



# CLIENT AGREEMENT

Version 17, December 2025



## 1. Introduction:

1.1. This Client Agreement (hereafter referred to as the “**Agreement**”) is entered by and between **JME FINANCIAL SERVICES (PTY) LTD** (hereinafter called the “**Company**” or “**us**” or “**NAGA**”), operating via NAGA [www.naga.com/za](http://www.naga.com/za) on the one part, and the **CLIENT**, which may be a legal entity or a natural person who has completed the Account Opening Application Form and has been accepted by the Company as a Client (hereafter referred to as the “**Client**” and/or “**you**”) on the other part.

1.2. JME Financial Services (Pty) Ltd is an authorised Financial Services Provider and regulated by the Financial Sector Conduct Authority in South Africa (“FSCA”) under license no. 37166.

It is noted that the Company acts as an intermediary between the investor and NAGA Capital Ltd, the counterparty to the contract for difference purchased by the Investor via [www.naga.com/za](http://www.naga.com/za), authorised and regulated by the Financial Services Authority Seychelles (FSA) under licence No. SD026. NAGA Capital Ltd is the principal to the CFD purchased by investors on this website.

The Company is a straight through processing broker for CFDs and it operates through the website [www.naga.com/za](http://www.naga.com/za) which allows online trading. The Company owns and operates websites, trading platforms and brand names as indicated on its website [www.naga.com/za](http://www.naga.com/za).

Payment agent of the company JME Financial Services (Pty) Ltd is Naga Markets Europe Ltd provides content and operates the business, Head office address: Agias Zonis 11, Limassol 3027, Cyprus, with company reg. number HE 251168.

### JME Financial Services (Pty) Ltd contact details:

- **Physical Address:** Suite 10, 21 Lighthouse Rd 201 Beacon Rock, Umhlanga Rocks, Kwa-Zulu Natal, 4320, South Africa
- **Tel:** +27 10 006 5481
- **Email:** [support.za@naga.com](mailto:support.za@naga.com)

1.3. By accepting the provisions herein, the Client enters into a legally binding agreement with the Company. To protect the Client’s interests, the Client is requested to read carefully and understand the following terms prior accepting the Agreement and use the Company’s services.



## 2. Scope and Application:

- 2.1. This Agreement governs the relationship between the Client and the Company and is electronically executed. The Client is required to accept these terms provided that he has read and agreed with the terms of the Agreement by checking and/or clicking the respective acceptance checkbox during the Online Account Opening Procedure which is further explained below.
- 2.2. For the avoidance of any doubt, this Agreement has the same legal effect and confers the same legal rights upon the parties as if it had been signed. The Client hereby acknowledges and agrees that by completing and submitting the account opening documentation forms of the Company fully agrees to be abide by and bound by the terms set out in this Agreement.

## 3. Definitions

3.1. The below definitions form part of the Agreement:

- **"Account"** shall mean a trading account and/or investment account maintained by the Client with the Company.
- **"Applicable Regulations"** means without limitation, the Financial Advisory and Intermediary Services Act, 2002 ("FAIS") and subordinate legislation, any rules, statements of principle and directives of applicable authorities responsible for the regulation of JME Financial Services (Pty) Ltd's business (including, without limitation, the Financial Sector Conduct Authority and South African Revenue Service) and all other laws, rules and regulations regulating or otherwise affecting this Agreement, in force from time to time.
- **"Associate"** means an undertaking in the same group as us, a representative whom we or an undertaking in the same group as appointed, or any other person with whom we have a relationship that might reasonably be expected to give rise to a common interest between them and us.
- **"Authorised Third Party-Representative"** shall mean an individual person or legal entity undertaking a transaction on behalf of another individual person i.e. the Client or legal entity but in his/its own name.
- **"Business Day"** means a weekday on which banks are open for business in South Africa.
- **"Company's Website"** shall mean the Company's Website [www.naga.com/za](http://www.naga.com/za).
- **"Code"** means the General Code of Conduct for Authorised Financial Services Providers and Representatives, 2008 as amended from time to time.
- **"CFD Contract" or "CFD"** means an agreement to exchange the difference in the price of an instrument over a set period of time. It shall also mean an issued OTC financial instrument by NAGA Capital Ltd to the Client via the JME Financial Services (Pty) Ltd online trading platform.
- **"Client"** shall mean the individual person, legal entity or firm being a customer of JME Financial Services (Pty) Ltd.
- **"Equity"** shall mean the aggregate of (i) the Balance; and (ii) unrealized profit or loss on open positions (after deduction of any Charges and the application of any Spread on closing of a position).



- **"Execution"** means the completion of Clients' orders on JME Financial Services (Pty) Ltd.'s Online Trading Platform, where NAGA Capital Ltd is a principal to clients' transactions.
- **"Financial Instruments"** shall mean Contracts for Differences (CFD) on spot Forex, spot precious metals, futures, shares or any other commodities available for trading.
- **"FATCA"** is an abbreviation for "Foreign Account Tax Compliance Act."
- **"FAIS Act"** means the Financial Advisory and Intermediary Services Act No. 37 of 2002.
- **"FICA"** means the Financial Intelligence Centre Act No. 38 of 2001.
- **"FMA"** means the Financial Markets Act No. 19 of 2012.
- **"Future Rollover or Rollover"** shall mean the transaction adjustment that will be performed on the expiring Future contract on Bonds, Indices and Commodities to reflect the price of the new one.
- **"Market Data"** shall mean any financial and market data, price quotes, news, analyst opinions, research reports, signals, graphs or any other data or information whatsoever available through the Trading Platform.
- **"Margin"** shall mean the necessary funds so as to open or maintain open positions in a CFD Transaction.
- **"Margin Level"** shall mean  $(\text{Equity} / \text{Margin}) * 100$ ; it determines the conditions of the Client's Account.
- **"MTF"** means a multilateral system operated by an investment firm or market operator, which brings together multiple third-party buying and selling interests in financial instruments in the system, in accordance with non-discretionary rules, in a way that results in a contract.
- **"NAGA"** means the brand via which the Company operates [www.naga.com/za](http://www.naga.com/za).
- **"NBP"** shall mean the Negative Balance Protection, as defined below.
- **"Quote"** shall mean the bid and ask prices at which a Financial Instrument can be bought and sold.
- **"Underlying Asset"** means property of any description (including a currency or currency pair) or an index or other factor designated in a CFD Transaction to which reference is made to fluctuations in the value or price for the purpose of determining profits or losses under the CFD Transaction.
- **"SARS"** means South African Revenue Services.
- **"Services"** shall mean the services to be provided by the Company under this the Agreement.
- **"Spread"** means the difference between the lower bid price and higher offer price of a quoted two-way price for a Financial Instrument.
- **"Regulated Market"** shall mean a Regulated Market (RM) is a multilateral system that is operated or managed by a market operator and that brings together or facilitates the bringing together of multiple third-party buying and selling interests in financial instruments within the system.
- **"Trading Platform"** shall mean any online trading platform made available by the Company under the Agreement.
- **"Transaction"** means any transaction subject to this Agreement and includes a CFD, FX Contract or forward contract of any kind, future, option or other derivative contract in relation to any commodity, financial instrument (including any security), currency, interest



rate, index or any combination thereof and any other transaction or financial instrument for which we are authorised under our FAIS Financial Services Provider (“FSP”) license from time to time which we both agree shall be a Transaction.

▪ **“US Reportable Persons”** shall mean, in accordance with FATCA,:

- i. a US citizen (including dual citizen);
- ii. a US resident alien for tax purposes;
- iii. a domestic partnership;
- iv. a domestic corporation;
- v. any estate other than a foreign estate;
- vi. any trust if:
- vii. a court within the United States is able to exercise primary supervision over the administration of the trust;
- viii. one or more United States persons have the authority to control all substantial decisions of the trust;
- ix. any other person that is not a foreign person.

## 1. Services

1.1. The Company shall carry on business as dealing in securities, whether acting as principal or agent for the following:

- a. To make or offer to make an agreement with another legal person to enter into or offer to enter into an agreement, for or with a view to acquiring, disposing of, subscribing for or underwriting securities or in any way that effects or causes to effect a securities transaction.
- b. Without limiting the generality of the above point, to cause any sale or disposition of or other dealing or any solicitation in respect of securities for valuable consideration, whether the terms of payment be on margin, instalment or otherwise or any attempt to do any of the foregoing.
- c. To participate as a securities dealer in any transaction in a security occurring upon a securities exchange.
- d. To receive as a securities dealer an order to buy or sell a security which is executed.
- e. To manage a portfolio of securities for another person on terms under which the Company may hold property of the other person.

1.2. The services of paragraph 4.1 shall involve transactions in Financial Instruments not admitted to trading in Regulated Markets or an MTF and are over the counter (“OTC”) traded instruments such as CFDs or any other financial instruments or commodities.

## 2. Risk Disclosure & Acknowledgment

2.1. It is important for the Client to understand the risks involved before deciding to enter into a trading relationship with the Company. If the Client chooses to enter into a trading relationship with the Company, he should remain aware of the risks involved and be able to have adequate financial resources to bear such risks.



2.2. The financial instruments offered by the Company are high-risk products that are traded on margin and carry a risk of losing all Client's initial deposit. These kinds of products can fluctuate significantly and present a high risk of capital loss, therefore these products may not be appropriate or suitable for all clients and the Client should seek independent advice should he is not able to understand the risks involved.

2.3. **General Risks and Acknowledgements:** The Client acknowledges, understands, agrees and accepts the risks including but not limited:

- a. The Company does not and cannot guarantee that funds deposited in the Client's Account for trading will not be lost as a result of the Client's transactions.
- b. The Client acknowledges that, regardless of any information which may be offered by the Company, the value of any investment in Financial Instruments may fluctuate downwards or upwards and it is even probable that the investment may become of no value.
- c. The Client acknowledges that he/she runs a great risk of incurring losses and damages as a result of the purchase and/or sale of any Financial Instrument and accepts that he/she is willing to undertake this risk.
- d. The use of historical data does not constitute a binding or safe forecast as to the corresponding future performance of the Financial Instruments to which the said Information refers.
- e. The Client is hereby advised that the transactions undertaken through the dealing services of the Company may be of speculative nature. Large losses may occur in a short period of time and may be equal to the total value of funds deposited with the Company.
- f. Some Financial Instruments may not become immediately liquid, for example, as a result of reduced demand and the Client may not be in a position to sell them or easily obtain information on the value of these Financial Instruments or the extent of the associated risks.
- g. When a Financial Instrument is traded in a currency other than the currency of the Client's country of residence, any changes in the exchange rates may have a negative effect on its value, price and performance.
- h. A Financial Instrument on foreign markets may entail risks different to the usual risks of the markets in the Client's country of residence. In some cases, these risks may be greater. The prospect of profit or loss from transactions on foreign markets is also affected by exchange rate fluctuations.
- i. The Client should not purchase a Financial Instrument unless he/she is willing to undertake the risks of losing entirely all the money which he has invested and also any additional commissions and other expenses incurred.
- j. Under certain market conditions (for example but not limited to the following situations: force majeure event, technical failure, communications network failure,



- poor or no liquidity, market news or announcements etc.) it may be difficult or impossible to execute an order.
- k. Should the Equity of the Client be insufficient to hold current positions open, the Client may be called upon to deposit additional funds at short notice or reduce exposure. Failure to do so within the required time may result in the liquidation of positions at a loss and the Client will be liable for any resulting deficit.
  - l. Trading on-line, no matter how convenient or efficient, does not necessarily reduce risks associated with currency trading.
  - m. There is a risk that the Client's trades in Financial Instruments may be or become subject to tax and/or any other stamp duty, for example, because of changes in legislation or his/her personal circumstances. The Company does not warrant that no tax and/or any other stamp duty will be payable. The Client should be responsible for any taxes and/or any other duty which may accrue in respect of his/her trades.
  - n. Before the Client begins to trade, he/she should obtain details of all commissions and other charges for which the Client will be liable. If any changes are not expressed in money terms (but for example a spread), the Client should ask for a written explanation, including appropriate examples, to establish what such charges are likely to mean in specific money terms.
  - o. The Company will not provide the Client with investment advice relating to investments or possible transactions in investments or make investment recommendations of any kind specifically to meet the Client's investment profile. Note that the Company may provide generic research or information that is contained in the Company's website or material which shall be of a general nature and for information purposes only and does not constitute advice or recommendation to perform any actions with financial products or instruments, or to participate in any particular trading strategy as well as cannot guarantee any profits. Furthermore, it does not take into account the Client's personal circumstances, financial situation or needs therefore the Client shall seek professional advice, as required. In addition, any past performance is not a reliable indicator of future performance.
  - p. There may be situations, movements and/or conditions occurring at the weekend, at the beginning of the week or intra-day after the release of the significant macroeconomic figures, economic or political news that make currency markets to open with price levels that substantially differ from previous prices. In this case, there exists a significant risk that orders issued to protect open positions and open new positions may be executed at prices significantly different from those designated.

### 3. Account Opening Procedure

- 3.1. Before opening a new account, the Client should read, acknowledge and accept the Company's Client Agreement and all the relevant Legal Documents, which are accessible



through the Company's Website. After logging onto the website of the Company, the Client will complete and/or receive the application procedure which consists of the following: a) account application form, b) relevant information/documents of the client.

- 3.2. Once the Client accepts and agrees with the Legal Documents of the Company, he/she shall then complete the account opening form/questionnaire in order to apply for the Company's Services under this Agreement. Via this questionnaire, the Company will obtain, amongst others, information for the Client's identification and due diligence, their categorization and appropriateness or suitability for the products/services on offer by the Company (as applicable), in accordance with the Applicable Regulations. The Company will assess the information received by the Client during the Account Opening Procedure in order to determine whether the Client is eligible or not for investing and/or operating a trading account with the Company. The Agreement may commence once the Client has been informed about their account being activated after the Client fills and submits the account opening form/questionnaire.
- 3.3. The Company is obligated by its Applicable Regulations to perform Know Your Customer and due diligence procedures in order to verify the identity of each person who registers online via the Company's Website. For this purpose, the Company will collect information about the Client, such as the Client's name, surname, address, telephone number, email, nationality, date of birth and other details. In the event that the Client does not provide the relevant verification documents for the Company to complete the relevant Know your Customer and due diligence procedures, the Company reserves the right to terminate the Client's trading account and/or registration immediately and pursuant to Clause 24 of this Client Agreement.
- 3.4. When the Company receives the Client's completed online application form, it may use the information to conduct any further enquiries about the Client as the Company determines under the circumstances and its internal policies and procedures. The Company also carries out additional checks or periodic reviews. The Client will need to co-operate with the Company and supply the information requested promptly. The Company relies on the information that it is provided by the Client in the online application form or otherwise as being correct and not misleading at all times, unless the client notify us otherwise in writing. In particular, the Client must notify the Company as soon as possible in writing to the email address [support.za@naga.com](mailto:support.za@naga.com). if any of the details provided to us in his application form or if any of your circumstances have subsequently changed. Therefore, the Company at any given time reserves the right to limit, block access and/or terminate and/or close the Client's Account if such information is not provided and/or if any such information provided to the Company appears to, or the Company has concerns that the submitted information may be untrue, inaccurate, incomplete, incorrect and/or falsified in any manner.





3.5. The Company is not to be required (and may be unable under Applicable Regulations) to accept a person as its Client until all documentation it requires has been received by properly and fully completed by such person and all internal checks (including without limitation all anti-money laundering customer identification and due diligence checks) have been duly satisfied. It is further understood that Company reserves the right to impose additional due diligence requirements to accept Clients residing in certain countries where the risk of money laundering may be higher. During the customer identification and due diligence checks the Company shall apply processes to verify the Client's identity for which (amongst other things) photo identification information will be required by the Client. In certain circumstances we may require this information to be authenticated by an appropriate third party. The Company requires as minimum a government issued Photo identity documents such as a passport, driving license and/or identity card containing your full name, personal photo, and date of birth, ID number and expiry date as well as evidence of your residential address, such as a utility bill or bank statement, for the verification process. The information in these documents should agree with the details submitted in Client's application.

#### 4. Fees and Charges

4.1. The Client shall be required to pay the charges as agreed from time to time, any fees or other charges imposed by third parties during the execution of the services. The Company's current charges including spreads, charges, interest, swaps and other fees, including conversion fees, are published on the Company's website and any alteration to charges will be notified to the Client via the Company's website or via the trading platform terminal or via an email sent to the client's registered address used during the registration process. By accepting this Agreement, the Client acknowledges that he has read, understood and is in agreement with the fees and charges uploaded on the Company's website, as changed from time to time. The Client further agrees that the Company is entitled to change its charges without any consultation or prior consent from the Client.

4.2. The Company is compensated for its services through the Buy/Sell (Ask/Bid) spread, so when you open a position in a specific instrument, you essentially "pay" the spread. The spread rates per instrument can be viewed by the Client at any time on the Company's website.

4.3. Subject to the Financial Instruments traded by the Client, the following charges may be incurred:

- Spread: A spread is the difference between the bid (buy) and the ask (sell) price on the specific instrument you trade. This cost is realised every time the Client opens and closes a trade.



- Commission: This is the commission the Client pays when he buys and sells a Financial Instrument.
- Conversion Fee: This cost shall apply when the Client Account currency is denominated in a currency that is not of the same currency as the instrument being traded. The Conversion Fee shall be applied as a fixed percentage of the conversion rate used and is reflected as a markup. Conversion Fees shall apply on the Profit/Loss, Swap, Commission, Margin, Dividends, Rollovers and Splits.
- Overnight Funding /Swap (Financing Fee): This is the swap cost for keeping your position open overnight. The swap cost can be positive or negative depending on the instrument to be traded. An overnight funding amount is either added to or subtracted from the Client's account when holding a position after a certain time.
- Trading inactivity: The Client's account is associated with the cost of maintenance and other regulatory or compliance requirements so if there are no transactions by the Client for a period of two (2) months, the Company has the right apply the inactivity fee, as notified to the Client from time to time and the Company may deduct such fee from the Client's Account.

The inactivity fee will be up to 50 units (depending on the currency of the trading account) and the Company reserves the right to charge the said fee annually if there are no transactions by the Client the preceding two (2) months.

- 4.4. All payments to the Company under this Agreement shall be made in such currency as the Company from time to time specify to the bank account designated by the Company for such purposes.
- 4.5. The Company may share charges with third parties, like Introducing brokers or affiliates, for services carried out on your behalf in the form of commission, mark-up, mark-down or other remuneration. Details of such remuneration or sharing arrangements may be available to the Client upon request.
- 4.6. The Client acknowledges that the Client Account is provided exclusively for the receipt of investment related services offered by the Company. The Client shall not use the Client Account for any other purpose, including but not limited to personal transactions, third-party payments, money transfers unrelated to investment activity, or any activity that circumvents applicable laws, regulations, or the Company's internal policies. If the Client uses the Client Account for any purpose other than its intended investment-related use, the Company may, at its discretion, charge the Client for any fees, costs, or expenses reasonably incurred as a result of such misuse. These may include, without limitation, fees charged by banks, payment service providers, regulators, or other third parties, as well as administrative or compliance-related costs incurred by the Company.



## 5. Conflict of Interest

5.1. The Company will take all reasonable steps to identify and manage conflicts of interest between itself, including its managers and employees or other relevant persons as well as any person directly or indirectly linked to them by control, and their clients or between one client and another, that arise in the course of providing any of the Services under this Agreement, and to organize and control their internal affairs responsibly and effectively.

5.2. The Company will manage conflicts of interest fairly, between itself and its Clients, between itself and its employees and between its Clients and to organize and control their internal affairs responsibly and effectively in accordance with its **Conflict of Interest policy** which is available via the Company's website.

## 6. Inducements

6.1. The Company shall take reasonable steps to ensure that neither it nor any of its employees or agents either offers or gives, or solicits or accepts, any inducement that is likely to conflict with any duties owed to its Clients. For this purpose, the Company does not receive or pay any fees, commissions or non-monetary benefits in relation to the provision of the services to or by any third party, except Client, subject to clause 9.2.

6.2. The Company may pay and/or receive fees/commission to/from third parties, provided that these benefits are designed to enhance the quality of the offered service to the Client and not impair compliance with the Company's duty to act in the best interests of the Client. An indicative list of fees/commission to/from third parties which are designed to enhance the quality of the offered service to the Client and not impair compliance with the Company's duty to act in the best interests of the Client may be regulatory levies, legal fees, bank and payment provider fees, liquidity providers' fees, platform fees etc.

6.3. A fee, commission or non-monetary benefit should only be paid or received where:

- i. It is justified by the provision of an additional or higher-level service to the relevant client, proportional to the level of inducements received.
- ii. It does not directly benefit the recipient firm, its shareholders or employees without a tangible benefit to the client.
- iii. It is justified by the provision of an on-going benefit to the relevant client in relation to an on-going inducement.

6.4. The Company shall keep records evidencing the fees, commissions or non-monetary benefits paid or received by the Company which are designed to enhance the quality of the relevant service to the client.

## 7. Client Money and Transfer of funds



- 7.1. The Company ensures to promptly place any Client money segregated from the Company's own accounts and opened with an approved bank and/or a payment provider that has been assessed by the Company and/or approved by the Company's Management. Any Client's money shall be paid into a segregated client bank account denoted as "Client" bank account.
- 7.2. Unless the Client notifies the Company in writing or otherwise, the Company may pass on Client money or allow another person, such as an exchange, a clearing house or an intermediate broker, to hold or control Client money where the Company transfers the Client money (a) for the purposes of a transaction for the Client through or with that person; or (b) to meet the Client's obligations to provide collateral for a transaction (e.g. a margin requirement for a derivative transaction). By accepting this Agreement, the Client gives his consent and authorizes the Company, where applicable, to transfer/hold his funds in other parties or business partners i.e liquidity providers for settlement purposes. The Company shall not be liable for the solvency, acts or omissions of any institution with which Client money are held.
- 7.3. The third party to whom the Company will pass money may hold it in an omnibus account and it may not be possible to separate it from the Client's money, or the third party's money in which case the Client will not have any claim against a specific sum in a specific account in the event of insolvency. The Company does not accept any liability or responsibility for any resulting losses.
- 7.4. By entering into this Agreement, the Client agrees that the Company will not pay the Client interest on Client money or any other unencumbered funds.
- 7.5. Any amounts transferred by the Client to the Client's bank account will be deposited in the Client's Account at the "value date" of the received payment and net of any deduction/charges by the Client's bank account providers. In case the Client's account reaches a stop-out during the processing period of the deposit, the Company bears no responsibility for any losses suffered.
- 7.6. The Company acts in accordance with international anti-money laundering regulations and local anti-money laundering rules thus the transfer of funds and transactions are done based on these rules. For this purpose, Client's withdrawals should be made using the same method used by the Client to fund his Client Account and to the same remitter. The Company reserves the right to decline a withdrawal with a specific payment method and will suggest another payment method where the Client needs to proceed with a new withdrawal request or request further documentation while processing the withdrawal request. Where applicable, if the Company is not satisfied with any documentation provided by the Client or if the company has reasonable grounds for suspecting that a



Client violates Applicable regulations, then the Company will reverse the withdrawal transaction and deposit the amount back to the Client's Account and the Client will suffer the relevant Client's bank account provider's charges.

- 7.7. By accepting this Agreement, the Client gives his consent and authorizes the Company to make deposits and withdrawals from the Client's bank account on the Client's behalf, including but not limited to, the settlement of transactions performed by or on behalf of the Client, for payment of all amounts due by or on behalf of the Client to the Company or any other person.
- 7.8. The Client acknowledges that in case where a Client's bank account is frozen for any given period and for any given reason the Company assumes no responsibility and Client's funds will also be frozen.

## **8. Client's Orders/Instructions & Execution of Orders**

- 8.1. **Execution of Orders:** It is the Company's approach to take all sufficient steps to obtain the best possible result on behalf of its Clients when executing Client orders on Financial Instruments offered by the Company or receiving and transmitting orders for execution. The Client understands and acknowledges that the Company will enter into transactions with the Client either as principal (counterparty) or an agent. The Company will be the contractual counterparty to the Client.
- 8.2. The Company, when executing orders, will obtain the best possible result for Clients, taking into account factors like price, costs, speed, likelihood of execution and settlement, size, market impact or any other consideration relevant to the execution of the order. Where the Company executes an order on behalf of a Client, the best possible result shall be determined in terms of the total consideration, representing the price of the financial instrument and the costs relating to execution, which shall include all expenses incurred by the Client which directly relate to the execution of the order.
- 8.3. For determining the importance of the execution factors indicated above, the following criteria are also taken into account:
- The characteristics of the Client;
  - The characteristics of the Client order;
  - The characteristics of Financial Instruments that are the subject of that order;
  - The characteristics of the execution venues to which that order can be directed.
- 8.4. The Client understands and confirms that all orders received by the Company from the Client are orders for execution outside a Regulated Market or MTF.



- 8.5. **Client's Orders/Instructions:** Orders may be placed with the Company once the Client gets access to the Company's Trading Platform. The Company will be entitled to rely and act on any Order placed on the Trading Platform without any further enquiry to the Client and any such Orders will be binding upon the Client.
- 8.6. The Company's Buy/ Sell prices for a given CFD are calculated by reference to the price of the relevant Underlying Asset. Third party reputable external resources (i.e. feed providers) obtain prices (Buy/Sell prices) of the Underlying Asset for a given CFD. The Company then uses the prices given by the feed providers to calculate their own tradable prices for a given CFD. The Company adjusts the Spread (i.e. the difference between the Buy/Sell prices), hence the prices it quotes to Clients compared to the prices it obtains from third party external reference sources may differ, as they include a Spread adjustment. The Company provides Quotes by taking into account the Underlying Asset price. The Client acknowledges that such Quotes will be set by the Company at its absolute discretion.
- 8.7. Orders can be placed, executed and changed or removed within the trading hours for each CFD showed on the Company's Website, as amended from the Company from time to time and if they are not executed, they shall remain effective through the next trading session (as applicable). The Company shall not be obliged to arrange for the execution of the Client's orders in respect of any CFD out of normal trading hours which appear on the Company's Website.
- 8.8. If any tradable instrument becomes subject to possible adjustments, the Company will determine the appropriate adjustment, if any, to be made to the opening/closing price, size, value and/or quantity of the corresponding transaction. The determination of any adjustment or amendment to the opening/closing price, size, value and/or quantity of the Transaction (and/or the level or size of any order) shall be at the Company's sole discretion and shall be conclusive and binding upon the Client. The Company shall inform the Client of any adjustment or amendment via its internal mail as soon as is reasonably practicable.
- 8.9. During the occurrence of a manifest error i.e. a manifest or obvious misquote by the Company, or any market, liquidity provider or official price source on which the Company has relied in connection with any transaction, having regard to the current market conditions at the time an order is placed as the Company may reasonably determine, the Company may amend the details of affected transactions to reflect what the Company reasonably determines as correct and fair and/or declare any or all affected transactions as void.



8.10. During periods of abnormal Market (Volatile) Conditions, during news announcements, on opening gaps (trading session starts), or on possible gaps where the Reference Asset has been suspended or restricted on a particular market, Buy/Sell Stop and Stop Loss orders may not be filled at requested/declared price but instead at the next best available price. In such case, Take Profit orders below/above Buy Stop/Sell Stop orders or Stop Loss orders above/below Buy Stop/Sell Stop orders during activation will be removed. The same applies when a trading strategy is deemed abusive, because it is aiming towards potential riskless profit or another strategy deemed by the Company to be abusive. Accordingly, placing a Stop Loss order will not necessarily limit the Client's losses at the intended amount.

## 9. Margin/Leverage Level

- 9.1. The Margin/leverage levels applicable to the different products offered by the Company can be found in the Company's Leverage and Margin Policy, available via the Company's website. The default leverage applicable is 1:000. The Company reserves the right to set out the leverage levels and procedures applicable to CFDs at its own discretion and without any prior notice to the Client. If at any time the Equity falls below a certain percentage of the required Margin, specified on the Website, the Company has the right to close any or all of the Client's open positions without the Client's consent or any prior written notice to him. The Client will be informed about the closure of its position through electronic means should the equity falls below the required margin.
- 9.2. The Client is responsible for monitoring their account balance and keeping sufficient funds in their account in order for their open positions to remain unaffected. The Company shall have the right, but not the obligation, to start closing Client's open positions starting from the most unprofitable, when the Margin is less than 100% of the Margin requirement. In the case where the Margin is equal to 20% of the Margin requirement, then Client's positions shall be automatically closed, starting from the most unprofitable, at the prevailing market price.
- 9.3. Margin or leverage Level may be set and varied without prior notice from time to time in the Company's sole and absolute discretion in order to cover any realised or unrealised losses arising from or in connection with transactions, including subsequent variation of any Margin rates set at the time transactions are opened. The Client can request to change his account leverage at any time by contacting the Company.
- 9.4. The Company reserves the right, at its sole discretion, to reduce and/or change the leverage level of any client of the Company in the event that the total amount of the client's deposits are above USD 30,000 (Thirty Thousand Dollars) for risk management and regulatory purposes, without the client's prior consent or written notice. The Client may





be informed about the aforementioned reduction and/or change after the Company's actions.

9.5. In the event that the Company applies the procedure mentioned in clause 12.4 above, when the client is trading then this procedure may automatically affect the open positions of the client. The client hereby acknowledges that they understand and agree that the Company bears no responsibility to any affected trades in such instances.

9.6. On every Friday and between the hours of 21:00 till 24:00 (GMT+3) and occasionally before the release of major economic news, the Company may maintain a maximum leverage on remaining instruments other than FX for any new positions opened during such period which such requirement, if any, will be disclosed in the Company's website.

## **10. Decline of Client's Orders and Instructions**

10.1. The Company is entitled to decline or refuse to transmit or arrange for the execution of any order in any of the following cases as applicable:

- a. under abnormal market conditions;
- b. If the Client's free Margin is less than the required Margin or there are no available cleared funds deposited in the Client Account to pay all the charges of the particular order;
- c. it is impossible to proceed with an order regarding the size or price or the proposed Transaction is of such a size (too small or too large), that the Company does not wish to accept that order or the Company believes that it will not be able to hedge the proposed transaction or it is impossible for the order to be executed due to condition of the relevant market;
- d. where the Company suspects that the Client is engaged in money laundering activities or terrorist financing or other criminal acts;
- e. in consequence of request of regulatory or supervisory authorities or a court order;
- f. where the legality or genuineness of the order is under doubt;
- g. there is absence of essential detail of the order or the order is not clear or has more than one interpretation;
- h. a Quote is not obtained from the Company or the Quote obtained by the Company is an indicative Quote or the Quote is the result of manifest error or Quote is an error Quote;
- i. internet connection or communications are disrupted;
- j. a Force Majeure Event has occurred;
- k. the Company has sent a notice of termination of this Agreement to the Client;
- l. the Client has failed to meet the minimum Margin requirement.

## **11. Transaction Settlements and Confirmations**





11.1. The Company will proceed with transaction settlements upon execution, in accordance with the normal practice for the Financial Instrument or the relevant market rules. The Company will provide the Client with an online access to his Client Account via the Trading Platform, which will provide him with sufficient information on among others order(s) status.

11.2. The Client understands that transaction confirmations are available via the Trading Platform and he will be able to access account information through the Trading Platform. Through the Trading Platform the Client may view its balance as well as all of its account activity. The Client will also be able to generate daily, monthly and yearly reports of account activity as well as a report of each executed trade. Updated account information will be available no later than 24 hours after any activity takes place on the Client's Account. At all times, Client's account information will include, and is not limited to, trade confirmations with ticket numbers, purchase and sales rates, Margin, amount available for trading as well as current open and pending positions.

## **12. Trading Platform usage**

12.1. The Client shall enter his user ID and password ("Codes") registered during the online account opening procedure when logging on to the Company's Trading Platform. The Client should notify the Company without undue delay on becoming aware of unauthorized use of the Trading Platform, or if the Client suspects that the password has been misappropriated by a third party.

12.2. The Client shall take all necessary precautions to ensure the confidentiality of all information, including, but not limited to, the Codes to the electronic systems, Transaction activities, account balances, as well as all other information and all orders. The Client shall be solely responsible for all orders and the accuracy of all information sent via the internet using its Codes. The Client acknowledges that the Company bears no responsibility in the case that the Codes are used in an unauthorized manner by any third party.

12.3. The Company shall not be responsible for losses resulting from the Client's installation and use of the computer programs used on the Trading Platform, unless such liability follows from indispensable rules of law. Where the Trading Platform is used by the Client, it shall be responsible for ensuring that the Trading Platform is adequately insured against direct and indirect losses which may result from the installation and use of the computer programs in the Client's computer system. Furthermore, the Client shall be obliged to make backup copies of data which, should such data be lost, might result in losses for the Client.

12.4. When using the Company's platform, the Client shall:



- a. run such tests and provide such information to us as we shall reasonably consider necessary to establish;
- b. ensure that the system and/or hardware equipment used by the Client satisfies the requirements notified by us to you from time to time;
- c. carry out virus checks on a regular basis;
- d. inform us immediately of any unauthorized access to its system or instruction which the Client know of or suspect and, if within its control, cause such unauthorized use to cease; and
- e. not at any time leave the terminal from which the Client have accessed the trading platform or let anyone else use the terminal until he has logged off the trading platform.

12.5. To the extent permitted by Applicable Regulations, the Company shall not be liable for:

- a. any loss, expense, cost or liability (including consequential loss) suffered or incurred by the Client as a result of instructions being given, or any other communication being made via the internet or other electronic media; the Client shall be solely responsible for all orders, and for the accuracy of all information, sent via such electronic media; and
- b. any loss or damage that may be caused to any equipment or software due to any viruses, defects or malfunctions in connection with the access to, or use of, the electronic systems.

12.6. If the Client wants to use a third-party software application to provide trading signals or advice or other trading assistance like an “expert advisor” or a hosting environment allowing for real-time access to the Client’s Account, the Company and its third-party suppliers or licensors make no warranties or representations of any kind, whether expressed or implied for the service it is providing. To this point, it is highlighted that the use of any software which applies artificial intelligence analysis including “expert advisor” is not allowed without the prior and written consent of the Company. The Company and its third-party suppliers or licensors also disclaim any warranty of merchantability or fitness for any particular purpose and will not be responsible for any damages that may be suffered by the Client, including loss of funds, data, non-deliveries or service interruptions by any cause or errors or omissions by the Client. The Client’s use of any information obtained by way of an expert advisor used in conjunction with a hosting environment or otherwise is at the Client’s own risk, and the Company and its third-party suppliers specifically disclaim any responsibility for the accuracy or quality of information obtained through its services. Connection speed represents the speed of an end-to-end connection. The Company and its third-party suppliers or licensors do not represent or guarantee the speed or availability of end-to-end connections. The Company and its third-party suppliers or licensors shall not be subject to any damages or liability for any errors, omissions or delays therein including unavailability. The licensed products and all components thereof



are provided on an “as is” basis and are separate and distinct from the services provided under this Agreement. Where the Company believes that a Client is using additional functionalities /plug-ins where it affects the reliability and/or smooth and/or orderly operation of the electronic systems the Company has the right to suspend or terminate the Client’s Account.

12.7. The Company makes every effort to deliver high quality products. However, we do not guarantee that our products are free from defects. Our software is provided “as is” and the Client uses the web platform at his own risk. The Company makes no warranties as to performance, fitness for a particular purpose, or any other warranties whether expressed or implied. No oral or written communication from or information provided by the Company shall create a warranty. Under no circumstances shall the Company be liable for direct, indirect, special, incidental, or consequential damages resulting from the use, misuse, or inability to use this software, even if the Company has been advised of the possibility of such damages.

12.8. The Client understands that the use of the Trading Platform including each Transaction the Client complete thereto will not violate any law, ordinance, charter, by-law or rule applicable to him or any agreement by which the Client is bound or by which any of the Client’s assets are affected;

### **13. Market Abuse**

13.1. The Client acknowledges that he will not enter into any transaction which falls within the definition of market abuse, as defined in the Financial Markets Act No. 19 of 2012. This rule applies to all forms of market abuse such as insider trading (an abusive exploitation of privileged confidential information), the misuse of information and directors trading in shares of their own companies;

13.2. If the Company suspects or has reasonable grounds to believe that the Client has been engaged into an abusive behavior as indicated above the Company reserves the rights to void and/or cancel part or all Client’s abusive trading transactions, close all and any of the Client’s trading accounts and terminate this Agreement under s.24.

### **14. Negative Balance Protection**

CFDs, which are leveraged products, incur a high level of risk and can result in the loss of all of the client’s invested capital. However, it should be noted that the Company ensures that it operates on a ‘negative balance protection’ basis which means that the client cannot lose more than his/ her overall invested capital (deposit).

### **15. Third Party Authorisation**

15.1. The Client has the right to use a power of attorney to authorise a third person "Representative" to act on behalf of the Client in all business relationships with the



Company as defined in this Agreement. The power of attorney should be provided to the Company accompanied by all identification documents of the representative and/or any other documentation requested by the Company. If there is no expiry date, the power of attorney will be considered valid until the written termination by the Client.

15.2. The Client further ratifies and accepts full responsibility and liability for all instructions given to the Company by the Representative (and for all transactions that may be entered into as a result) and will indemnify (fully compensate or reimburse) the Company and keep the Company indemnified against any loss, damage or expense incurred as a result of acting on such instructions. This indemnity shall be effective irrespective of the circumstances giving rise to such loss, damage or expense, and irrespective of any knowledge, acts or omissions of the Company in relation to any other account held by any other person or body with the Company.

15.3. The Client agrees to further indemnify the Company (fully compensate and reimburse) for any loss, damage or expense incurred as a result of the Company acting on instructions of the Representative outside the scope of the Representative authority or the Representative's breach of any term of their appointment.

## **16. Introducing Brokers and Affiliates**

16.1. The Client may have been recommended by an introducing broker or an affiliate based on a written agreement with the Company subject to the Applicable regulations.

16.2. The Company may pay a fee/commission to introducing brokers and/or affiliates based on a written agreement. The Company has the obligation and undertakes to disclose to the Client, upon his request, further details regarding the amount of fees/commission or any other remuneration paid by the Company to introducing brokers or affiliates.

16.3. The Company shall not be liable for any type of agreement that may exist between the Client and the introducing broker or affiliate or for any additional costs as a result of this Agreement.

16.4. The Client acknowledges that the introducing broker or affiliate is not a representative of the Company.

## **17. Privacy and Data Protection rules**

17.1. The Company is committed to protecting the privacy of all personal information that it obtains from the Client and hereby lists how and why the Company collects, use, disclose and protect the Client's personal information.

17.2. **Purpose of data collection:** The Company Collects Client's personal information in order to provide the Client with its products and services and to establish and manage the Client's



account. By collecting Client's information, the Company will be able to monitor and improve the services it offers to its existing and potential clients.

17.3. The Company will collect and process the following personal information about the Client:

- a. Personal information provided during account opening procedure when the Client fills the application or other forms on the Company's website. The information may include the Client's name, address, contact details, financial information about your income and wealth, professional and employment details, trading history and other personal information.
- b. Information about the Client's use of this website and the Company's platform. This information may include site areas visited, pages viewed, frequency and duration of visits.
- c. Subject to Applicable Regulations, the Company will monitor and record the Client's calls, emails, text messages and other communication for regulatory compliance, crime prevention and detection, to protect the security of communications systems and procedures, for quality control and staff training etc. The Company will also monitor activities on the Client's account where necessary for these reasons and this is justified by the Company's legitimate interests or legal obligations.

17.4. **Usage of Information:** The Company may use information for the following purposes (list not exhaustive):

- a. Provision of the Services under this Agreement;
- b. For Know Your Customer and due diligence purposes i.e. verification of identity;
- c. For maintenance and management of the Client's account as well as administration of the services provided to the Client;
- d. Communication with the Client when necessary or appropriate; and
- e. Compliance with legal and regulatory requirements.

17.5. **Share of Information:** The Company may share Client's personal information with affiliated Companies, business partners and suppliers with whom the Company may have outsourced certain of business functions or cooperating with. Personal data collected by the Company may be transferred or disclosed to third party contractors, subcontractors, for the purposes for which the Client has submitted the information i.e. agreements with Service Providers.

17.6. It is the Company's policy to disclose information to third parties under the following circumstances:

- a. As required by Applicable Regulations, statute, rule, regulation or professional standard, search warrant or other legal process
- b. For regulatory compliance purposes
- c. When explicitly requested by the Client



d. Or otherwise as set out in this section

17.7. In order for the Company to provide services to its Clients, the Company may be required to transfer the Client's personal information to parties located in countries which may not have an equivalent level of data protection laws as in South Africa via the Protection of Personal Information Act (POPIA).. Where this is the case we will take reasonable steps to ensure the privacy of the information. The Client acknowledges and understands that by submitting its personal information to the Company agrees to the aforesaid transfer, storage and processing of the information.

17.8. If the Client wishes to withdraw its consent to the use of information, rectify a personal information or request the provision or deletion of information held by the Company related to itself, he may submit its request at the email address [support.za@naga.com](mailto:support.za@naga.com).

## **18. Force Majeure**

18.1. In case of a force majeure event as listed below (list not exhaustive), the Company shall not be liable for any failure to provide the Services under this Agreement, beyond its control:

- a. Government actions, war or hostilities, acts of terrorism, national emergency;
- b. Act of God, earthquake, tsunami, hurricane, typhoon, accident, storm, flood, fire, epidemic or other natural disasters;
- c. Labour disputes and lock-out which affect the operations of the Company;
- d. Suspension of trading on a Market, or the fixing of minimum or maximum prices for trading on a Market, a regulatory ban on the activities of any party (unless the Company has caused that ban), decisions of state authorities, governing bodies of self-regulating organizations, decisions of governing bodies of organized trading platforms;
- e. Breakdown, failure or malfunction of any electronic, network and communication lines (not due to the bad faith or wilful default of the company and hacker attacks;
- f. Any event, act or circumstances not reasonably within the Company's control and the effect of that event(s) is such that the Company is not in a position to take any reasonable action to cure the default;
- g. The suspension, liquidation or closure of any market or the abandonment or failure of any event to which the Company relates its Quotes, or the imposition of limits or special or unusual terms on the trading in any such market or on any such event;
- h. The failure of any relevant supplier, financial institution intermediate broker, liquidity provider, agent or principal of the Company, custodian, sub-custodian, dealer, exchange, clearing house or regulatory or self-regulatory organisation, for any reason, to perform its obligations; and
- i. Abnormal market conditions, such as extreme volatility in the Underlying Asset/product and generally in markets and/or any other extreme event beyond the



reasonable control of the Company (such a terrorist attack, a drastic decision of a Monetary or other Authority, a referendum etc.) that may significantly affect the Market and may cause excessive movements to the price, supply or demand of any Underlying Asset/product and/or may occur permanent closure of trading in the market of any Underlying Asset/product.

18.2.If the Company determines reasonably that a force majeure event exists (without prejudice to any other rights under the Agreement) the Company may without prior notice and at any time proceed with the following actions:

- a. increase Margin requirements without notice;
- b. decrease leverage;
- c. close out any or all open positions at such prices as the Company considers in good faith to be appropriate;
- d. refuse to accept orders from Clients;
- e. determine at its discretion the quotes and spreads that are executable through the Company's Trading Platform;
- f. suspend or modify the application of any or all terms of the Agreement to the extent that the force majeure event makes it impossible or impractical for the Company to comply with them;
- g. cease trading;
- h. change the Trading Hours for transactions in affected Underlying Assets/products;
- i. limit the availability of instructions that you can give in respect of a trade;
- j. reject or delay the processing of any withdrawal request; and
- k. take or omit to take all such other actions as the Company deems to be reasonably appropriate in the circumstances with regard to the position of the Company, the Client and other clients.

## 19. Complaints Procedure

19.1.If the Client has any cause for complaint in relation to the services provided by the Company, he should file a complaint as per the Company's Complaint Handling policy which is available on the Company's website.

19.2.The Client may register a complaint by completing the Complaint Form using any of the following options:

- Email: [complaints.za@naga.com](mailto:complaints.za@naga.com)
- Postal Address: JME Financial Services (Pty) Ltd is located at Suite 10, 21 Lighthouse Rd 201 Beacon Rock, Umhlanga Rocks, Kwa-Zulu Natal, 4320, South Africa.

19.3.The Company's **Complaints Handling Policy** accompanied with the relevant complaint form which has to be filed by the Client in case he has a complaint with the Company is enclosed as **Annex 1** in this Agreement.





## 20. Representations and Warranties

20.1. The Client represents and warrants to the Company the following:

- a. The Client is over 18 years' old;
- b. The information provided by the Client to the Company in the account opening application form and at any time thereafter is true, accurate and complete, and at any time there is a change to the Client personal data, the client will ensure that this data is updated and accurate, and the documents are valid and authentic;
- c. The Client is duly authorised to enter into this Agreement and has the capacity;
- d. Any actions conducted by the Client under this Agreement will not violate any law or rule applicable to the Client or to the jurisdiction in which the Client is resident, or any agreement by which the Client is bound or by which any of the Client's assets or funds are affected;
- e. The Client has read and fully understood and undertakes to comply with the terms of this Agreement;
- f. The Client funds are not in any direct or indirect way the proceeds of any illegal activity or used or intended to be used for terrorist financing;
- g. There is no pending or, to the best of the Client's knowledge, any legal proceeding before any court, arbitration court, governmental body, agency or official likely to affect, the legality, validity or enforceability against him of this Agreement;
- h. Any information which the Client provides to the Company will not be misleading and will be true and accurate in all material respects;
- i. There are no restrictions, conditions or restraints by Central Banks or any governmental, regulatory or supervisory bodies, regulating Client's activities, which could prevent or otherwise inhibit the Client entering into, or performing in accordance with this Agreement and/or under any transaction which may arise under them; and
- j. The Client is not entering into any transaction unless he has a full understanding of all of the terms, conditions and risks involved.

20.2. With respect to any Market Data or other information that we or any third-party service provider provide to you in connection with your use of the Trading Platform:

- a. we and any such provider are not responsible or liable if any such data or information is inaccurate or incomplete in any respect;
- b. we and any such provider are not responsible or liable for any actions that you take or do not take based on such data or information;
- c. you will use such data or information solely in accordance and for the purposes set forth in the Client Agreements;
- d. such data or information is proprietary to us and to third party providers as applicable, and you will not retransmit, redistribute, publish, disclose or display in





- whole or in part such data or information to third parties except as required by applicable regulations;
- e. such data should be exclusively shared with authorized parties, specifically limited to you, to ensure the integrity and confidentiality of the information. Unwarranted or unauthorized dissemination to irrelevant individuals is strictly prohibited by the Company, to maintain a professional and legitimate business environment; and
  - f. you will use such data or information solely in compliance with any applicable laws and regulations.

## **21. Communication and Notices**

21.1. Any notice, instruction, request or other communication to be given to the Company by the Client under the Agreement shall be in writing and shall be sent to the Company's email address at [support.za@naga.com](mailto:support.za@naga.com).

## **22. Account Closing Procedure**

22.1. **Account Closing Procedure:** Either party can terminate this Agreement by giving seven (7) business days' written notice to the other party. Following the notice, the Client should close all open positions. In the case where the Client has open positions during the termination notice period, then the Company reserves the right not to accept any new Transaction orders and the Company shall have the right to close all of the Client's open positions on expiry of the notice period to the extent the Client has not already done so. Upon termination of this Agreement, the Company shall be entitled to cease the access of the Client to the Trading Platform.

22.2. The Company may terminate this Agreement immediately without giving prior written notice and/or as otherwise the Company may at its sole discretion decide that is suitable based on the circumstances and/or facts in question, and the Company has the right to disable the client's ability to open or close positions through the Trading Platform and/or close all open positions and/or reverse and/or cancel all previous Transactions on a Client's account in the following cases:

- a. The Client fails to comply with any obligation to make any payment when due under this Agreement;
- b. There are reasonable grounds to believe that the Client is in breach of this Agreement;
- c. The Client activity might be a violation of any Applicable Regulations;
- d. The Client dies, becomes or is adjudged to be of unsound mind, is or becomes unable to pay his debts as they fall due, is or becomes bankrupt or insolvent within the meaning of any insolvency law or any suit, action or proceeding is commenced



- for any execution of all or any part of the property, undertaking or assets of the Client;
- e. The Client commences a voluntary case or other procedure, or there is an involuntary case or other procedure or other similar procedure under any insolvency law;
  - f. The Client involves the Company directly or indirectly in any type of fraud, in which it places the interests of Company and/or the Company's clients at risk prior to terminating this Agreement;
  - g. The Client's trading activity adversely affects in any manner the reliability and/or smooth operation and/or orderly functioning of the Trading Platform;
  - h. The Client maintains an abusive behaviour and/or unreasonable behaviour and/or acts in a rude or abusive manner and/or threatens employees of the Company;
  - i. The Client provides misleading information to the Company or he makes unsubstantiated declarations;
  - j. The Client provides documents that have been tampered and does not reflect the true identity of the account owner;
  - k. The Company reasonably suspects that the Client performed Abusive Trading;
  - l. The Company reasonably suspects that the Client performed forgery or used a stolen card to fund his/her Client Account;
  - m. The Company reasonable suspects that the Client is engaged into money laundering activities or terrorist financing or card fraud or any other criminal activities; and
  - n. The Company reasonably suspects that the Client opened the Client Account fraudulently.
  - o. The Client's IP sends massive requests on the server which may cause delays in the execution time.

22.3. Following termination, the Company and the Client undertake to fulfil and complete all obligations derived from this Agreement and this Agreement shall continue to bind both parties in regards to the existing commitments or any contractual commitments which were intended to remain in force. The Company is entitled to deduct all amounts due to it before transferring any credit balances on any Account to the Client. If there are no amounts due to the Company by the Client, the Company shall immediately transfer to the Client the Client's funds in its possession, provided that the Company shall be entitled to keep such Client's assets, as necessary, to pay any actual, pending or contingent obligations or liabilities of the Client.

22.4. In the event of termination, the Client's withdrawals shall be executed by the Company, given that the requested freely available amount shall be equal to or greater than USD 10 (for all other currencies, the amount should be equal to or greater than USD 10, as to be determined by the Company in accordance to the exchange rate to be so used by the Company). Withdrawals for freely available amounts below USD 10 (for all other



currencies, the amount shall be converted by the Company to USD, subject to the exchange rate to be so used by the Company) shall be rejected by the Company and the Company shall have the right to zero out any such amount which will be below USD 10 (for all other currencies, the amount shall be converted by the Company to USD, subject to the exchange rate to be so used by the Company).

### **23. Cancellation Procedure**

23.1. The Client has a period of 14 calendar days from acceptance of this Agreement to withdraw from this Agreement provided that the Client has not been engaged or involved in any transaction with the Company. This right of withdrawal or cancellation shall not apply following any transaction executed under this Agreement which will thereafter remain binding upon you and the procedure indicated in clause 24 above applies.

### **24. Company's Liability**

24.1. Nothing in this Agreement excludes or limits the Company's liability for any matter that cannot be excluded or limited under Applicable Regulations.

24.2. The Company will not be liable to the Client for any loss which arises as a result of:

- a. The Company's compliance with, or the exercising of any of the Company's rights in accordance with, Applicable Regulations or this Agreement;
- b. The Client's negligence, fraud or breach of this Agreement or Applicable Regulations;
- c. Any abnormal market condition or force majeure event;
- d. any delays, delivery failures, or failures in transmission of any order or any other communication or any other loss or damage resulting from the transfer of data over mobile or other communications networks and facilities outside of the Company's control; and
- e. Any features, Market data or third-party content available on the Company's Website, Platform or e-mails, are provided on an "as is" and "if available" basis.

24.3. Neither the Company nor the directors, officers, servants, agents or representatives of the Company shall be liable to the Client (except in the case of fraud) for any consequential, indirect, special, incidental, punitive or exemplary loss, liability or cost which the Client may suffer or incur arising from the act of omissions of the Company under this Agreement regardless of how such loss, liability or cost was caused and regardless of whether it was foreseeable or not. For the purposes of this paragraph, a loss, liability or cost includes any loss, liability or cost (as appropriate) arising from the Client being unable to sell Financial Instruments where the price is falling, or from not being able to purchase Financial Instruments where the price is rising, or from being unable to enter into or complete another trade which requires him to have disposed of or purchased the Financial Instruments or any other loss, liability or cost arising as a result of loss of business, profits, goodwill or data and any indirect, special, incidental, consequential, punitive or exemplary



loss, liability or cost, whether arising from negligence, breach of contract or otherwise and whether foreseeable or not.

24.4. For the avoidance of doubt, the Company's third-party providers are not responsible for and have not participated in the determination of the Company's prices and they exclude all warranties, undertakings or representations (either express or implied) relating to the Client's use of the Company's Platform or the Company's Website. Without limiting the foregoing, in no event whatsoever shall the Company's third-party providers be liable for any loss, regardless of whether they are aware of such loss and whether such liability is based on breach of contract, tort or otherwise.

24.5. Save in the event of the Company's negligence, willful default or fraud, the Company will not be liable for any loss or damage caused by a hacker's attack, viruses or other technologically harmful material that may infect your computer equipment, computer programs, data or other proprietary material due to your use of the Company's Platform or Website or to the Client's downloading of any material posted on it, or on any website (including our Website) linked to it.

## **25. Severability**

25.1. Should any part of this Agreement be held by any court of competent jurisdiction to be unenforceable or illegal or contravene any of the Applicable Regulations, that part will be deemed to have been excluded from this Agreement and this Agreement will be interpreted and enforced as though the provision had never been included and the legality or enforceability of the remaining provisions of the Agreement shall remain unaffected.

## **26. Miscellaneous**

26.1. The Company may at any time and without notice to the Client set-off any liability under this Agreement or any other agreement entered into between the parties and between any account(s) of the client (whether actual or contingent, present or future). The Company can off-set any owed amounts using any account the Client maintains with the Company to the extent permissible.

26.2. This Agreement may be amended from time to time and after the relevant changes are approved by the FSCA, the Company shall notify the Client of the relevant amendment or about the updated Agreement either in writing or through the Company's Website.

26.3. In the event of the death or mental incapacity of the Client, all funds held by the Company, will be for the benefit of the legal heirs of the Client, should this is verified, and the legal heirs request for the withdrawal of the remaining balance in the deceased client's account. At the order of the legal heirs and presentation of official legal documents from the applicable governmental authorities in the jurisdiction of the deceased client, and upon



checking the said documents, the Company shall make the decision whether to allow such withdrawal. All obligations and liabilities owed to the Company in connection with the deceased client account will be set off from the client's account and no repayment will be required to be made by the legal heirs.

## **27. Governing Law and Jurisdiction**

27.1. This Agreement is governed by the Laws of South Africa.

27.2. The Competent Courts for all disputes and conflicts arising out of or in connection with the Agreement shall be the Courts of South Africa.

## **Annex 1 - Complaints Handling Policy**

### **Introduction**

The purpose of the Complaints Handling Policy (hereafter referred to as the "Policy") is to define the arrangements followed by the Company for the reasonable and prompt handling of complaints. The Company will act in accordance with the best interests of its clients and will ensure it has appropriate systems and controls in place so that its clients, including potential clients, have access to adequate complaints handling and redress mechanisms that are accessible, independent, fair, accountable, timely and efficient. For the purposes of this Policy, Complaint shall mean an expression of dissatisfaction by a client regarding the provision of investment services provided to him/her by the Company.

The Company has appointed a Compliance Officer to efficiently handle any complaints from the clients. This is to allow the Company to resolve and apply mandatory measures to avoid any recurring issues.

### **Definition**

The Company classifies a complaint as any objection and/or dissatisfaction that the Client may have with regards to the provision of the services provided by the Company. A complaint form is enclosed at the end of this policy.

### **Procedure**

The Compliance Officer shall be responsible for handling Client complaints, except in the case where the complaint involves the Compliance Officer, whereby the complaint shall be handled by the Representative Officer.

The Client may register a complaint by completing the complaint form, using any of the following options:

- Email: [complaints.za@naga.com](mailto:complaints.za@naga.com)
- Postal Address: Suite 10, 21 Lighthouse Rd 201 Beacon Rock, Umhlanga Rocks, Kwa-Zulu Natal, 4320, South Africa.

1. When the Company receives the Client's complaint then a written acknowledgement will be sent to the Client within 7 business days;



2. The Company will attempt a final response within 30 business days, however in case we are still not in a position to resolve the issue then the Compliance Officer will notify you in writing stating the reasons for the delay and indicate an estimated time to resolve the issue;
3. A final response should be provided to the Client within 60 business days the latest from the date he submitted his complaint;
4. In the case where the complainant is still not satisfied with the Company's final response, then the complainant can refer his complaint with a copy of the Company's final response to the Office of the Ombud for Financial Services Providers ("FAIS Ombud") for further examination.
5. The contact details of the Office of the Ombud for Financial Services Providers are:
  - Tel: 012 762 5000
  - Email: [info@faisombud.co.za](mailto:info@faisombud.co.za)
  - Website: [www.faisombud.co.za](http://www.faisombud.co.za)
  - P O Box 41, Menlyn Park, 0063

### Client Records

The Client should provide all relevant documentations as well as any additional information requested by the Compliance Officer in order to ensure all records are collected and the complaint is properly resolved on time.

All records will be kept safe as per local requirements of FAIS and FICA and for a period of minimum (5) years.

[The complaint form can be found in the next page.]

## Complaint Form

### A. Client Information:

Name:	Account Number:
Address:	Telephone Number:

### B. Type of Complaint

1. Execution of Orders	<input type="checkbox"/>
2. Quality or lack of information provided	<input type="checkbox"/>
3. Terms and Conditions/Fees/Charges	<input type="checkbox"/>
4. General admin/Customer Services	<input type="checkbox"/>
5. Unauthorized business being offered	<input type="checkbox"/>
6. Issue in relation to withdrawal of funds	<input type="checkbox"/>
7. Other (specify)	<input type="checkbox"/>

C. Brief Summary of the Complaint:

Please describe the product or service you are complaining about (*description, evidence, amount and suggested way to be solved*):

[illegible]

- Please enclose any other relevant documentation that may help us to handle the complaint.
- Possible documentation to be provided (client statement, correspondence with the Company as well as any other supporting documentation to be requested by the Compliance Officer which is relevant to the Client's complaint).

Date and place

Client Signature



<i><b>For internal use only:</b></i>	
Complaint Received By:	Date:
Acknowledgement sent to Client:	<input type="checkbox"/> Yes - <input type="checkbox"/> No
Informed Client of initial action:	<input type="checkbox"/> Yes - <input type="checkbox"/> No
Final response provided to Client:	<input type="checkbox"/> Yes - <input type="checkbox"/> No
Holding response provided to Client:	<input type="checkbox"/> Yes - <input type="checkbox"/> No - <input type="checkbox"/> N/A
Signature of Compliance Officer:	Date: