the withdrawal of funds by the selected method and choose an alternative one from those available in the Member area.

13.17 The Company has the right to request verification of additional payment details if the Client has not previously used them to replenish the account.

13.18 The Company undertakes to take any and all expedient actions to preclude any illegal financial operations and money laundering with the employment of the Company's resources.

13.19 When depositing a trading account via Bank Transfer, the Client has to verify their Members Area.

13.20 The Company compensates the Client for the commission of payment methods when depositing the account.

13.21 The Company has the right to refuse the Client to withdraw funds from their trading account if the payment details of third parties stand to be used in the withdrawal request.

13.22 The Company reserves the right to cancel the compensation of the commission of the payment method for depositing / withdrawing funds and completely transfer its payment to the Client.

13.25 Whenever the Company conducts conversion of any realized / unrealized profit/losses, commissions, interest charges, swaps, brokerage and other fees and proceeds, which are

denominated in a currency other than the account currency of the trading's account into the account currency, the special conversion rate will be applied. The Company shall be entitled to add and charge a markup to the FX Spot price, which is displayed in contract specification in the trading platform. The rate used for currency conversion of amounts booked to Client's account is shown in the trading platform in position details and account statements. The markup may differ for each rate and change time to time without previous notes.

14. Adjustment of Disputes

14.1 In case the Client considers that the Company has violated the terms of this Agreement, they have the right to raise a claim.

14.2 In order to raise a claim, the Client should fill a special form "Raise Claim" via email at info@solidecn.com. A ticket will be assigned to the claim. Any claims issued and raised by any other means will not be receivable in evidence.

14.3 The Client has the right to file a claim concerning a real trading account only. Claims concerning demo trading accounts will not be taken into account or processed.

14.4 When filling a claim form, the Client should specify the following:

14.4.1 The Client's name or institution's name (if a trading account was opened by a legal entity);

14.4.2 The Client's login in a trading platform;

14.4.3 Ticket numbers of disputable orders/positions;

14.4.4 Description of a disputable situation with references to articles of this Agreement, which, in the Client's judgment, were violated.

14.5 A claim should not contain offensive words or unprintable vocabulary.

14.6 A claim will not be processed in the following cases:

14.6.1 Provided that the requirements of articles 14.3 and/or 14.4 are violated;

14.6.2 Provided that more than two working days have passed after the reasons for a claim appeared;

14.6.3 Provided that a difference in quotations of the Company and of some other companies or informational resources makes a reason for claim raise;

14.6.4 Provided that poor connection or its absence that took place at the Client's or server's side makes a reason for claim raise. In case there is no record in the server's log file about the Client's attempt to place an order, it is considered that the Client did not place the order;

14.6.5 Provided that the lost profit makes a reason for claim raise;

14.6.6 Provided that the compensation for moral harm makes a reason for claim raise;

14.6.7 Provided that the profit or loss on positions compulsory closed upon application made to the Company by representatives of a payment method or law-enforcement authorities makes a reason for claim raise;

14.6.8 Provided that the profit or loss on positions compulsory closed upon application sent to the Company by the Client about unauthorized access to his trading account makes a reason for claim raise.

14.7 The decision upon a claim will be issued based on the information received from the server's log-file.

14.8 When using the VPS server service, the Client assumes financial loss risks and is solely responsible for any trading operations on their accounts. The Company holds no responsibility for any informative, communicative, electrical and other types of failure of the VPS server used by the Client.

14.9 The Client agrees that the intensity of sending trading queries from their terminal to the Company's server mustn't create an overload, which interferes with the execution of other Clients' orders.

14.9.1 The Company has the right to stop processing the Client's orders in case of flagrant and constant violation of article 14.9 by the Client.

15. Client agrees that he / she will not commence, maintain, initiate, or prosecute, or cause, encourage, assist, volunteer, advise or cooperate with any other Person to commence, maintain, initiate or prosecute, any action, lawsuit, proceeding, charge, petition, complaint or claim before any court, agency or tribunal against the **Company** or any **Affiliate** arising from, concerned with, or otherwise relating to, in whole or in part.

TERMS AND INTERPRETATION

Amount of transaction – a product of a number of lots and a lot of volume.

Ask – the price the Client pays when buying.

A payment method is a set of solutions, procedures, and technical infrastructure, which secure the transfer of funds between two users managed by a certain company. A payment method includes all available payment systems, banks, card processing systems, and other similar financial institutions.

A Third party is here within an individual or a legal entity, whose identity details in the payment details differ from the identity details of the Members Area owner.

Balance – total financial result of all complete transactions and operations of depositing / withdrawing assets in a trading account.

Bar / Candlestick is an element of the chart, which includes opening and closing prices, as well as maximum and minimum prices per discrete period chosen by the Client. In MetaTrader5 trading terminals, bars and candlesticks are displayed at the level of the Bid price.

Bid – the price the Client pays when selling.

Chart is a tool for illustrating the price movement in graphics per discrete period of time with the help of bars / candlesticks or lines. In MetaTrader5 trading terminals, prices are displayed at the level of the Bid price.

Client – an individual or legal entity that is responsible for trading operations with financial instruments on servers of the Company.

Client's terminal – software facility used by the Client to direct orders to make transactions. Company - Solid ECN Securities - is a Saint Vincent and the Grenadines.

Complete finished transaction – a transaction, which consists of two opposite related transactions of the similar volume.

Contract specification – transaction terms (a contract size, a spread, an initial margin, Limit & Stop Level, etc.) for each instrument.

Conversion arbitrage transaction – deal to buy or sell a contract for financial instruments. It assumes making two deals to buy and sell contracts of similar volume.

Demo trading account – the Client's trading account with deposited funds, which have no cash equivalent value.

Direction – a request of the Client to open a position, close a position, place a pending order, modify or delete a pending order.

Equity – current value of assets, which can be determined using the formula: $\text{Equity} = \text{Balance} + \text{Floating Profit} - \text{Floating Loss}$.

Floating Profit – unrealized profit at open positions under the current rate values.

Floating Loss – unrealized loss at open positions under the current rate values.

Free Margin – free equity in a transaction account, which can be used to open a new position.
 $\text{Free Margin} = \text{Equity} - \text{Margin}$.

Instruments - financial Instruments that are available for trading on the company's trading platforms and listed in the Contract specifications.

Hedged margin is a guarantee requested by the dealer for opening and maintaining locked positions.

Leverage – ratio of the margin amount and the amount of a transaction. Leverage 1:100 means that in order to make a transaction, it is necessary to have in your account the amount that is 100 times less than the amount of the transaction.

Line Chart is a type of chart, which includes a series of closing prices per discrete period of time with the current price. In MetaTrader5 trading terminals, lines are displayed at the level of the Bid price.

Locked positions - long and short positions of the same size that are open in the same instrument with the same trading account.

Long position (Long) – a position opened by the Client in anticipation of the instrument price increase.

Lot - a unit to measure the amount of the deal.

Margin – a cash security to support open positions.

Margin Level – ratio of the Equity and the Margin presented in percent, i.e., $\text{Margin Level} = (\text{Equity}/\text{Margin}) * 100$.

Margin trading – making deals using leverage.

Market Execution – this mode assumes that your order will be executed using not the price you see on the screen, but the price, which exists on the market at the moment of order execution. This price can be either better or worse than the one the Client saw at the chart when pushing the "Buy" or "Sell" button.

Members Area – an own private section on the Company's website used by the Client to make transactions, withdraw and deposit funds from/to the trading account, as well as receive information about their trading accounts.

Non market quote - a quote that was considered as erroneous by the Company after an internal investigation found that the quote's prices are influenced by any circumstances of non market nature, such as: network, software, hardware issues and/or other objective reasons.

Payment details are the information necessary for transferring funds via a chosen payment method. Payment details include the owner's identity details, the name of a payment method etc.

Pending order – an order to open or close a position in the future at the specified price. This order is used to open transaction positions at the condition of parity of the future quotation and the specified level.

Price gap (Gap) – the price range, within which there were no quotations.

Promotional benefit - any compensations, deposits, commissions, rebates, special conditions, etc. that were provided by the Company to the client within the framework of permanent promotional programs, one-time promo programs, individual agreements, affiliate agreements, etc.

Processing is the information processing activity performed when making payment operations.

Quotation – the instrument price figured in the Ask or Bid price.

Real trading account - the Client's trading account with deposited funds, which have cash equivalent value.

Server – set of software and hardware facilities, which are applied by the Company for processing transactions conducted by the Client in the trading account.

Server log-file – file created by a transaction server, which records all Client's incoming orders and the results of their execution.

Short position (Short) – a position opened by the Client in anticipation of the instrument price decrease.

Spread – a difference between the Ask and the Bid quotations figured in points.

Stop Out – an order to compulsory position close generated by server.

Swap – a charge for transferring an open position to the next day. It can be positive and negative. On the night of Wednesday to Thursday, the charge is threefold. Swap values for different platforms may differ.

System of automatic depositing to account – a set of software and hardware facilities, which make it possible for the Client to process depositing to the account independently of the Company's employees.

Trading account – the Client's special account opened at the Company's server to maintain the Client Agreement, the Terms of Business, and the Risk Disclosure.

Trading account currency – a currency to estimate profit or loss in a trading account, and withdraw and deposit funds from/to a trading account.

Trading transaction – a transaction to buy or sell a financial instrument.

Trading volume - the total number of transactions performed on the Client's account in terms of lots and absolute units.

VPS Server (Virtual Private Server) - a service with personal access provided to the Client by the Company's partners. Detailed information can be found on the Company's website in the respective section.