

Trading Regulations for trading platform “MetaTrader”

- 1. General provisions**
 - 1.1. These Regulations define rules, terms and conditions of Client’s trading and procedure for processing and execution of clients orders and instructions by Nord FX on trading platform "MetaTrader", in particular:
 - a) rules for opening/closure of positions as well as placement, modification, cancellation and execution of orders;
 - b) Nord FX’s actions in connection with Client’s open positions in case margin amount on account is insufficient for their maintenance;
 - c) procedure for resolution of disputes between the Client and Nord FX related to trading.
 - 1.2. List of tools available for trading and main trading conditions are given in tools specifications placed on Nord FX’s official web-site that form inseparable part of these Regulations and Client Agreement.
 - 1.3. List of tools available for trading and main trading conditions can be changed by Nord FX only according to procedure stipulated by Client Agreement and these Regulations.
 - 1.4. The Client can trade only during the allowed trading period for this specific tool. Trading hours for each tool are mentioned in tools specifications and available on Nord FX’s official web-site.
 - 1.5. Maximum leverage on Client’s trading account depends on trading account type.
 - 1.5.1. Nord FX has a right to change leverage in the following cases:
 - a) with prior seven days notice to the Client;
 - b) without prior notice to the Client in force –majeure circumstances or extraordinary situation;
 - c) individually for each Client to bring his leverage level in line with margin requirements mentioned in tools specifications available on Nord FX’s official web-site;
 - d) individually for each Client upon his reasonable request if required by his trading strategy.
 - 1.5.2. Nord FX has a right to change leverage for positions that have already been opened and for new positions.
- 1.6. Depending on Client’s trading account type Nord FX uses different types and sizes of spread.
 - 1.6.1. Fixed spread is used on Fix accounts.
 - 1.6.2. Fixed spread can be changed:
 - a) with prior seven days notice to the Client;
 - b) without prior notice to the Client in market conditions different from the normal ones;
 - c) without prior notice to the Client in force –majeure circumstances or extraordinary situation.
 - 1.6.3. Variable spreads changing according to market situation are used for Pro and Zero accounts.

- 1.6.4. Spreads (typical spreads) for each tool for each trading account type are mentioned in tools specifications available on Nord FX's official web-site.
- 1.7. If open position is rolled over the next day Nord FX applies swap. Actual swap values and lists of tool where swaps can be used are available on Nord FX's official web-site.
- 1.7.1. Swap settlements on open positions are made from 23:59:00 till 00:01:00 trading platform time.
- 1.7.2. Nord FX guarantees that swap will be applied for all positions opened for the period from 23:59:00 till 00:00:00 trading platform time.
- 1.7.3. In rolling over open position from Wednesday to Thursday a triple swap is applied.
- 1.8. The main method to place Client's orders and requests is through Client terminal. The Client also has a right to place orders through Nord FX's operator by means of telephone communication but only when he is not able to place orders through client's terminal for technical reasons. In this case the Client has to follow Telephone Conversation Plan (Attachment № 3 to Client Agreement) available on Nord FX's official web-site.
- 1.9. General procedure for processing of orders and instructions placed through client terminal.
- 1.9.1. Quoting mechanism "Instant Execution" is used in transactions execution.
- 1.9.2. Transmission and processing of clients requests and orders transmitted through client terminal shall be in general performed in the following way:
- a) the Client makes request or order that is checked in clients terminal for correctness;
- b) the Client terminal sends inquiry or order to server;
- c) if there is a stable connection between client terminal and server,
- Client's order goes to server where it is being checked for correctness (in this case a «request was accepted by server») will appear in Server's Log-File;
- d) if Client's request is correct, it is placed in queue according to the time of request arrival and a current status of order processing "Order is accepted" appears in client terminal window;
- e) Client's request or order is transmitted for system processing, and processing status is shown in client terminal window as "Order is in process";
- f) Client's request or order is processed by system and processing result goes to server;
- g) server sends processing result to client terminal;
- h) if there is a stable connection between client terminal and server, client terminal receives client request or order processing result.
- 1.9.3. The Client has a right to cancel requests or orders that have been sent earlier and waiting in queue with status "Order is accepted". To do so the Client has to press a button "Cancel order". However Nord FX cannot guarantee success of such attempt.
- 1.9.4. Processing time for request or order depends on communication quality between client terminal and Nord FX server as well as on market condition. In normal market conditions Client's request or order is processed for around one second. In market conditions different from normal market conditions time of clients' requests and orders processing can be extended considerably.
- 1.9.5. Each client's order being in queue for processing within 3 minutes has to be transmitted to the system. If within 3 minutes order is not transmitted for processing, it is

automatically deleted from queue as invalid.

1.9.6. Client's request or order can be declined in the following cases:

- a) upon Market Opening if the Client places his instruction or order preceding First Quote on trading platform;
- b) if there is insufficient available margin to open a new position for requested amount;
- c) if the amount of position requested by the Client cannot be executed due to its unavailability on the market;
- d) in case of violation of limits for minimum/maximum lot, cumulative clients position and/or maximum number of open positions and placed orders for a certain account type;
- e) in market conditions different from normal ones.

1.10. Nord FX has a right to change margin requirements, spreads, orders execution mode and other trading conditions due to national and international holidays, bank holidays and other similar situations by seven days notice provided to the Client about such changes. All changes of trading conditions shall be applied to positions that have been already opened and for new positions.

1.11. In case of force-majeure circumstances or extraordinary situation Nord FX has a right without prior notice to the Client to change any trading conditions. Such changes can be applied to positions that have been already opened and for new positions. Nord FX shall do its best to minimize negative effect of such changes on the Client.

1.12. Nord FX guarantees that any Client's trading transactions executed on spike shall be reinstated immediately after detection of error.

1.13. Nord FX has a right to review results of Clients transactions in case of detection of server software failure that have caused

late quotes or issue of wrong quotes or wrong actions of Nord FX, in particular in case of obvious error.

2. Open a position

2.1. Opening positions for purchase shall be executed at Ask price. Opening position for sale shall be executed at Bid price.

2.2. The Client opens a position by transmitting instruction or order from Client Terminal to Nord FX Server. Instruction or Order shall specify the following parameters:

- a) name of Tool;
- b) size of transaction.

2.3. To open a position the Client shall transmit from Client Terminal to Nord FX Server his instruction or Order for execution.

2.3.1. To open a position to buy the Client shall press the button «Buy» in order window of client terminal sending the instruction to the Server.

2.3.2. To open a position for sale the Client shall press the button «Sell» in order window of client terminal sending the instruction to the Server.

2.4. Instruction to open a position can also be generated and transmitted to Nord FX Server by Trading Advisor installed on client terminal. Nord FX does not differentiate between the methods of order transmission from Client Terminal.

2.5. At the moment when Client's instruction to open a position comes to Server, the system automatically checks trading account for available margin to open a position.

2.5.1. If available margin is sufficient for position opening a new position will be opened.

2.5.2. If available margin is insufficient for position opening a new position will not be opened and a message «Not enough money» will appear on order window.

- 2.6. If at the moment of Client's instruction processing Quote has been changed, the system will suggest a new price Bid/Ask. In this case new window "Requote" with new prices will appear. If the Client agrees to execute transaction at newly suggested prices, he shall within three seconds press the button "OK" in Requote window. If the Client within three seconds fails to press "OK" button, it means he refuses to execute transaction on newly suggested prices.
 - 2.7. Instruction to open a position is deemed executed and position is deemed opened once the relevant record appears in the Server Log-File.
 - 2.8. Every new open position shall be labeled with consecutive ticker number.
 - 2.9. Trading transactions as well as placement, modification and cancellation of orders by Client can be effected only during allowed trading period specified for a specific Tool. Trading hours for each Tool are mentioned in Tools Specifications available on Nord FX's official web-site.
 - 2.10. If request to open a position is received for execution during non-trading time or during trading time if it precedes first Quote on the Market Opening, it will be declined by the system. A message "Off quotes /Trade is not allowed" will appear on client terminal window. In case of mistaken execution of Client's request to open a position at the closing price of previous day (or at any other non-market quote), Nord FX has a right to cancel such transaction and to annul its balance, including the cases when this position was later closed in whole or in part by the Client. In this case Nord FX contacts the Client and gives a relevant notice.
- 3. Close a position**
- 3.1. Closing positions (i.e. sale) is made at Bid price. Closing position for sale (i.e. purchase) is made at Ask price.
 - 3.2. Closing of a position is made by the Client by transmitting of relevant instruction from client terminal to Nord FX Server. Such instruction shall contain the following parameters:
 - a) ticker of closing position;
 - b) size of transaction.
 - 3.3. Instruction to close a position is transmitted to Server by pressing the button "Close #..." on window of Client Terminal.
 - 3.4. Instruction to close a position can be generated and transmitted to Nord FX Server by Trading Advisor installed on client terminal. Nord FX does not differentiate between methods of instruction transmission from Client Terminal.
 - 3.5. To close positions the Client can also use "Stop Loss" and "Take Profit" orders.
 - 3.6. If at the moment of Client's instruction processing Quote has been changed, the system will suggest a new price Bid/Ask. In this case a new window "Requote" with new prices will appear. If the Client agrees to close position at newly suggested prices, within 3 seconds he has to press "OK" button in Requote window. If within 3 seconds the Client fails to press "OK" button it means his refusal to close position at newly suggested prices.
 - 3.7. Nord FX has a right to decline instruction to close a position if it has been received at the moment when the Order to close this position ("Stop Loss" or "Take Profit") is already in queue for execution.
 - 3.8. If the list of open positions on trading account contains two or more locked positions, then once an instruction or a request to close one of them has being generated in the drop down "Type" list the additional option "Close By" appears. If the Customer chooses this option a list of opposite open position(s) appears. Once the Client selects the position it enables the "Close#.... by#" button. By pressing this button the Client closes the locked positions of the same size or «reduces» two locked positions of different size. The smaller position and symmetrical part of the bigger position are being closed, it generates a new open position with the same direction as the bigger position but with a new ticker. This option is available for Close Buy Enabled account types only.
 - 3.9. If amongst the Customer's Open Positions the Client has multiple positions which the

Customer wishes to close against matching Open Positions of the same Tool the Client can do so by utilizing the "Multiple Close by" item in the "Type" drop down list. Upon matching/closing the chosen positions the Client will have either a zero or net Position based upon the net overall exposure. The Client should note that the net overall position will be allocated a new Ticker. This option is available for Close Buy Enabled account types only.

- 3.10. Instruction to close position is deemed executed and position is deemed closed once relevant record appears on Server's Log-File.
- 3.11. If request to close position is received during non-trading time or during trading time but it precedes first Quote on the Market Opening, it shall be declined by the system. A message "Off quotes /Trade is not allowed" will appear on client terminal window. In case the system mistakenly executes Client's request to close position at the closing price of previous day (or at any other nonmarket price), Nord FX has a right to cancel such transaction and to reinstate such closed position. In this case Nord FX will contact the Client and notify him accordingly.

4. Stop out

- 4.1. With Margin Level on Client's account less than 40% at Fix and Pro and 60% at Zero a situation of "Margin call" occurs, when Nord FX has a right but not an obligation to close one or more client's positions depending on market situation. A decision about closing of positions is taken by Nord FX.
- 4.2. If Margin Level on Client's account goes below 20% at Fix and Pro and 40% at Zero, situation "Stop out" occurs when Nord FX in order to prevent negative balance on account has a right to close one or more client's positions without Client's consent and any prior notice.
- 4.3. Current position on trading account is controlled by Server and in case of execution of paragraph 4.2. herein a Stop out order is generated. Stop out order is executed at market price in due course in the same queue with Client's orders.

Forced closure of Client position will be reflected by record on Server Log-File with a comment "Stop out" or "SO".

- 4.4. If the Client has several open positions, the position with the highest floating losses will be closed at first.
- 4.5. If a Stop Out execution has resulted in the negative equity of the Customer's Trading Account it will be compensated so as to bring Equity to zero. Such compensation is credited only if the Client does not have open positions at the moment of negative balance occurrence.
- 4.6. Compulsory closure of positions on Nord FX discretion including stop-outs without prior notice to the Client, are also possible in other cases stipulated by these Regulations.

5. Order types on trading platform

- 5.1. To open positions on Trading platform MetaTrader (Pending orders) you can place the following Orders:
 - a) "Buy Stop" – an Order to open position to buy at price higher than the price at the moment of placing Order;
 - b) "Sell Stop" - an Order to open position to sell at price lower than the price at the moment of placing Order;
 - c) "Buy Limit" – an Order to open position to buy at price lower than the price at the moment of placing the Order;
 - d) "Sell Limit" – an Order to open position to sell at price higher than the price at the moment of placing Order.
- 5.2. To close positions you can use the following Orders:
 - a) "Stop Loss" - an Order to close previously opened position at price less profitable than the price at the moment of placing Order;
 - b) "Take Profit"- an Order to close previously opened position at price

more profitable than the price at the moment of Order placing.

6. Order placement procedure

6.1. To give instruction for Pending Order the Client shall specify the following compulsory parameters:

- a) name of Tool;
- b) order Type;
- c) order Amount;
- d) order Level.

6.2. In addition the Client may indicate the following optional parameters for his Pending order:

- a) Level of "Stop Loss". 0.0000 means that "Stop Loss" is not placed (or it is cancelled if it has already been placed);
- b) Level of "Take Profit" Pending order. 0.0000 means that "Take Profit" will not be placed (or cancelled if it has already been placed);
- c) Pending order expiration date and time.

6.3. All Pending orders as well as "Stop Loss" and "Take Profit" for financial tools shall have a GTC status ("Good Till Cancelled") and shall be taken for indefinite time.

6.4. Nord FX has a right to decline request for Pending order in the following cases:

- a) if any of the required parameters is not specified or is incorrect;
- b) if one or more optional parameters are incorrect;
- c) in case of exceeding limits in connection with maximum number of placed orders for a certain account type.

6.5. When the Client submits his request to place "Stop Loss" and "Take Profit" orders to open a position, the Client shall indicate the following parameters:

- a) ticker for the Open Position;

b) level of "Stop Loss" order. 0.0000 means that "Stop Loss" is not placed (or it will be cancelled if it has been already placed);

c) level of "Take Profit" order. 0.0000 means that "Take Profit" is not placed (or it will be cancelled if it has been already placed).

In case one or more parameters are indicated incorrectly, the request will be declined and «Modify...» button will remain inactive.

6.6. While giving instructions of Orders of all types, the difference in points between current market price and/or Pending order price must not be less than specified level. Minimum difference in points from placed Order to current price (Pending Order level) on each tool is specified in tools specifications available on Nord FX's official web-site

6.7. If while processing the request for Order placement current Quote reaches the level when at least one condition of this Section and/or Tools Specifications is breached, Nord FX has a right to decline such request.

6.8. To reduce skipping during Pending Orders activation, Pending Orders are translated to the market at the moment of Order opening. Therefore it is not allowed to open Pending Orders that have been not secured by Client's deposit. To this effect for each Pending Order the system creates virtual pledge in amount of USD 250 (Two hundred fifty) for 1 standard lot regardless of leverage. This procedure may disable opening of Orders (individual or cumulative) exceeding amount of funds available on account.

6.9. Client's request to place an Order is deemed executed and the Order is deemed placed once the relevant record appears in the Server Log-File.

6.10. Each Pending Order has a Ticker.

6.11. Placement, modification or deletion of Orders by the Client is possible during the period when trading on a certain Tool is allowed. Trading hours for each Tool are mentioned in Tools Specifications available on Nord FX's official web-site.

6.12. If request to place Order is received for execution during non-trading time or during trading time if it precedes the first Quote on the Market Opening, it will be declined by the system. A message "Off quotes /Trade is not allowed" will appear on client terminal window. In case of mistake in execution of Client's request for Order placement, Nord FX has a right to cancel such Order and in case of such Order execution till its cancellation to cancel open position and to annul the balance reached on such position. In this case Nord FX contacts the Client and gives a relevant notice.

7. Modifying and cancelling Orders

7.1. The Client has a right to modify and /or cancel any Pending Order or «Stop Loss» and «Take Profit» order prior to its activation.

7.2. While transmitting instruction to modify parameters of Pending Orders (Pending Order level, "Stop Loss" and "Take Profit" for such Pending Order) the Client shall specify the following parameters:

- a) Order ticker;
- b) Order level;
- c) "Stop Loss" level. Value 0.0000 means that "Stop Loss" is not placed (or cancelled if it has already been placed);
- d) "Take Profit" level. Value 0.0000 means that "Take Profit" is not placed (or if it has already been placed).

If the Client specifies one or more incorrect parameters, his instruction will be declined and "Modify..." button will remain inactive.

7.3. While transmitting instructions on modification of "Stop Loss" and "Take Profit" for opening position the Client shall specify the following parameters:

- a) open position ticker;
- b) «Stop Loss» level. Value 0.0000 means that "Stop Loss" is not placed (or cancelled if it has already been placed);

- c) "Take Profit" level . Value 0.0000 means that "Take Profit" is not placed (or if it has already been placed).

If the Client specifies one or more incorrect parameters, his instruction will be declined and "Modify..." button will remain inactive.

7.4. While transmitting instruction for cancellation of Pending Order the Client shall specify ticker of Order to be cancelled.

7.5. Nord FX has a right not to execute Client's instruction for modification or cancellation of his Order if current market price is closer than levels which are given in tools specifications placed on Nord FX's official web-site.

7.6. Nord FX has the right to decline an Instruction to modify or delete an Order if, while it is being processed, the Order has reached its level and/or the Order been already placed in queue to be executed.

7.7. An Instruction to modify or delete an Order is deemed executed and the Order is deemed modified or deleted once the relevant record appears in the Server Log-File.

7.8. Nord FX has a right to decline an Instruction for modification or cancelation of Order if processing of such Instruction was finalised after the Order had been already placed in queue to be executed.

7.9. If Instruction to modify or cancel the Order is received for execution during non-trading time or during trading time but it precedes the first Quote for this Tool in the Trading Platform on the Market Opening, it will be declined by the system. A message "Off quotes /Trade is not allowed" will appear on client terminal window. In case the system mistakenly executes Client's instruction to modify or cancel his Order, Nord FX has a right to cancel such modification or Order cancellation and to reinstate Order in its initial status and to execute it if market prices during this period have reached Order level. All open positions on such mistakenly modified Order in case it was processed, are cancelled and their results are annulled. In such cases Nord FX will contact the Client and notifies him accordingly.

8. Order execution

8.1. Order shall be placed in queue for execution in the following cases:

- a) "Sell Stop" order is placed in queue to be executed if the Bid price in the Quotes Feed becomes equal or lower than the Order Level;
- b) "Buy Stop" order is placed in queue to be executed if Ask price in Quote's Feed becomes equal or higher than Order Level;
- c) "Sell Limit" order is placed in queue to be executed if Bid price in Quote's Feed becomes equal or higher than Order Level;
- d) "Buy Limit" order is placed in queue to be executed if Ask price in Quote's Feed becomes equal or lower than Order Level;
- e) "Take Profit" order on open position buying is filled if Bid price becomes equal or higher than Order Level;
- f) "Stop Loss" order on open position for buying is filled if Bid price in Quote's Feed becomes equal or lower than Order Level;
- g) "Take Profit" order on open position for sale is filled if Ask price in Quote's Feed becomes equal or lower than Order Level;
- h) "Stop Loss" on open position for sale is filled when Ask price in Quote's Feed becomes equal or higher than Order Level.

8.2. Once the Pending Order is placed in the queue in order to be executed, the Server automatically checks if the Free Margin is sufficient to open the position.

8.2.1. If Free Margin is sufficient to open a position, the Order shall be executed and position shall be opened. A new record appears in Server's Log-File and position opened by execution of Pending Order retains ticker of Pending Order.

8.2.2. If Free Margin is insufficient to open a position, Nord FX has a right to

open or not to open position and Pending Order shall be deleted with the message "Deleted (no money)".

8.2.3. If the amount of foreign currency supply in the market is sufficient to fill an order, it will be executed immediately. In case of absence or lack of offers, as well as the generation of prices by the banks that have no ability to process the order due to volume restrictions, technical problems on the side of ECN or bank, etc., the order will continue to attempt to be filled for as long as it will not be executed, or no longer meet the conditions for its execution in which case the order returns to the stage of "placed". An order in the terminal, arranged on execution, is highlighted in yellow, and no changes can be done.

8.3. An Order is deemed executed once the relevant record appears in the Server Log-File.

8.4. Under normal market conditions execution of Pending Orders at Fix accounts is made by Nord FX precisely at posted prices without slippage. At Pro and Zero accounts the execution of pending orders is by market prices.

8.5. When the Order Level falls within the Price Gap on the Market Opening or in market conditions different from normal market conditions, the Order is executed in the following way:

- a) pending Order with Opening Level and "Take Profit" fall within Price Gap are cancelled with the message in comments [cancelled/gap];
- b) take Profit with the level within Price Gap are executed at requested price;
- c) "Stop Loss" orders that are at a level which is in price gap will be executed at the first available price after the price gap. In this case in the commentary of the order you will find this note [sl/gap];
- d) Pending Buy Stop and Sell Stop orders are executed at the first

available price after the price gap. In this case in the commentary of the order you will find this note [started/gap];

- e) pending Orders "Buy Limit" and "Sell Limit" are executed at requested price. Message in comments to such Order [started/gap].

In some cases in small price gaps, orders may be executed according to normal procedure at stated prices. There are no comments at Pro and Zero accounts' orders.

- 8.6. When several Orders fall within Price Gap, they are placed in queue to be executed in ascending order of their Tickers.

9. Disputes

- 9.1. In case the Client believes that Nord FX has violated his rights or failed to perform its obligations arising from these Regulations or breached any other conditions related to trading transactions, he has a right to send his claim to Nord FX.
- 9.2. Claims can be presented by the Client and examined by Nord FX according to procedure and in compliance with terms and time framework stipulated in Section 12 of Client Agreement.
- 9.3. Claims for unprocessed orders placed during maintenance works on server shall not be accepted if the Client was notified about such maintenance works.
- 9.4. If necessary Nord FX has a right to initiate on its own discretion revision of disputable situation under these Regulations.
- 9.5. Server log-file is the main source of information while examining disputable situation in relation with trading transactions of the Client on financial markets. Information contained in server log-file absolutely prevails over other arguments in examining disputable situation, including over information contained in client's terminal log-file. The currency pair chart can be used for informational purposes only, since in some cases it can display incorrect information that does not correspond with the quotes received by the system.

- 9.6. Settlement of disputable situation can be made by Nord FX:

- a) as compensation correction credited to Client's trading account or debited from Client's trading account;
- b) by reinstatement of mistakenly closed position;
- c) by cancellation of mistakenly opened position or placed orders.

Nord FX at its own discretion can choose the way of dispute settlement Nord FX shall act for the complete and fair settlement of disputable situation and according to regular practice.

- 9.7. If the claim is accepted as justified, it shall be settled only by compensation payment credited to Client's trading account. Nord FX shall not compensate to Client loss of profit, in particular if the Client had intentions to make any action but fail to do so for a certain reason. Nord FX shall not compensate indirect losses and moral losses.
- 9.8. Typical disputes related to trade and procedure of their resolutions.
 - 9.8.1. To perform order the system requires reasonable time. Prior to sending claim for non-execution of his order the Client has to make sure that enough time passed for order execution.
 - 9.8.2. Nord FX has a right to decline the claim if the Client from the moment when dispute occurred till the time of decision making on such claim performed any actions with Stop Loss or Take Profit orders for which the claim was presented.
 - 9.8.3. If Stop Loss or Take Profit order was put in queue for performance but the system mistakenly confirmed modification /cancellation of such order, Nord FX has a right to perform it at the level prior to last modification or cancellation.
 - 9.8.4. If Pending order was put in queue for correction but the system mistakenly confirmed modification

- of order level, Nord FX has a right to execute order on the level prior to last modification.
- 9.8.5. If Pending order was put in queue for execution but the system confirmed order cancellation Nord FX has a right to delete the Pending order.
- 9.8.6. Nord FX credits/debits the balance between the actual level of position closing and expected closing position, in case failure by mistake to execute closing position order was accepted by Nord FX (Stop Loss or Take Profit).
- 9.8.7. Nord FX has a right to close position under dispute at current price in quotes feed or at the price on the moment of opening and /or closing order depending on market spread.
- 9.8.8. In case the claim for non execution of Pending order was accepted by Nord FX, Nord FX credits/debits the balance between the actual level of opening position and expected level of order execution if there is no mistake
- 9.8.9. In case one or more orders were put in queue for execution on the same trading account, Nord FX has a right to decline the execution of one or more orders if there are insufficient funds on Client's account for transaction execution.
- 9.8.10. If the system executed Stop Loss or Take Profit order on non-market quote and it caused a valid claim, Nord FX shall compensate the balance between actual position closing and closing on price prior to non-market price if current price at the moment of decision making was worse than the price prior to non-trading quote.
- 9.8.11. If Client's order for position opening was executed on non-market quote or the Client opened a position on non-market (or out-of-date) quote, Nord FX has a right to close such position on current quotes and to cancel its balance if this position
- has not been closed by the Client himself.
- 9.8.12. If the system executed stop out on non-market quote and that caused a valid claim, Nord FX shall compensate the balance between actual position closing and closing at price prior to non-market quote, if current quote at the moment of decision making on such claim is worse than the price prior to non-market quote.
- 9.8.13. If the Client closed his position on non-market (or out-of-date) quote, Nord FX has a right to credit/debit the balance between actual position closing and closing on the price prior to nonmarket quote.
- 9.8.14. If the Client manages to prove that opening and/or closing the deal was executed at price substantially different from the market price, Nord FX under agreement with the Client shall recalculate the balance of such deal according to market prices or to cancel it completely. In special cases Nord FX has a right to choose the method of dispute resolution upon its own discretion.
- 9.8.15. Compensations of system's obvious mistake consequences shall be made the following way: open position shall be closed at current price and its balance shall be annulled if such position has not been closed by the Client himself.
- 9.8.16. Compensation of system's obvious mistake consequences upon position closing shall be made by crediting/debiting the balance between actual position closing and closing at the closing price of the last minute bar, preceding to the time of obvious mistake. In case of a gap in quotes feed, Nord FX shall use quotes synchronized with other market maker as per provisions of Client Agreement.
- 9.9. In case of disputable situation not described in Client Agreement and in these Regulations, Nord FX shall take final decision on the claim on the principles of

general market practice, internal Nord FX policy and Nord FX's idea about fair settlement of disputable situation.