

Client Agreement

The terms that govern your account and the services we provide.

1. Introduction

This Client Agreement (the "Agreement") is entered into between Zerventa (the "Company", "we", "us") and the person who opens a trading account (the "Client", "you"). It governs every trading account you hold with us and all services we provide through our website, web terminal and mobile applications (together the "Platform").

By ticking the acceptance box during registration, or by funding or using an account, you confirm that you have read, understood and agree to be bound by this Agreement, the Risk Disclosure, the Privacy Policy, the General Fees schedule, the Margin Information and any other document published on our legal page (together the "Legal Documents"). If you do not agree, do not open an account.

2. Services

The Company provides execution-only trading in contracts for difference ("CFDs") on currency pairs, metals, energies, indices, shares and cryptocurrencies. A CFD is an agreement to exchange the difference in the price of an underlying instrument between the time a position is opened and the time it is closed. You never own the underlying asset.

We act as principal and are the counterparty to every trade. We do not provide investment, tax or legal advice. Educational material, market commentary and analytical tools are provided for information only and do not constitute a recommendation.

3. Eligibility and account opening

You must be at least 18 years old (or the age of majority in your country of residence, if higher), have full legal capacity and not be a resident of a jurisdiction where our services are restricted. The Company does not offer services to residents of the United States of America or any jurisdiction where CFD trading is prohibited.

Before a live account is enabled you must complete our verification process by providing proof of identity, proof of residence and any additional information requested under our AML & CFT Policy. We may refuse to open an account at our discretion and without giving a reason.

You must keep your account details accurate and up to date, keep your login credentials secret and tell us immediately if you suspect unauthorised access. You are responsible for every order placed with your credentials.

4. Demo and live accounts

Demo accounts use virtual funds, mirror live pricing and are provided for practice only. Results on a demo account do not predict live performance, because live trading involves real money, slippage and emotional factors that a demo cannot reproduce.

Live accounts are funded with your own money. Different account types carry different spreads, commissions, leverage caps and minimum deposits, as published on the Platform at the time you open the account.

5. Orders and execution

You may place market orders, which execute at the next available price, and pending orders (limit and stop), which execute when the market reaches the price you set. Prices are quoted as a bid and an ask; the difference is the spread. In fast or illiquid markets an order may execute at a price different from the one requested ("slippage"), including a worse price.

Stop loss and take profit levels are instructions to close a position when the market trades at the level. They are not guaranteed: in a gap the position closes at the first available price after the level. The Company may reject, amend or delay an order where market conditions, a technical fault or a breach of this Agreement make execution impossible or improper.

An obvious pricing error (a "misquote") caused by a feed failure or an erroneous price from a liquidity source does not create a valid trade. The Company may cancel or adjust trades executed on a misquote and will inform you when it does so.

6. Margin, leverage and close-out

Trading on margin lets you open a position larger than your account balance. The margin required for each position depends on the instrument, the account type and the leverage applied, as set out in the Margin Information document. Your account equity must stay above the required margin at all times.

When the margin level of your account falls to 100% you receive a margin call and may not open new positions. When it falls to 20% the Company closes positions automatically, starting with the largest loss, until the margin level is restored ("stop-out"). You remain responsible for monitoring your account; a margin call notification is a courtesy, not an obligation.

The Company operates negative balance protection for retail clients: if a stop-out leaves the account below zero, the balance is reset to zero and no debt is pursued.

7. Deposits and withdrawals

Deposits must come from a payment source in your own name. Third-party payments are refused and returned. The Company credits deposits once funds are received and matched, and may ask for proof of payment.

Withdrawals are paid back to the method used for the deposit wherever possible, after verification, and only from funds not required as margin for open positions. Processing times and any charges are

set out in the General Fees schedule. The Company may delay or refuse a withdrawal where it suspects fraud, a breach of this Agreement or where a regulator or law requires it.

8. Swaps, fees and taxes

Positions held overnight are charged or credited a swap (overnight financing) at the rates published on the Platform; a triple swap applies on the day stated for each instrument. Other charges are listed in the General Fees schedule. You are responsible for any tax due on your trading in your country of residence.

9. Prohibited conduct

You must not use the Platform in a way that exploits pricing latency, system errors or misquotes, operate several accounts to circumvent limits, use automated tools we have not approved, allow a third party to trade on your account without our written consent, or engage in money laundering, market abuse or any unlawful activity. Where we reasonably believe such conduct has occurred we may cancel the trades concerned, reverse any profit, suspend or close the account and report the matter to the authorities.

10. Liability

The Company is not liable for losses caused by market movements, your own trading decisions, delays or failures of internet connections, devices or third-party services, or events beyond our reasonable control (including exchange closures, regulatory action and force majeure). Nothing in this Agreement limits liability for fraud or for anything that cannot lawfully be limited.

11. Termination

You may close your account at any time by withdrawing your funds and asking support to close it. The Company may suspend or terminate the Agreement with notice, or immediately where a breach, a legal requirement or a risk to the Company requires it. Open positions are closed at market on termination and the remaining balance is returned to you after any amounts you owe are deducted.

12. Amendments, communications and governing law

The Company may amend the Legal Documents by publishing a new version on the website and notifying you by email or on the Platform. Continued use after the effective date constitutes acceptance. Communications are sent to the email address on your profile and through the client area.

This Agreement is governed by the laws of the jurisdiction in which the Company is incorporated, and the courts of that jurisdiction have exclusive jurisdiction, without prejudice to the Complaints Handling Procedure, which you should use first.

This document forms part of the Legal Documents of Zerventa. The current version is always the one published at /legal on the website. CFDs are complex instruments and come with a high risk of losing money rapidly due to

leverage.