

ABUSE HANDLING POLICY

1. GENERAL PROVISIONS

1.1. The present Abuse Handling Policy determines conditions, under which the Company

shall render services to individuals for performance of trading transactions in FOREX market

and CFD by means of the Internet and phone line of the Company or its representative.

1.2. The present Policy is designed to maintain a secure, transparent, and equitable trading

environment for all clients. By accessing and using our platforms, you agree to adhere to the

terms of this Policy. Violations may result in penalties, including but not limited to account

suspension, forfeiture of profits, and legal action.

1.3. The Company reserves the right to amend this policy at its discretion to ensure the

integrity of the trading environment.

2. USE OF PERSONAL DEVICES AND CREDENTIALS

2.1. Clients must conduct all trading activities exclusively through their personal devices.

2.2. Sharing devices, networks, or credentials with third parties is strictly prohibited.

2.3. Clients are responsible for safeguarding their login credentials. The Company is not

liable for any losses resulting from unauthorized access due to negligence.

3. PLATFORM USAGE GUIDELINES

3.1. Supported trading platforms include:

- MetaTrader 4/5 (MT4/MT5)
- TradingView
- Web Trader (Supercharts)
- Social Trading

3.2. All account-related activities, including deposits, withdrawals, and profile updates, must be conducted via the platform's Customer Relationship Management (CRM) System.

3.3. The Company is not liable for unauthorized transactions due to client negligence in safeguarding CRM credentials.

4. SWAP-FREE ACCOUNTS

4.1. Clients using swap-free accounts must adhere to the following:

4.1.1. Holding large trading volumes overnight without closing positions during the day

is prohibited.

4.1.2. Any misuse of Swap-Free accounts, including activities inconsistent with their intended purpose, may result in revocation of this status and potential additional charges as

determined by the Company as outlined in the QuoMarkets Terms.

5. PLATFORM USAGE AND CONNECTIONS

5.1. The system actively monitors accounts to detect potential account sharing or unauthorised/abusive activity.

5.2. Trading with software providers marked as "high-risk". Such activity may be flagged as

abusive, resulting in account suspension or closure.

5.3. The Company reserves the right to investigate and take appropriate action if it identifies

suspicious activity or violations related to IP or device usage.

6. LATENCY EXPLOITATION

6.1. Clients are strictly prohibited from using any programs, systems, automated tools, or trading strategies that are designed to exploit platform latency, execution delays, price feed discrepancies, or technological inefficiencies to obtain an unfair trading advantage. This includes, but is not limited to, latency arbitrage, exploitation of delayed price updates, or any methods intended to benefit from differences in execution speed or system response times. Any such activity may be subject to investigation and corrective action by the Company.

The use of VPNs, VPSs, proxies, or any network configurations intended to manipulate execution speed, connection routing, geographic proximity, or platform response times for the purpose of exploiting latency is considered abusive conduct under the Company's Abuse Handling Policy.

6.2. The Company reserves the right to address such violations through appropriate measures to maintain trading integrity.

7. ABUSIVE TRADING PRACTICES

7.1. Abusive trading practices include but are not limited to:

- Arbitrage trading
- Exploitation of system errors or execution loopholes
- High-frequency trading or batch order submission
- Exploitation of system errors or execution loopholes
- Churning (excessive trading to generate commissions)
- Market manipulation
- Swap-free or financing exploitation

7.2. The Company reserves the right to investigate and penalize abusive trading activities.

Consequences may include forfeiture of profits, cancellation of bonuses, account suspension, or other measures, legal actions as deemed necessary.

8. CURRENCY EXCHANGE AND RATE ABUSE

8.1. The platform provides a currency exchange facility for both **crypto** and **fiat** currencies strictly for limited, non-frequent, and fair-use purposes. Any misuse of this facility, including but not limited to repetitive conversions, speculative activity, or the exploitation of exchange rate movements, discrepancies, or timing advantages, is strictly prohibited and constitutes abuse.

8.2. Deposit and Payout Rate Manipulation: Any attempt to manipulate, exploit, or benefit from conversion rates during deposits or payouts, including circumstances where no markup is applied by the Company, will be treated as a serious violation. The Company reserves the right to impose corrective measures, including the application of additional charges, reversal or adjustment of affected transactions, deduction of gains, suspension of services, or any other action deemed necessary to prevent abuse.

9. HEDGING WITH AND WITHOUT BONUSES ACROSS MULTIPLE ACCOUNTS

Hedging or group hedging across multiple accounts, whether within QuoMarkets or across other trading platforms, is strictly prohibited. Any form of arbitrage trading that exploits price discrepancies, execution delays, or timing differences across markets or platforms to generate risk free profits will result in the immediate disqualification of all related accounts.

9.1. Clients who engage in hedging activities between multiple accounts, whether with the same broker or across different brokers, while using bonus promotions are in violation of the Company's abuse policies.

9.2. Any profits generated through hedging activities intended to exploit bonus conditions will be deducted from the accounts involved. This includes situations where bonus funds are strategically used across multiple accounts to create offsetting or opposing positions, or where the intent is to generate risk free or low risk profits by taking opposing positions across accounts using bonus funds.

9.3. The Company reserves the right to take all necessary corrective measures, including account reviews, profit deductions, and the removal or cancellation of any bonuses associated with such practices.

10. CONSEQUENCES FOR POLICY VIOLATIONS

10.1. Violations of this policy may result in:

- Account suspension or permanent closure.

- Loss of special statuses (e.g., swap-free).
- Forfeiture of all profits obtained through abusive practices.
- Refund of only the initial deposit.
- Additional financial penalties.

10.2. The Company reserves the right to take further actions, including:

- Informing country authorities, banking sector authorities, and/or tax authorities.
- Requesting extended due diligence documentations, such as:
 - Six months of bank statements.
 - Tax declarations or statements.
 - Audited financial statements and tax returns for corporate clients
- Conducting a video call with the client for verification.
- Withholding profits until the investigation is concluded.

10.3. The Company reserves the right to conduct thorough investigations and impose additional measures as necessary to ensure compliance. This may include enhanced due diligence, communication with relevant authorities, and temporary withholding of client payouts during the review process.

10.4. In certain situations, if deemed appropriate by the Company:

- A Withdrawal-Only Option may be granted, allowing the trader to withdraw available funds while all trading functions remain disabled. This measure is applied solely at the Company's discretion.
- Verification Requirements shall apply prior to any withdrawal from such accounts. The Company may request, but is not limited to:
 - Government-issued identification documents
 - Proof of residence
 - A live, recorded selfie video for identity confirmation
 - Any other documentation deemed necessary to complete the verification process

ACKNOWLEDGMENT

By accessing and using the Company's trading platforms, clients acknowledge that they have read, understood, and agreed to comply with this Abuse Handling Policy. Failure to comply may result in the penalties and actions outlined above.