



CLIENT AGREEMENT

UP GLOBAL MARKETS LTD

Licensed by the Financial Services Commission (FSC) Mauritius

License No. **GB25204570** – Investment Dealer (Full Service Dealer, Excluding Underwriting)

Registered Address: 4th Floor, Docks 4, The Docks, Caudan, Port Louis, Mauritius

Support Email: support@upforex.com

Version: 9th July 2025, **Version:** V1



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Support Email: support@upforex.com | Compliance Email: compliance@upforex.com
Support Contact: +971 52 609 0312 | *Version: 9th July 2025, Version: V1*

1. PARTIES & SCOPE

1.1 This Client Agreement (“Agreement”) is entered into between **UP Global Markets Ltd** (the “Company”) and the individual or legal entity registering a trading account with the Company (the “Client”).

1.2 This Agreement governs the opening and use of trading accounts, the execution of transactions, and related services provided by the Company.

1.3 By opening an account, the Client agrees to be bound by this Agreement, as well as the **General Terms and Conditions of Business, Bonus Terms and Conditions, Complaints Handling Policy, and Privacy Policy**, which form an integral part of this Agreement.

2. SERVICES

2.1 The Company is licensed by the FSC Mauritius to provide investment dealer services.

2.2 The Company offers execution-only services in foreign exchange (FX), contracts for difference (CFDs), commodities, indices, and metals.

2.3 The Company does not provide investment advice, recommendations, portfolio management, or guaranteed returns. The Client is solely responsible for all trading decisions.

3. CLIENT OBLIGATIONS

3.1 The Client must provide true, complete, and accurate information during account registration and comply with **Know Your Customer (KYC)** and **Anti-Money Laundering (AML)** requirements.

3.2 The Client is responsible for safeguarding account credentials and all activity on their trading account.

3.3 The Client acknowledges that leveraged trading involves significant risks, including the risk of loss exceeding deposits.

3.4 The Client must act in good faith and not engage in fraudulent, manipulative, or abusive trading.

4. DEPOSITS & WITHDRAWALS

4.1 Deposits and withdrawals must be made through Company-approved payment channels.

4.2 The Company may delay, block, or refuse withdrawals where there is suspicion of fraud, AML breaches, or violation of trading rules.

4.3 The Client agrees that processing times may vary depending on payment providers and external banking systems.

5. TRADING RULES

5.1 All trades are executed on the basis of Bid/Ask prices provided by liquidity providers. Spreads are variable and may widen in times of volatility or low liquidity.

5.2 Orders may be subject to slippage, re-quotes, and execution delays depending on market conditions.

5.3 The Client must maintain sufficient margin. If margin falls below the stop-out threshold, the Company may close positions without prior notice.

5.4 Prohibited trading practices include but are not limited to:

- Scalping & High-Frequency Trading (trades closed within 5 minutes).
- Latency arbitrage, price feed exploitation, or use of arbitrage software.
- Spoofing, layering, or placing misleading orders.
- VPN or multi-account abuse.
- Fraudulent or manipulative trading activity.
- Bonus abuse.
- Swap abuse.

5.5 The Company reserves the right to cancel, adjust, or void trades deemed to violate these rules.

6. COMPANY RIGHTS

6.1 The Company may suspend or restrict a Client's trading activity to review trade flows and validate transactions with liquidity providers, banks, or associated entities.

6.2 The Company shall respond within five (5) working days with one of the following outcomes:

- Restore the trading account;
- Delete suspicious trades;
- Terminate the account.

6.3 The Company's server records and execution logs are final and binding in case of disputes.

7. LIABILITY & FORCE MAJEURE

7.1 The Company shall not be liable for losses arising from:

- Market volatility, liquidity shortages, or disruptions.

- Technology failures or malfunctions of third-party software, liquidity bridges, or payment processors.
- Force majeure events including natural disasters, war, terrorism, strikes, government restrictions, or regulatory actions.

7.2 In the event of pricing errors, duplicate trades, or technical malfunctions, the Company reserves the right to cancel or adjust affected trades and balances.

8. COMPLAINTS

8.1 Clients should address queries and complaints to support@upforex.com in the first instance.

8.2 If unsatisfied, Clients may escalate complaints in writing to compliance@upforex.com, in line with the **Complaints Handling Policy**.

8.3 If the Client remains dissatisfied after receiving the Company's Final Response, they may escalate the matter to the **Mauritius Financial Services Commission (FSC)**.

9. GOVERNING LAW & DISPUTE RESOLUTION

9.1 This Agreement is governed by the laws of **Mauritius**.

9.2 Any disputes that cannot be resolved amicably shall be referred to binding arbitration under the rules of the **Singapore International Arbitration Centre (SIAC)**.

- Seat of arbitration: Singapore.
- Language: English.
- The arbitral award shall be final and binding.

10. ACKNOWLEDGMENT

By opening and using a trading account with the Company, the Client confirms that they have read, understood, and agreed to this Agreement and all related policies.