

Conflicts of Interest Policy

Introduction: The purpose of this Conflicts of Interest Policy (the "Policy") is to outline how TheGlobalFX Ltd (the "Company") identifies and manages conflicts of interest to protect the interests of its clients and ensure fair treatment in the provision of investment services.

Identification of Potential Conflicts: The Company will proactively identify conflicts of interest involving its managers, employees, or anyone linked to the Company, versus its clients or between clients themselves. This includes scenarios where the Company stands to gain at the client's expense, has conflicting interests in client outcomes, or favors one client over another due to financial incentives.

Managing Conflicts of Interest: The Company maintains robust internal procedures to minimize conflicts. The Compliance Officer oversees conflict assessments and implements controls to mitigate identified conflicts. This includes segregating duties, monitoring personal transactions of employees, and ensuring all marketing communications are compliant.

Segregation of Assets: Client assets are segregated from the Company's assets to prevent misuse or loss. Separate accounting records are maintained for each client, ensuring protection in the event of insolvency.

Forbidden Business Practices: Prohibited practices include influencing financial instrument prices for personal gain, using client transaction information for advantage, trading on insider information, and preferential treatment of Company personnel over clients.

Disclosure of Conflicts of Interest: The Company discloses conflicts of interest to clients before providing services if internal controls are insufficient to mitigate risks effectively. Disclosure includes specific details to enable clients to make informed decisions.

Conclusion: This Policy ensures that TheGlobalFX Ltd operates with integrity, placing client interests foremost and maintaining transparency regarding potential conflicts of interest. Employees are required to report any breaches promptly to the Compliance Officer.

For further information, please contact our Compliance department.

Account Closure/Termination Policy

At TheGlobalFX, we are committed to providing a secure, transparent, and client-focused experience. To maintain the integrity of our operations and safeguard investments, the following policy governs the account closure and termination process.

Account Closure/Termination Guidelines

1. Eligibility for Account Closure

- Clients may request account closure after completing the minimum lock-in period of three months, starting from the initial deposit date into the social trading account.
- The lock-in period ensures the proper utilization of funds within the trading cycles and aligns with our investor protection policy.
- Early closure requests during the lock-in period cannot be processed, as per the Segregation of Assets principle and regulatory compliance.

2. Withdrawal of Funds Upon Closure

- Once the account closure request is approved, all remaining funds will be processed for withdrawal in accordance with our standard withdrawal procedures.
- Withdrawals are typically completed within 1 to 3 working days after the lock-in period ends and all verification checks are completed.
- Any active trades will be closed, and no new trades will be initiated upon account closure.

3. Pending Obligations

- Any unresolved obligations, including open trades, outstanding fees, or compliance issues, must be settled before the account closure process can proceed.
- Applicable fees or charges, if any, will be deducted from the account balance.

4. Termination by TheGlobalFX

- TheGlobalFX reserves the right to terminate accounts in cases of policy violations, fraudulent activity, or as required by regulatory authorities.
- In such cases, clients will be notified promptly, and funds will be returned after resolving any outstanding obligations.

Important Notes

- Segregation of Assets: To protect client investments, funds are managed in segregated margin accounts, ensuring their security and compliance with industry regulations.
- Minimum Lock-In Period: All investments are subject to a mandatory three-month lock-in period to uphold fund stability and facilitate effective trading cycles.
- Acknowledgment of Policy: By maintaining an account with TheGlobalFX, clients acknowledge and agree to adhere to the terms outlined in this policy.

Need Assistance?

For further clarification or to initiate the account closure process, please contact our Customer Success Team via:

- Email: support@theglobalfx.com. (<mailto:support@theglobalfx.com>)
- Live Chat: Available 24/7 on our website

TheGlobalFX: Your trusted partner in secure, transparent, and seamless investing.

Complaints Handling Policy

Introduction: This Complaints Handling Policy (hereafter referred to as the “Policy”) outlines the principles governing the handling of complaints by TheGlobalFX Ltd (hereinafter referred to as the “Company”). TheGlobalFX Ltd is incorporated in Seychelles under registration number 9563152-1, with offices at SN Complex, Office 1C, 1st Floor, Providence, Mahe, Seychelles. The Company is authorized and regulated by the Financial Services Authority in Seychelles (“FSA”) to provide the investment services specified in this Agreement.

Purpose: The Policy aims to ensure that TheGlobalFX Ltd handles client complaints promptly, fairly, and in accordance with the best interests of its clients. It establishes systems and controls to provide accessible, independent, fair, accountable, timely, and efficient complaints handling and redress mechanisms for clients, including potential clients.

Definition: A complaint is defined as any expression of dissatisfaction from a client regarding the provision of services by the Company. A complaint form is appended at the end of this Policy for reference.

Procedure:

1. Handling of Complaints:

- The Compliance Officer is designated to manage client complaints, except in cases involving the Compliance Officer, where the Representative Officer will handle the complaint.
- Clients can register complaints via:
 - Email: support@theglobalfx.com
 - Postal Address: TheGlobalFX Ltd, SN Complex, Office 1C, 1st Floor, Providence, Mahe, Seychelles

2. Acknowledgment and Resolution:

- Upon receipt of a complaint, the Company will acknowledge it in writing within 7 business days.
- The Company aims to provide a final response within 30 business days. If unable to resolve the complaint within this timeframe, the Compliance Officer will notify the client in writing, stating reasons for the delay and providing an estimated resolution timeline.
- A final response should be provided to the client within 60 business days from the date of complaint submission.

Client Records: Clients are required to provide all relevant documentation and any additional information requested by the Compliance Officer to facilitate the timely resolution of complaints. All records will be securely maintained in accordance with local regulatory requirements for a period of seven (7) years.

Complaint Form

A. Client Information:

- **Name:**
- **Account Number:**
- **Address:**
- **Telephone Number:**

B. Type of Complaint: Please select the appropriate type:

- 1. Execution of Orders
- 2. Information Quality
- 3. Terms, Fees, Charges
- 4. General Admin/Customer Service
- 5. Unauthorized Business Offered
- 6. Withdrawal of Funds Issue
- 7. Other (please specify): _____

C. Brief Summary of the Complaint: Describe the issue, including relevant details, evidence, and how you propose it should be resolved:

- **Please attach any supporting documents that could assist in resolving the complaint.**
- **Documents to provide:** client statement, correspondence with TheGlobalFX Ltd, and any other relevant materials requested by the Compliance Officer.

Date and Location Client Signature

Note: Please complete all sections accurately to facilitate prompt handling of your complaint. For further assistance, contact our Compliance department at TheGlobalFX Ltd, SN Complex, Office 1C, 1st Floor, Providence, Mahe, Seychelles. Email: support@theglobalfx.com