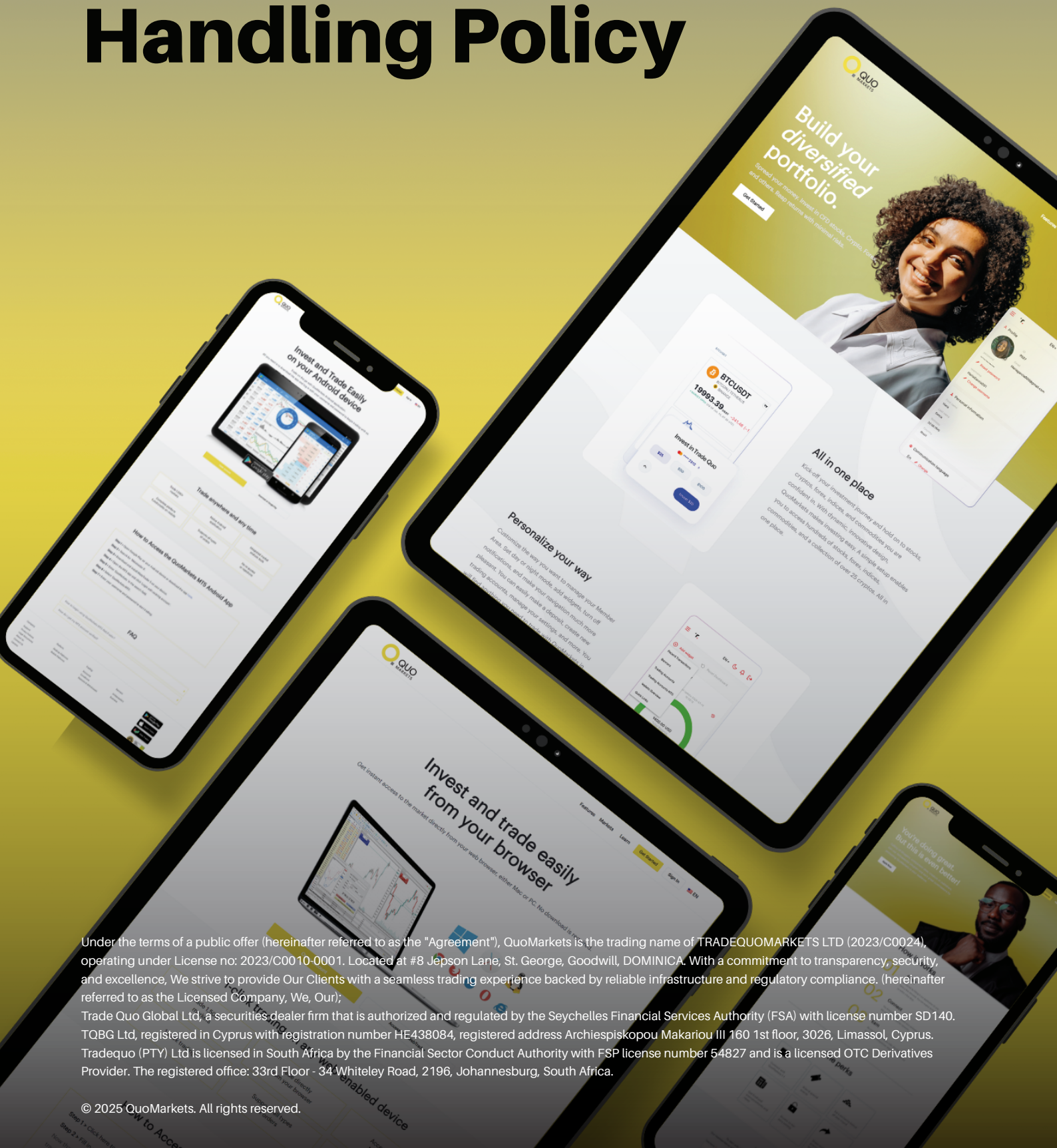




LEGAL DOCUMENTATION

# Abuse Handling Policy



Under the terms of a public offer (hereinafter referred to as the "Agreement"), QuoMarkets is the trading name of TRADEQUOMARKETS LTD (2023/C0024), operating under License no: 2023/C0010-0001. Located at #8 Jepson Lane, St. George, Goodwill, DOMINICA. With a commitment to transparency, security, and excellence, We strive to provide Our Clients with a seamless trading experience backed by reliable infrastructure and regulatory compliance. (hereinafter referred to as the Licensed Company, We, Our); Trade Quo Global Ltd, a securities dealer firm that is authorized and regulated by the Seychelles Financial Services Authority (FSA) with license number SD140. TQBG Ltd, registered in Cyprus with registration number HE438084, registered address Archiespiskopou Makariou III 160 1st floor, 3026, Limassol, Cyprus. Tradequo (PTY) Ltd is licensed in South Africa by the Financial Sector Conduct Authority with FSP license number 54827 and is a licensed OTC Derivatives Provider. The registered office: 33rd Floor - 34 Whiteley Road, 2196, Johannesburg, South Africa.

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## **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 prohibited from using programs or strategies designed to exploit platform latency for unfair advantage.

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.
- Latency exploitation.
- Churning (frequent trades for commission generation).
- Market manipulation.

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 offers a facility for currency exchange (crypto and fiat), intended for non-frequent and fair-use purposes. Abuse of this feature for speculative gains or rate exploitation may result in penalties.

8.2. Deposit and Payout Rate Manipulation: Abuse of conversion rates during deposits or payouts, especially since we do not add markup, will result in additional charges.

## **9. HEDGING BONUSES ACROSS MULTIPLE ACCOUNTS**

9.1. Clients engaging in hedging activities between accounts - whether within the same broker or across different brokers - using bonus promotions are in violation of our abuse policies.

9.2. Profits generated through hedging conduct aimed at exploiting bonus conditions will be deducted from the accounts involved. This includes situations where:

- Bonus funds are used strategically across accounts to create offsetting positions.
- The intention is to generate risk-free profits by taking opposing positions across accounts with bonus funds.

9.3. The Company will take necessary corrective measures, including but not limited to, review of accounts, profit deduction and removal of bonuses involved in 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, such as:
  - Six months of bank statements.
  - Tax statements.
  - For companies, audited financial statements and tax returns.
- 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 using our platform, you acknowledge and agree to comply with this Abuse Handling and Trading Policy. Failure to adhere to these terms may result in penalties as outlined above.