

# **GENERAL BUSINESS TERMS**

**GLEX Limited**

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## 1. GENERAL PROVISIONS

### 1.1 Quotes and Pricing Conditions

**(a)** For all trading accounts:

- Quotes provided by the Company may differ from the underlying asset price. When the underlying market is closed, the quotes reflect an assumed price based on current market conditions and available external data sources.
- The Company sets and publishes standard (average) spreads for each instrument on its official website. These spreads may widen or narrow depending on current market volatility.
- The Company reserves the right to alter spreads without prior written notification to the Client. However, in cases of significant or prolonged changes in trading conditions, the Company aims to inform Clients through notices posted on its website and in the Client's Personal Area.

**(b)** In case of unforeseen interruptions in the quote stream (e.g., due to technical, hardware, or software issues), the Company shall implement the following measures to restore quotes:

- Immediate synchronization of quotes from the Company's backup trading server.
- Use of verified external quotation sources from reputable data providers.
- If immediate synchronization is impossible or there is a substantial delay (exceeding 5 minutes), the Company shall publish a notification on its official website detailing the cause and the expected timeline for quote restoration.

**(c)** In case of any disputes or complaints arising from quote interruptions, the Company's decisions will be based exclusively on the Company's server logs and records. Clients cannot reference quotes from third-party sources as evidence for resolving such disputes.

### 1.2 Adjustments Due to Corporate Actions and Market Events

**(a)** The Company reserves the right, at its sole discretion, to make adjustments or amendments to the size, value, and/or number of transactions (including order levels and sizes) due to corporate actions, including but not limited to dividends, stock splits, mergers, rights issues, or other relevant corporate events. Such adjustments shall be conclusive and binding upon the Client.

**(b)** The Company undertakes to promptly publish all relevant information about adjustments and corporate actions on its official website. Clients are encouraged to regularly check the website for updated information.

**(c)** Dividend adjustments are calculated in respect of open positions held on the ex-dividend date for the relevant underlying security. Dividend adjustments shall be credited to the Client's account for long positions and debited for short positions accordingly. The exact adjustment rates will be published in advance on the Company's website whenever practical.

**(d)** The Company reserves the right to apply adjustment events on a per-session basis. In such instances, the Company will notify Clients of any applicable adjustments as soon as reasonably practicable, typically before the start of the trading session, although notification may occasionally be provided shortly thereafter.

**(e)** In the event of unusual market volatility or extraordinary corporate actions, the Company may take additional or extraordinary adjustment measures necessary to protect market integrity and client interests. Clients will be notified promptly via the Company's website or Client's Personal Area.

### 1.3 Client Identification and Verification

(a) Client identity verification is mandatory and conducted to prevent unauthorized access to the Client's trading account and ensure compliance with regulatory requirements.

(b) During account registration, Clients must provide accurate, truthful, and complete identification data as required by the Company. The Client must promptly notify the Company about any changes in their identification data no later than seven (7) calendar days from the date of change.

(c) The identification data required includes, but is not limited to:

- Passport or national ID details.
- Proof of residential address.
- Valid email address and telephone number.

(d) Verification procedures are as follows:

- **Address verification:** Recent (within 3 months) utility bill, telephone bill, bank statement, or electricity bill.
- **Email and phone verification:** Unique verification codes sent via email or SMS/call respectively, which Clients must confirm in the Company's Client Area.

(e) Identity verification is mandatory before performing critical non-trading operations such as:

- Processing withdrawal requests.
- Changing account access credentials (passwords, emails, phone numbers, etc.).

(f) Available security verification methods are:

- Verification via registered email address.
- Verification via registered mobile phone number (SMS/call).

(g) Clients select their preferred security verification method during initial registration.

(h) Changing the security verification method is permitted only after confirming that the new information fully matches the Client's previously provided identification data. Withdrawals will be restricted for three (3) working days after any security verification method change.

(i) The Company reserves the right to temporarily suspend non-trading operations (including deposits and withdrawals) if the Client's identification data is found incomplete, incorrect, or invalid until the necessary corrections or verifications are completed.

(j) If a Client loses access to the primary email address or main password specified during registration, the account shall be temporarily suspended. Account access restoration requires successful completion of a full identity verification procedure. If identity verification cannot be successfully completed, the account may be closed, and remaining funds will be returned proportionally to their original source.

(k) The Company may, at its sole discretion, request additional verification procedures at any time, including, but not limited to, additional documentation, a source-of-funds declaration, or conducting verification via video conferencing (video call). Verification may also be performed via push notifications, passkeys, or time-based one-time password (TOTP) authentication applications, at the Company's discretion. These methods provide additional security and comply with multi-factor authentication requirements under applicable regulations.

## (l) KYT and Transaction Monitoring

All deposits, including those made prior to the completion of full Client verification (KYC), are subject to full KYT (Know-Your-Transaction) blockchain analysis and AML/CFT transaction monitoring.

The Company may block, delay, suspend, or reverse any deposit or transaction pending additional verification of the Client's identity, source of funds, or transaction purpose.

The Company reserves the right, at its sole discretion, to request supplementary documentation, apply restrictions, or return funds to their original source if required under applicable AML/CFT regulations or internal risk assessment procedures.

## 1.4 Suspicious and Prohibited Transactions

(a) The Company continuously monitors compliance with these General Business Terms and applicable laws and regulations. If the Company identifies transactions or operations that appear suspicious or doubtful, the Company reserves the right to temporarily halt such operations and conduct necessary investigations without prior notice to the Client.

(b) In case of investigations of suspicious operations, the Company has the right to request and the Client is obligated to provide promptly any additional documents, information, or clarifications deemed necessary by the Company to verify the nature and purpose of such transactions.

(c) Operations may be classified as doubtful or suspicious if they include, but are not limited to, any of the following conditions:

- Frequent non-trading transactions without corresponding trading activity;
- Transactions lacking clear economic rationale or purpose;
- Client's inability or refusal to comply with identity verification or due diligence requests as prescribed by applicable regulations;
- Attempts to perform non-trading transactions for the benefit of third parties;
- Submission of falsified, inconsistent, or inaccurate documents or information;
- Transactions and activities showing characteristics typically associated with fraud, money laundering, or other illicit financial activities.

(d) The criteria for identifying doubtful operations outlined above are not exhaustive. The Company retains discretion to classify additional types of operations as suspicious based on comprehensive internal analysis, risk assessment, and monitoring of client behavior patterns.

(e) Upon identifying suspicious operations, the Company is entitled, at its sole discretion, to:

- Cancel or reverse such transactions;
- Impose additional fees or charges related to investigations or reversal of suspicious transactions;
- Temporarily block or freeze trading and non-trading operations on all related client accounts, including accounts of clients involved directly or indirectly;
- Process withdrawals from blocked accounts in a manner determined by internal policies, regulations, and applicable laws.

(f) The Company may temporarily freeze or restrict operations on the Client's account(s) if there is an ongoing investigation initiated by either the Company or any competent regulatory authority. Such restrictions remain in place until the Client fully cooperates and provides requested documentation or until the investigation is concluded.

**(g)** Clients are fully responsible for cooperating promptly and transparently during any investigation of doubtful operations. Failure to comply may lead to permanent closure of accounts, forfeiture of profits, or other legal and regulatory consequences.

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## 2. TRADING CONDITIONS AND ORDER EXECUTION

### 2.1 General Trading Rules and Conditions

**(a)** Available types of trading accounts, including trading conditions and specifications for each account type, are published and regularly updated on the Company's official website.

**(b)** Opening orders:

- "Buy" orders (long positions) are executed at the current Ask price.
- "Sell" orders (short positions) are executed at the current Bid price.

**(c)** All open positions will be automatically rolled over to the next trading day daily, typically between 21:59:00 and 22:00:00 (server time). During this rollover, swap charges or credits may be applied based on the instrument's contract specifications.

**(d)** Spreads applicable to trading instruments are variable and depend on market conditions. The Company publishes indicative average spreads on its website, although actual spreads may vary significantly during volatile market periods or liquidity shortages.

**(e)** The Company offers two execution types: Instant Execution and Market Execution. The execution type for each instrument is clearly stated in the respective contract specifications provided on the Company's website.

**(f)** The Company reserves the right to change the execution type for specific instruments or trading accounts. In such cases, the Company undertakes to notify Clients at least 24 hours before implementing such changes, via notification in the Client's Personal Area or website. Where applicable, Clients may request a change of execution type via the Personal Area, subject to Company approval. The Company reserves the right to refuse or revoke such changes if market integrity, compliance, or technical reasons so require.

**(g)** The primary means for submission of trading requests, orders, and instructions by the Client is the client terminal provided by the Company. The Company may decline requests submitted via other means or channels unless previously agreed explicitly in writing.

**(h)** In exceptional circumstances, including but not limited to suspicion of market manipulation, use of prohibited trading strategies, or suspicious trading activities, the Company reserves the right, without prior notice, to restrict or change the execution type on the Client's account(s).

**(i)** The Company reserves the right, at its sole discretion and without prior notice, to impose additional restrictions or modify trading conditions temporarily or permanently if it deems necessary to maintain market integrity, comply with regulatory requirements, or prevent abuse of its trading platform.

### 2.2 Client Orders, Requests, and Instructions

**(a)** The Company reserves the right to refuse or decline a Client's order or instruction related to trading operations if any of the following conditions occur:

- The Client's instruction violates margin requirements or would result in a margin call or negative equity.
- The Client's account does not have sufficient available funds or free margin to execute the requested trade.
- The instruction is based on an erroneous, non-market, or outdated quotation.
- The volume of the requested trade is below the minimum or exceeds the maximum size limits specified in the contract specifications.
- The order is placed during periods of scheduled or unscheduled server maintenance or during interruptions in the trading system.
- The Company identifies or suspects that the order represents abusive trading practices, market manipulation, fraud, insider trading, arbitrage exploitation, or other prohibited activities.
- The Client has been declared insolvent, bankrupt, or is otherwise unable to meet its obligations under this agreement or applicable laws.

**(b)** In cases where the liquidity provider cancels, adjusts, or modifies the price of executed trades, these changes will be immediately reflected in the Client's trading account. The Company undertakes to notify the Client promptly via the client terminal or Client's Personal Area regarding such changes.

**(c)** The Company defines the Client's account as insolvent under any of the following circumstances:

- The Client fails to meet any obligation stipulated in this agreement or its appendices.
- The Client's account equity is insufficient to maintain open positions (margin call or stop-out condition).
- The Client has filed for bankruptcy, or insolvency proceedings have been initiated against the Client by a competent authority or court.

**(d)** In the event of insolvency, the Company may take the following actions at its sole discretion without prior written notice to the Client:

- Close all or part of the Client's open positions at current market prices.
- Deduct amounts owed by the Client directly from the Client's trading account(s).
- Suspend or permanently close the Client's trading account(s).

**(e)** Any refusal or non-execution of the Client's request or order will be immediately indicated in the client terminal with a clear notification or error message detailing the reason for refusal.

**(f)** Notwithstanding the above, the Company may, in exceptional cases and at its sole discretion, execute a Client's order despite circumstances which would typically result in refusal, provided that such execution aligns with market fairness and regulatory standards.

**(g)** The Company reserves the right to temporarily or permanently disable automated trading advisors (Expert Advisors) or algorithms that repeatedly submit economically irrational or disruptive orders, particularly those generating numerous failed trading attempts due to insufficient margin or erroneous configuration.

## 2.3 Opening and Closing Positions

**(a)** To initiate a transaction (open a position), the Client must clearly specify the instrument (asset) to be traded and the transaction volume. All transaction parameters, including minimum and maximum trade volumes, are defined in the instrument's contract specifications available on the Company's website.

**(b)** Position volume calculations for each instrument type follow the formula stated explicitly in the contract specifications. The Company ensures transparency by clearly publishing these formulas and margin calculation examples on its official website.

(c) Positions are opened using either Instant Execution or Market Execution methods, as specified per instrument in contract specifications:

- **Instant Execution:** Positions are opened immediately at the quoted price. If the requested price is no longer available, the Client will receive a requote notification and must accept or decline the new price within a specified period (usually 3 seconds). If a requote is offered, the Client must confirm or decline the new price within three (3) seconds. Failure to respond within this timeframe will result in automatic cancellation of the request.
- **Market Execution:** Positions are executed at the current available market price provided by the Company's liquidity providers. The execution price may differ from the price displayed at the moment of placing the order due to market volatility or liquidity conditions.

(d) Positions are closed under the same execution method as they were opened (Instant or Market Execution):

- For **Instant Execution**, the Client closes a position at the price displayed in the client terminal. If the price changes during the closure request, a requote notification appears, requiring Client's confirmation within a short period (usually 3 seconds).
- For **Market Execution**, the position is closed at the next available market price, which may differ from the displayed price due to current market conditions, liquidity, and order volume.

(e) Margin requirements must be maintained continuously for each open position. If opening or closing a new position results in the Client's equity falling below margin requirements, the Company may reject such a transaction.

(f) All new positions are considered officially opened, and existing positions considered officially closed, once a corresponding confirmation record appears in the Company's server logs and the Client's trading terminal.

**Margin Calculations:** Free Margin is determined as:  $\text{Free Margin} = \text{Equity} - \text{Margin Required}$ . A position will not be opened if Free Margin is negative or if opening the position would result in a margin call or negative Equity.

(g) The Company retains the right, at its sole discretion and without prior notification, to limit or prohibit the opening of new positions or closing of existing positions for specific financial instruments or during extraordinary market conditions (such as high volatility, low liquidity, or significant market disruption events).

## 2.4 Margin Calls and Stop Out Policy

(a) The Company has the right and obligation to forcibly close the Client's open positions (Stop Out) if the equity on the Client's account falls below the margin requirements (Margin Level) necessary to maintain open positions or if the account's equity becomes negative. Margin Level requirements for each account type are clearly stated on the Company's website.

(b) If the Client has multiple open positions, the forced closure (Stop Out) process begins by closing the position with the largest floating loss first. This process continues sequentially, closing positions from the most unprofitable to the least unprofitable, until the Margin Level requirements are restored to acceptable levels.

(c) If a forced closure results in the Client's account having negative equity, the Company will automatically reset the balance of the trading account to zero (0). However, the Company reserves the right to seek compensation from the Client if negative balances result from trading activities deemed abusive or fraudulent.

(d) The Company reserves the right, at its sole discretion, to change or adjust the Stop Out level at any time, including setting levels above or below 100% of the required margin. Any changes to the Stop Out level will be

published on the Company's website, and the Company will strive to provide timely notification to Clients. In exceptional market conditions or upon an Event of Default, the Company may temporarily increase Stop Out levels up to one hundred percent (100%) without prior notice.

(e) In situations of extreme market volatility, insufficient liquidity, market gaps, or other unusual market conditions, forced closure of positions may be executed at prices significantly worse than anticipated, resulting in substantial financial losses. The Client explicitly acknowledges such risks and accepts that the Company shall bear no liability for any losses arising from the forced closure of positions under these market conditions.

(f) Clients are responsible for monitoring their account margin and ensuring sufficient equity to maintain open positions. The Company has no obligation to issue additional margin call notifications or alerts prior to enforcing Stop Out procedures, although such notifications may be provided as a courtesy at the Company's sole discretion.

## 2.5 Order Types and Placement Conditions

(a) The following order types may be placed by the Client through the trading platform:

- **Buy Limit** – an order to open a long position at a price lower than the current market price.
- **Sell Limit** – an order to open a short position at a price higher than the current market price.
- **Buy Stop** – an order to open a long position at a price higher than the current market price.
- **Sell Stop** – an order to open a short position at a price lower than the current market price.
- **Stop Loss** – an order designed to automatically close an open position to limit potential losses.
- **Take Profit** – an order designed to automatically close an open position to secure profits.
- **Buy Stop Limit** – a combination order where a Buy Limit is placed once the Ask price reaches the Stop level specified by the Client.
- **Sell Stop Limit** – a combination order where a Sell Limit is placed once the Bid price reaches the Stop level specified by the Client.

(b) All orders placed by the Client must clearly specify the following essential parameters:

- Trading instrument (asset symbol).
- Transaction volume.
- Order type.
- Desired execution price (order level).
- Optional parameters include expiry date/time (if applicable), Stop Loss, and Take Profit levels.

(c) Placement and modification of pending orders, as well as Stop Loss and Take Profit orders, are subject to the following restrictions:

- Minimum distance (in points/pips) from the current market price, as specified in the contract specifications for each instrument.
- Availability of sufficient free margin at the time of placing or modifying the order.
- Restrictions based on current or anticipated market conditions, including extreme volatility, reduced liquidity, or imminent major economic announcements.

(d) Pending orders placed on instruments traded continuously (24 hours a day) are by default given "Good Till Cancelled" (GTC) status unless explicitly set otherwise by the Client. Pending orders placed on instruments not traded continuously will typically have "Day Order" status, automatically cancelling at the end of the trading session.

(e) The Company reserves the right to decline or modify the Client's orders under the following conditions:

- Orders placed before market opening or during significant market disruptions.
- Orders based on incorrect, outdated, or non-market quotations.
- Orders violating trading conditions or margin requirements.
- Orders that may lead to regulatory or compliance risks, or involve abusive trading practices.

**(f)** Clients may modify or cancel pending orders at any time during active trading sessions for the respective instrument. Orders are considered effectively placed, modified, or cancelled once a corresponding confirmation record appears in the server logs and the Client's trading terminal.

**(g)** The Company reserves the right to reject modifications to Stop Loss or Take Profit orders if the newly requested level would trigger immediate execution based on the current market price.

**(h)** The Company may execute Limit and Stop orders at the best available market price under volatile or low-liquidity market conditions, potentially resulting in slippage (either positive or negative deviation from the requested execution price).

## 2.6 Complaints Handling and Dispute Resolution

**(a)** All disputes, complaints, or claims raised by the Client regarding trading operations or related matters must be formally submitted in accordance with the documented Complaints Procedure provided on the Company's official website.

**(b)** The primary and authoritative sources for resolving disputes shall be the Company's server logs, transaction data, and internal database records. If relevant information regarding the dispute is not recorded within the Company's server logs or internal databases, the claim based upon such information shall be deemed invalid.

**(c)** The Client explicitly acknowledges and accepts that external market data, quotations, or references from third-party sources or other brokerage platforms will not be considered valid or authoritative evidence for resolving disputes. The Company's internal records will prevail in all dispute resolutions.

**(d)** The Company reserves the explicit right to reject disputes or complaints under the following circumstances:

- Complaints concerning orders or transactions submitted during scheduled or unscheduled server maintenance periods.
- Claims related to profits derived from exploiting system errors, incorrect quotations, or market manipulation.
- Complaints arising from unusual or abnormal trading conditions, including but not limited to non-market quotations, price spikes, price gaps, and irregular market movements associated with significant economic news or market disruptions.

**(e)** If, following investigation, the Company concludes that a Client's position was erroneously closed due to a confirmed system or technical error attributable to the Company, the Company reserves the right, at its discretion, to restore the affected positions to their prior status or make an appropriate adjustment to the Client's account balance.

**(f)** Complaints must be formally submitted promptly and no later than three (3) business days from the date of the event giving rise to the complaint. Complaints submitted after this period may be declined at the Company's sole discretion.

**(g)** The Company will review and respond to the Client's complaint within a reasonable timeframe, typically within ten (10) business days from the date of receipt. In complex cases that require additional investigation, the Company shall notify the Client of any expected delay.

**(h)** Decisions made by the Company following the dispute resolution process shall be considered final and binding upon the Client unless successfully contested through applicable legal channels in the jurisdiction under which the Company operates and is regulated.

### *2.6.1 Handling of Trading-Related Disputes*

**(a)** Clients have the right to submit complaints related to trading operations in accordance with the general complaints procedure outlined in section 2.6.

**(b)** Complaints concerning trading operations must be submitted no later than three (3) business days after the occurrence of the event. Complaints submitted beyond this timeframe may be declined at the Company's discretion.

**(c)** The Company reserves the right to reject complaints regarding trading operations under the following circumstances:

- Orders placed before market opening or immediately before major economic news announcements.
- Orders executed based on erroneous, outdated, or non-market quotations.
- Orders executed during technical disruptions of the trading platform or Company servers.
- Orders placed or modified without sufficient free margin.
- Orders exceeding established trading limits or permissible trading volumes.
- Complaints related to issues caused by internet connection problems originating from the Client's side.

**(d)** The Company reserves the right to modify, delete, or adjust orders and positions that were placed or executed under the conditions listed above.

**(e)** Complaints related to the inability to trade during the Company's investigation of a disputed situation shall not be accepted or considered.

**(f)** Should the Company determine that positions were erroneously closed due to an error attributable to the Company, the Company may restore affected positions or make appropriate adjustments to the Client's account.

**(g)** Decisions made by the Company following the review of trading disputes and complaints shall be considered final and binding upon the Client, unless otherwise stipulated by applicable law.

## **2.7 Order Execution Process**

**(a)** Client orders are queued for execution once predefined conditions are met:

- Take Profit orders on long positions activate when the current Bid price meets or exceeds the specified order level.
- Stop Loss orders on long positions activate when the current Bid price meets or falls below the specified order level.
- Take Profit orders on short positions activate when the current Ask price meets or falls below the specified order level.
- Stop Loss orders on short positions activate when the current Ask price meets or exceeds the specified order level.
- Buy Limit and Buy Stop orders activate at the Ask price when reaching the specified levels.
- Sell Limit and Sell Stop orders activate at the Bid price when reaching the specified levels.

**Gap Execution Rule:** If the order price falls within a price gap upon market opening or under abnormal market conditions, execution will occur at the next available market price after the gap, as determined by current liquidity and market depth. This rule applies equally to Stop and Limit orders.

(b) The Company will make every reasonable effort to execute Limit orders at the price requested by the Client. However, in conditions of low liquidity, high volatility, or other extraordinary market circumstances, the Company reserves the right to execute such orders at the next best available market price.

(c) Order activation typically occurs within five (5) seconds upon the price level being reached. However, during periods of significant market volatility, reduced liquidity, or technical difficulties, activation of orders may require a longer timeframe, in which case the Company will notify the Client through the trading terminal where applicable.

(d) In case of price gaps or substantial market movements causing significant differences between the order price and market execution price, orders will be executed at the first available market price after activation, potentially resulting in slippage, either beneficial or detrimental to the Client.

(e) The Company reserves the right to execute Buy Stop, Sell Stop, and Stop Loss orders at prices worse than those specified by the Client, and Buy Limit, Sell Limit, and Take Profit orders at prices better than those specified by the Client, depending upon prevailing market conditions and available liquidity.

(f) At its sole discretion, the Company retains the right to permit execution of orders at the originally requested prices, even during market gaps, as well as the right to remove or alter Limit and Stop order restrictions under special market circumstances or if suspicious or unfair trading practices are suspected on the Client's part.

## 2.8 Glossary of Trading Terms and Definitions

This glossary consolidates all trading and operational definitions used across Company documents for clarity and consistency.

Unless otherwise defined in the Client Agreement, the following terms apply throughout all Company legal documents.

**Account History** – a comprehensive record of all executed trades and financial transactions conducted on the Client's trading account.

**Account Type** – specific trading conditions selected by the Client upon opening an account.

**Ask (Offer) Price** – the price at which the Client may buy a financial instrument or open a long position.

**Auto Referral Activity** – partnership activities automatically generating commissions from referred client transactions.

**Bar/Candle** – graphical chart element showing open, close, high, and low prices for a defined period.

**Basic Market** – the underlying market where the asset associated with a Contract for Difference (CFD) is traded.

**Bid Price** – the price at which the Client may sell a financial instrument or open a short position.

**Chart** – visual representation of price quotes over a defined period.

**Client Terminal Log-File** – a file containing all Client requests and server responses recorded via the trading terminal.

**Company's Account** – bank or payment accounts used by the Company for receiving and sending funds.

**Controversial Situation** – any circumstance involving disagreement between the Client and the Company regarding execution or interpretation of the Agreement or trading operations.

**Day Order** – a pending order automatically cancelled at the end of the trading day if not executed.

**Electronic Payment System (EPS)** – services and platforms facilitating electronic financial transactions through cards, e-money, or other digital means.

**Equity** – the total balance of the Client's trading account, including unrealized profits and losses on open positions.

**Fast Execution / Reasonable Time** – the execution of orders within industry-standard timeframes under prevailing market conditions.

**Fast Market** – market conditions characterized by high volatility, rapid price movements, and potential price gaps, usually caused by news releases or liquidity shifts.

**Flat Market** – market conditions characterized by low trading activity and minimal price fluctuations.

**Free Margin** – funds available in the Client's account that may be used to open new positions after deducting the required margin.

**Gap (Gapping)** – a sudden discontinuity in prices between two consecutive quotes with no intermediate trades executed, typically occurring at market open or during low liquidity.

**Hedged Position** – simultaneous long and short positions of equal volume in the same instrument within one trading account.

**Instant Execution** – order execution mechanism where trades are executed at the currently displayed price; if the price changes, the Client receives a requote.

**Leverage** – the ratio between the nominal value of a position and the amount of margin required to open it.

**Limit Order** – a Client request to buy or sell when the market price reaches a price better than the current market price.

**Liquidity Provider (LP)** – a financial institution or counterparty providing price quotations and executing Client orders.

**Locked Positions** – long and short positions of the same instrument opened simultaneously on the Client's account.

**Margin** – the collateral amount required to open and maintain positions, expressed as a percentage of the notional value of the trade.

**Margin Call** – a notification requiring the Client to deposit additional funds or close positions to maintain margin requirements.

**Market Execution** – order execution mechanism at the current available market price, which may differ from the Client's requested price.

**Market Opening** – the resumption of trading after weekends, holidays, or session breaks.

**Negative Balance Protection (NBP)** – a safeguard ensuring Clients cannot lose more than their deposited amount.

**Non-Market Quote (Spike)** – a temporary and significant price deviation from the market level, often without a valid market rationale, which may be removed from the Server Quote Base.

**Order (Trading Order)** – a Client instruction to open, modify, or close a position at specified conditions.

**Pending Order** – an instruction to open a position when the price reaches a predefined level.

**Pip / Point** – the smallest standardized unit of price movement for a given financial instrument.

**Price Gap** – a significant difference between consecutive price quotes, typically due to low liquidity or major news events.

**Quote / Quotation** – the current bid and ask prices of a financial instrument provided by the Company.

**Requote** – a notification in the trading platform offering a new price when the requested price is no longer available at the time of order submission.

**Server Log-File** – a file maintained by the Company's trading server recording all relevant events, Client requests, and system actions.

**Slippage** – the difference between the requested execution price of an order and the price at which the order is actually executed; may be positive or negative.

**Spread** – the difference between the Bid and Ask prices of a financial instrument.

**Stop Loss** – an order designed to automatically close a position to limit potential losses once a predefined price level is reached.

**Stop Order** – a Client request to buy or sell when the market price reaches a price worse than the current market price.

**Stop Out / Stop Out Level** – the automatic forced closure of open positions when account equity falls below the minimum margin level required to maintain them.

**Swap / Rollover** – the overnight interest adjustment applied to positions held open beyond the trading day.

**Take Profit** – an order designed to automatically close a position once a predefined profit target has been reached.

**Tick / Ticker** – the unique symbol or identifier representing a specific traded instrument or asset.

**Trailing Stop** – a dynamic order feature that automatically adjusts the Stop Loss level as the market price moves in the Client's favor.

**Trading Platform (Terminal)** – the electronic system used by Clients to execute trades, manage accounts, and access market data.

**Trading Volume** – the total nominal value of executed trades within a specified time frame.

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