



PUBLIC OFFER AGREEMENT

LiteForex Investments Limited

Public Offer Agreement

LiteForex Investments Limited, hereinafter referred to as the **Company** offers services of conversion arbitrage operations at the international currency market Forex and derivatives markets to any juridical entity or individual, hereinafter referred to as the **Client** in the order and on the terms governed by this **Agreement**.

This **Agreement** is a web based document which does not need to be signed. The Agreement comes into effect at the moment of acceptance by the **Client**. This **Agreement** can be translated into all languages of the **Company's** website at www.liteforex.com. The translation will have an informative character. In case of any discrepancy between the English version of the Agreement and its translation, the English version shall take priority over other language versions.

This **Agreement** has an Application, called "[Agreement on Quoting System and Transactions Procedure](#)", which is an integral part of the **Public Offer Agreement** and describes the order of transactions execution on **Client's** trading account.

The **Client** accepts this **Agreement** fully and unconditionally when he/she:

- fills in Registration Form to open trading account with the **Company**, available on free access terms at the Company's official website.
- deposits in his/her trading account in the manner prescribed by the **Company**.

Glossary

Client's Profile – secured network component located in the secure area at the Company's official site and designed to provide interaction between the **Client** and the **Company** in accordance with inbuilt software algorithm. The **Client** registers in this secure zone an account which contains the information required to identify a user when connecting to the system and the information necessary for authorization and records.

Client – individual or juridical entity, registered in the **Client's Cabinet**, conducting conversion arbitrage operations with the **Company** at the quotes provided by the **Company**.

Client's terminal – software version of MetaTrader x.xxx, with the help of which the **Client** can obtain online information about financial markets (to the extent determined by the **Company**), carry out technical analysis of markets, conduct trading operations, place, modify, delete orders and receive messages from the **Company**.

Company – juridical entity, responsible for providing transactions execution and making payments to the **Client** in accordance with this **Agreement**.

Developer - Company "MetaQuotes Software Corp", the developer of the trading platform.

Non-trading operation – a process of funds depositing in a trading account (withdrawal of the funds from a trading account) or a process of granting (repayment) of credit, or distribution of funds to the accounts within **Client's Profile**.

Payment Currency – currency, in which deposits and withdrawals are executed
Company's working time – period of time during the working week, when **Company's** trading terminal provides execution of transactions on standard currency contracts. Exceptions are weekends, holidays, temporary changes within the **Company** and intervals when service is not available due to technical reasons; in this case the **Company** shall assume measures to notify the **Client** of changes in the working hours and enable the **Client** to eliminate arising risks.

Personal account - the whole of trading accounts opened by the **Client** within his **Client's Profile**. It keeps a general record of obligations of both the **Company** and the **Client** arising out of transactions conducted under this **Agreement**.

Server – software of MetaTrader Server x.xxx, which processes Client's orders and requests, provides the **Client** with online information about trades in the financial markets (to the extent determined by the **Company**), keeps record of mutual obligations between the **Client** and the **Company** and controls compliance with terms and restrictions.

Equity – funds on the Client's account decreased by the credit amount.

Trading operation – buying or selling of an instrument by the **Client**.

Trading account – special account opened by the **Client** in the **Company**, which keeps record of obligations of both the **Company** and the **Client** arising out of transactions conducted under this **Agreement**.

Trading platform – a set of software and hardware which provides information about trading in the financial markets in the real time mode, enables trading transactions, records mutual obligations of the **Client** and the **Company** and controls compliance with terms and restrictions. In simplified form for the purpose of this **Agreement**, it consists of **Server** and **Client's terminal**.

Force Majeure – events that cannot be foreseen and prevented. As a rule, these are: natural disasters, wars, acts of terrorism, acts of government, legislative or executive authorities, hacker attacks, and other unlawful acts against servers resulting in destabilization of the market(s) where of 1 or several trading instruments are traded.

2. Terms of work

2.1. **Trading account** operations are conducted in accordance with “[Agreement on Quoting System and Transactions Procedure](#)” which is available for downloading on the **Company's** official website.

2.2. The **Company** provides calculation of interest on funds deposited in the **trading accounts** and not used for trading in the amount and in the order specified in the trading conditions on the Company's official website.

2.3. Non-trading operations within **Client's Profile** targeted at gaining profit are banned.

3. Procedure of opening an account

3.1. A client of LiteForex Investments Limited can be a natural person of full legal age or a juridical person.

3.2. **The Client** has the right to register only one **Client's Profile**.

3.3. **The Client** receives an electronic access to account management when registering the **Client's Profile**.

3.4. Deposit and withdrawal operations are executed in the currency stipulated for this type of trading account through appropriate interface of the **Client's Profile** located at social.liteforex.com.

3.5. **The Client** fills in a registration form to create his/her profile in the **Client's Cabinet** and opens an account with the **Company** in the **Client's Cabinet** which is freely available on the **Company's** official website.

4. Settlement procedure

4.1. The **Client** has the right to withdraw unobligated funds which are not encumbered with deposit obligations.

4.2. Money transfers are made within 1-3 banking days.

4.3. Money transfer can be deferred by the **Company** for the period of 14 working days in exceptional cases requiring verification of compliance of trading and non-trading operations conducted by the **Client** with the terms and conditions of the “[Agreement on the system of quotation and order of trading operations](#)” and this **Agreement**. If such situation occurs, **Company** shall immediately notify **Client** via mail in the terminal or by e-mail specified in the **Client's Profile**. The **Client** has the right to request the status of the verification process only by contacting Security Office by e-mail at: amlpolicy@liteforex.com.

4.4. The Client's payment instruction received, the amount to withdraw is deducted from the Client's account balance at the moment of receiving the payment instruction.

4.5. In case of return of funds, the **Client** pays transfer fees.

4.6. The **Client** has the right to give instructions exclusively of commercial nature, as well as withdrawal-related instructions.

4.7. The **Client** gives all instructions related to crediting or withdrawing of funds from the account through **Client's Profile** at <https://secure.liteforex.com> in the order determined by the algorithm of **Client's Profile** operation.

4.8. The **Company** corrects balances in the accounts with a fixed negative value in the "**Balance**" column in the trading terminal on the 1st of each month. Correction (setting to zero) of trading accounts shall be applied solely to those accounts in which no trades are conducted at the moment of correction, i.e. no active open trading positions are present (pending orders will not be considered). Bonus funds are deducted from the "**Credit**" column with the comment "bonus_out (negative balance)". At the same time, funds in the amount equal to the negative balance value are put into the account with the comment "**Zero Balance Correction**".

5. Deposit/Withdrawal

5.1. The **Client** can withdraw funds from his/her account to any **payment system** which is accessible in the Client's Profile.

5.1.1. If funds withdrawal is made via electronic payment systems, the withdrawal is possible only to the same system and with the same payment details within the system that were used to top up a trading account, and in same currency in which the deposit was made. If the account was deposited by different ways, in various currencies and with different payment details, withdrawals should be made proportionally.

5.1.2. If the **Client's** payment details within the payment system are changed for some reason, the Client shall notify the **Company** by sending an email to the financial department with a scanned document proving the **Client's** identity attached. Otherwise, the **Company** reserves the right to refuse funds withdrawal by use of new payment details.

5.1.3. Funds withdrawal is carried out within the period set individually for each payment system, from 1 to 3 working days. However, in some cases these terms can be extended up to 14 working days, except the cases specified in the item 8.10. of this **Agreement**.

5.2. Deposit of **Client's** funds can be made by any methods available on the **Company's** site.

5.2.1. The **Client** acknowledges that in case of software failure there can be delays in depositing funds in his trading account.

5.2.2. The **Company** undertakes to deposit funds in the Client's trading account in case of any software failure resulting in delay in automated deposit provided that the Company was informed about the delay by the Client.

5.3. The **Company** doesn't charge any deposit or withdrawal fees from Clients' trading accounts.

5.4. The **Client** understands and accepts the fact that his/her money withdrawal request may be declined and money will be retransferred to the Client's account if the **Client** did not provide necessary identification information (copy of ID document, bank card or any other documents required by the **Company** based on the AML policy) upon the **Company's** request via **Client's Cabinet** within 7 (seven) business days following the request.

6. Procedure for handling claims and disputes

6.1. Parties of this **Agreement** try to settle all disputes through negotiations and by way of holding correspondence in accordance with procedures for claims.

6.2. **Company** accepts claims arising under this **Agreement** only in writing and not later than three calendar days from the date (day) of a dispute.

6.3. The **Client** must write an e-mail and send it to the Security Office at amlpolicy@liteforex.com without disclosing this information before the examination ends. Claims submitted otherwise will not be considered.

6.4. Period of time for examining a claim from the **Client** is not more than 14 working days. If a claim is justified, the dispute is settled only with the help of compensatory payment, transferred to the **Client's** trading account. If the **Client** had intention to commit an action but did not commit it for some reason, the **Company** shall not reimburse for the losses resulted from such omission and shall not compensate for moral damages.

In case of a positive decision on a dispute the **Company** makes compensation payment to the trading account of the **Client** within one working day from the moment of a positive decision on a dispute.

In case of a conflict situation, which is not described in this **Agreement**, the **Company** makes final decision on the basis of generally accepted market practice and ideas of a fair settlement of a dispute.

6.5. The **Client's** claim shall contain the following information:

- a) Full name;
- b) Client's e-mail;
- c) Dispute date and time;
- d) Substance of the claim without excessive emotions.

Claims submitted otherwise will not be considered.

6.6. The **Company** is entitled to refuse examination of a claim if:

- A claim doesn't meet the items 6.2, 6.3, 6.5.;
- A claim contains obscene words and/or insults concerning the company or its employees;
- A claim contains threats against the **Company** or its employees;
- The Client uses the threat to blacken the **Company's** reputation in social networks and other internet resources as an argument.

6.7. In case of disputes about the state of the Client's account, all parties examine the protocols of the Client's operations by use of the Company's server log files.

6.8. The **Company** has the right to cancel the transaction result if the transaction was executed by using the funds obtained as a result of violation of the terms specified in the **Company's** agreements, including this one, accepted by the **Client**.

6.9. In case of a conflict situation, which is not described in this **Agreement**, the **Company** makes final decision on the basis of generally accepted market practice and ideas of a fair settlement of a dispute.

7. Client identification

7.1. The **Company** has the right to require the **Client** to confirm his/her registration information specified when opening a trading account. To do so, the **Company** may ask the **Client** at its own discretion and at any time to provide a notarized electronic copy of his/her identification document, bank statement or public utilities bill as a proof of residence. In particular cases, the **Company** may ask the **Client** to provide a photo of him/her holding his/her ID near his/her face. The detailed client identification requirements are set out in the “AML policies” section on the **Company’s** official site.

7.2. If the **Client** hasn’t received the request for scanned copies of documents, the account verification procedure is not obligatory, but the **Client** can send voluntarily a copy of the passport or another document confirming his/her identity to the **Company’s** client department, ensuring account verification. There should be taken into account such situations as funds deposits/withdrawals by bank transfer, which requires full profile verification according to the banks operation specificity.

7.3. If any **Client’s** registration data (full name, address or phone number) have been changed, the **Client** is obliged to notify immediately the Company’s client support department of these changes asking to modify these data or to make changes without assistance in the **Client’s Profile**.

7.3.1 To change the phone number related to the **Client’s Profile**, the **Client** shall provide a document confirming ownership of a new phone number (agreement with a mobile phone service provider) and a photo of the ID held beside the **Client’s** face. The **Client’s** personal data shall be the same in both documents.

7.4. **The Client** is responsible for authenticity of the documents (their copies) and recognizes the right of the **Company** to contact the appropriate authorities of the country of the documents issuer to validate their authenticity.

8. Authorities and responsibilities of the Company and the Client

8.1. The Client has the right to:

- conduct trading operations on the **trading account**, opened by the **Client** strictly in accordance with this **Agreement** and “[Agreement on Quoting System and Transactions Procedure](#)”.

- receive all correspondence and documentation related to the **trading account** through the interface of the **Client's Profile**, internal mail of the trading platform or otherwise as indicated in the **Client's Profile**.

- receive all correspondence and documentation related to the **trading account** through the interface of the **Client's Profile**, internal mail of the trading platform or otherwise as indicated in the **Client's Profile**;

8.2. The **Client** acknowledges that any market recommendations and information submitted to the **Client** by the **Company** or by any person in the **Company**, do not represent a proposal to conduct a transaction.

8.3. The **Client** is informed and agrees that the **Company** is not liable for acts or omissions of the Client to conduct operations on his/her own trading accounts.

8.4. The **Client** confirms that he or she is solely responsible for the state of his/her trading accounts and personal profile.

8.5. The **Client** undertakes to guarantee protection to the **Company** against various liabilities, costs, claims, damages that may arise directly or indirectly due to **Client's** failure to comply with obligations under this **Agreement** and "[Agreement on Quoting System and Transactions Procedure](#)".

8.6. The **Client** acknowledges that he/she is obliged to provide copies of documents as requested by the **Company** which confirm data that he/she provided during registration, and he/she must ensure that all information provided by the **Client** to the **Company** is true, correct and complete; the **Client** must inform the **Company** of all changes immediately.

8.7. The **Client**:

- assures that he/she is fully responsible for confidentiality and use of his/her user name and password;
- agrees to bear responsibility for all actions including transactions executed in the financial markets;
- guarantees safety of his/her accounting data and passwords. In case of loss or transfer of these data to third parties full responsibility rests with the **Client**.

8.8. The **Client** agrees that the Company or any third party, involved in providing services to the **Client**, is not responsible for any phone line or Internet failures, or any incidents and circumstances, which don't depend on the **Company**.

8.9. The **Client** acknowledges that according to AML Policy the **Company** has the right to require the details of the **Client's** bank account opened in the name of the Client, imposing restrictions on funds withdrawals only by bank transfer by use of the specified bank account details. If the Client refuses to provide these details, the **Company** reserves the right to block all the account operations until the specified information is provided.

8.10 The **Client** agrees that if the Company has reason to believe that the Client's trading account is used for money laundering or the account holder conceals information or provides wittingly false registration data, as well as if there is a reason to believe that trading operations on the Client's trading account have been executed by violating this Agreement, the Company reserves the right to suspend all operations on Client's trading account to carry out necessary checks (check of registration data, client identification, verification of the history of account deposits, etc.) until all the circumstances are clarified.

8.11. The **Company**:

- is not a provider of communication services and is not liable for non-fulfillment of obligations due to failure in communication channels;
- will not compensate **Clients** for moral damages.

8.12. The **Company**, at its own discretion, can provide information, guidance and advice to the **Client**, however in this case the **Company** will not be liable for the consequences and benefits arising from recommendations and advice to the **Client**. The **Client** acknowledges that in the absence of fraud, willful default or flagrant negligent performance the **Company** shall not be liable for any losses, costs, expenses which the **Client** may suffer due to inaccurate information provided to the **Client**, including but not limited to information about trading operations of the **Client**.

8.13. The **Company** is not liable to the **Client** for any damages, losses, lost profit, lost opportunities, costs (arising from possible movements in the market), in accordance with the terms of this **Agreement** unless otherwise specified in the "[Agreement on Quoting System and Transactions Procedure](#)".

8.14. The **Company** reserves the right to change or modify this **Agreement**, notifying the **Client** by the internal mail of the trading platform within 7 calendar days before the amendments come into force.

8.15. The **Company** assures that the data provided by the **Client** in the registration form are strictly confidential.

9. Notification of Client's risk

9.1. Risk of losses when trading at the financial markets can be quite significant. The **Client** must carefully examine his/her financial capacity with respect to such trading operations.

9.2. The **Client** can lose his/her initial funds in full, as well as any additional funds deposited to enhance or control positions in the market in accordance with this **Agreement**.

9.3. Restrictive orders, such as "stop-loss" are not always effective to limit losses of the **Client** within pre-planned amount, since market conditions can make execution of such orders impossible.

9.4. The **Client** must understand that the **Company** is not liable for losses, directly or indirectly caused by restrictions imposed by the government, currency or market regulations, suspension of trading, war or other conditions, normally called "force majeure" and which are beyond the control of the **Company**.

9.5. **The Company** has ample grounds to determine boundaries of force-majeure circumstances. The **Company** duly takes appropriate steps to inform **Clients** of force-majeure.

9.6. Algorithm of trading transactions is determined directly by the developer of the software used by the **Company**.

9.7. This brief notification of Client's risk does not cover all risks which can occur during conversion arbitrage operations at Forex market and other financial markets.

10. Termination of the Agreement

10.1. This **Agreement** is an electronic document and doesn't require signing. It comes into effect right after acceptance.

10.2. This **Agreement** will be terminated in case of:

- full withdrawal of the funds from the **Client's** trading account, which puts the end to the relations regulated by this **Agreement** and the "[Agreement on Quoting System and Transactions Procedure](#)";

- violation of the terms described in this **Agreement** by the **Client**,

10.3. **Company** has the right to terminate this **Agreement** unilaterally informing the **Client** about the termination. The termination of the **Agreement** doesn't cancel the **Company's** and the **Client's** engagements which have already arisen in accordance with this **Agreement** and the "[Agreement on Quoting System and Transactions Procedure](#)", including in respect of open positions or funds withdrawal/deposit operations in the **Client's** trading account.

10.4. If the **Company** terminates the activity regulated by this **Agreement**:

- The **Company** notifies the **Client** of it one month before such termination;
- The **Company** pays out the **Client's** funds available in the trading account at the moment of termination.

10.5. In case of the **Client's** death:

- The right to withdraw funds from the **Client's** trading account is transferred to heirs in due order or to heirs by will;
- The right to use the **Client's** trading account and the right to execute transactions on the financial markets are not inherited.

10.6. The **Client** agrees that the **Company** reserves the right to deny or restrict the **Client's** access to the **Company Services** notifying him/her beforehand. In this case, this **Agreement** will be canceled from the moment of termination of service providing to the **Client**.

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