

## Customer Agreement with **Beaverhead Financial Inc.**

The **Beaverhead Financial Inc.** Company hereinafter referred to as **the Company**, offers the realization of conversion arbitrage operations on **FOREX** market to any juridical or physical person hereinafter referred to as **the Customer** in order and on provisions regulated by this **Agreement**.

Execution of the next acts by **the Customer** is considered to be the full and absolute acceptance of conditions of this **Agreement**:

- filling out the registration form for opening an account with **the Company** available at <https://cabinet.masterforex.org/registration/>

- A deposit transaction of one's sub-account in the course of 90 days from the date of opening.
- The Company location is admitted to be the place of the **Agreement** conclusion: **306 Victoria House, Victoria, Mahe, Seychells.**

Actual **Agreement** appoints the processing form and execution of **Customer's** orders about an opening and a closing of positions, a deletion and a changing of order levels.

Detailed information about an order and conditions of realization of the conversion arbitrage operations by **the Company** and also other information relevant to **the Company's** activity referring to any juridical and physical person are available at [www.masterforex.org](http://www.masterforex.org)

Operating mode of **the Company**:

Day and night from 01:00 A.M. Monday GMT+2 till 11:00 P.M. Friday GMT+2.

Off-hour interval is: time period from 11:00 P.M. Friday GMT+2 till 01:00 A.M. Monday GMT+2;

### 1. Main terminology.

«**Account history**» - a list of full done transactions and nontrading operations with a trading account.

«**Ask**» - a higher price in quote. The price at which **the Customer** can buy.

«**Balance**» - a total financial result of full done transactions and nontrading operations with a trading account.

«**Bid**» - a lower price in a quote. The price at which **the Customer** can sell.

«**CFD**» - an object of trading operations execution, the basis of which is the change of rates of basis asset (i.e. asset that is in the basis of the contract for difference), which can be a share, a future, an article, precious metal, a stock index etc.

«**Contract for differences**» - see «**CFD**».

«**Equity**» - a current state of an account. Found by the formula: balance+ floating profit - floating loss.

«**Fast market**» - a market condition characterized by impetuous rate changes during the short time period. Often accompanied by price gaps. As a rule happening immediately before and/or right away after one or some events:

- an advertisement of economic indices in G7 countries, which have high influence on financial markets;
- pronouncements of interest rates by central banks or their committees;
- an appearance and press conferences of central banks managers, Ministers of Finance and Presidents of G7 countries;
- a realization of currency intervention by state organizations;
- acts of terrorism on a national (state) scale;
- natural disasters, that caused an announcement of the state of emergency (or analogous restrictive measures) on suffered territories;
- the beginning of war or an act of war.
- political force majeure: resignations and assignments (including those based on the results of elections) of representatives of state executive authority;
- other events exerting a big influence on the rate dynamic of a tool.

«**Floating profit/loss**» - non-fixed profit/loss in open positions with current rate values.

«**Free margin**» - funds on a trading account, which can be used for the opening of new positions. Calculated by the following formula: equity — margin.

«**Hedged margin**» - a funds security required by **the Dealer** for opening and supporting of locked positions. For each tool it is pointed in the specification of the contract.

«**Initial margin**» - a funds security required by **the Dealer** for opening of a position. For each tool it is pointed in the specification of the contract.

«**Instant Execution**» - a mechanism of quoting provided to **the Customer** without a request, when **the Customer** sees a quote stream of **the Dealer** in real time with which he can send an order to make a transaction.

«**Lock**» - long and short positions with an equal volume, opened with the same tool in one trading account.

«**Long**» - a purchase of a tool with a view to the rate rising. Relating to currency pairs it is a purchase of a base currency for a quote currency.

«**Margin level**» - equity to margin ratio showed in percentage. Calculated by the following formula:  $(\text{equity}/\text{margin}) * 100\%$ .

«**Margin**» - a funds security required by **the Dealer** for the supporting of open positions. For each tool it is pointed in the specification of the contract.

«**Margin call**» - a state of account at which **the Dealer** has a right but not an obligation to close all open **Customers'** positions in case of a free margin need. «**Margin level**» at which «**margin call**» takes place is pointed in this **Agreement**.

«**Margin Trading**» - a making of transactions with a usage of leverage when **the Customer** has a possibility to make a transaction with amounts far exceeding a volume of his own facilities.

«**Necessary margin**» - see «**margin**».

«**Delayed order**» - an order of **the Customer** to open a position at the price level pointed in the order.

«**Short**» - a sale of a tool with a view to the rate falling. Relating to currency pairs it is a sale of a base currency for a quote currency.

«**Spike**» - a quote fitting the following conditions:

- an occurrence of an essential price gap;
- a price return to the initial level in short period with an appearance of a price gap;
- an absence of impetuous price dynamics before an appearance of this quote;
- an absence of macro economical events and/or corporate news, influencing a course of a tool, at the moment of its appearance.

«**Stop out**» - an order of a compulsory position closing generated by the server.

«**Swap**» - a payment for the overnight position roll-over. It can be both positive and negative. The table with «**swap**» values for each tool is available at

<http://www.masterforex.org/specification.php>

«**Trailing stop**» is the following algorithm of a **Stop Loss** order control:

- if the profit on an open position hasn't exceeded the **Trailing Stop** value don't take any measures;
- as soon as the profit on an open position exceeds the **Trailing Stop** value, send the command about ordering **Stop Loss** at a **Trailing stop** value distance from the current price to the server ;
- as soon as you get the quote at a distance exceeding the **Trailing Stop** value from a set **Stop Loss** order, send the command to the server about the change of the level of this order to make it stay at a **Trailing stop** value distance from the current price.
- **Trailing Stop** works only when the customer terminal is turned on, connected to internet and successfully authorized on the server.

«**Base of quotes**» - information about the quote stream.

«**Basis currency**» - first currency in contractions of currency pairs which **the Customer** can sell or buy for a quote currency.

«**Bar (candle)**» - an element of a graph that includes open and close prices and also a top and minimal price within a certain period (minute, 5 minutes, day, week etc.).

«**Quote currency**» - second currency in contractions of currency pairs for which **the Customer** can buy or sell a basis currency.

«**Currency pair**» - an object of a trading operation the base of which is a price changing of one currency towards another.

«**Trailing Stop value**» - a **Trailing Stop** operation factor prescribed by **the Customer**.

«**Trading platform time**» - a time zone in which a fixation of any event in the server log-file takes place. At Masterforex servers it is GMT+2.

«**Graph**» - a quote stream, showed in a graphical form. A top (high) of any bar/candle is a maximal **Bid** for the period, minimum (low) is a minimal **Bid**, a close price (close) is the last **Bid** of the bar/candle, an open price is the first **Bid** of the bar/candle.

«**Dealer**» - 1) a company with which **the Customer** has agreements regulating juridical bases of making transactions on the margin trading terms; 2) a member of this company accomplishing treatment of **Customer's** requests and orders, order executions, a stop out and a margin call (written with a small letter in the regulation text).

«**Closed position**» - a result of the second full done transaction part.

«**Request**» - a **Customer's** instruction to **the Dealer** for getting a quote. A request is not the obligation for **the Customer** to make a transaction.

«**Tool**» - a currency pair or a contract for difference.

**information - trading system MetaTrader:Masterforex**» - see «**Trading platform**».

«**Customer**» - a juridical or physical person who has concluded an **Agreement** with **the Dealer** on the execution of transactions on the margin trading terms and made treaty with **Masterforex** on the customer terminal rent.

«**Customer terminal**» - a software product **Meta Trader 4.xx**, by means of which **the Customer** can get information about the quotes on financial markets (in a volume defined by **the Company**) in real time, make a technical analysis of markets, make transactions, place/change/delete orders and also receive messages from **the Dealer** and **the Company**. **Meta Trader 4.xx** is available at <http://www.masterforex.org/files/mt4setup.exe>

«**Quoting**» - a process of quote assignment to **the Customer** for making a transaction.

«**Leverage**» - a ratio between an amount of guarantee and a volume of transaction. Leverage 1:100 means that for a transaction it is necessary to have on **the Dealer's** account an amount 100 times less than an amount of the transaction.

«**Rate**» - 1) a unit cost of a basis currency denominated in a quote currency for a currency pair ; 2) a unit cost of an underlying asset denominated in money terms for a contract for difference.

«**Customer's log-file**» - a file created by the customer terminal recording all the requests and orders that were sent by **the Customer to the Dealer** accurate within a second.

«**Server log-file**» - a file created by the server recording all the requests and orders proceeded from **the Customer to the Dealer** and also the result of its processing accurate within a second.

«**Lot**» - an abstract notation of an amount of shares, articles, a basis currency accepted in the trading platform.

«**Margin for locked positions**» - a security required by **the Dealer** for the opening and supporting of locked positions. For each tool it is pointed in the specifications of contracts.

**The Beaverhead Financial Inc** company has the right to delete the information about a non-market quotation from the server quote basis.

«**Nontrading operation**» - an operation of passing to an account (withdrawing from a trading account) or an operation of a credit accommodation (reimbursement).

«**Fair market conditions**» - a market state satisfactory for each following condition:

- an absence of large breaks in quote receipts to the trading platform;
- an absence of impetuous price dynamic;
- an absence of essential price gaps. «**Fair**

**market**» - see «**Fair market conditions**».

«**Volume of transaction**» - a number of lots multiplied by lot size.

«**Order**» - a **Customer's** instruction for **the Dealer** to open or close a position on reaching an order level by the price.

«**Open position**» - a result of the first part of a full done transaction. In consequence of the opening of a position **the Customer** takes the following obligations:

- to make the opposite transaction of the same volume.
- to support equity not lower than 20% of a necessary margin.

«**Market opening**» - a continuation of trade operations after weekends, holidays or after a break between trading sessions.

«**Full done transaction**») consists of two opposite trading operations of an equal volume (opening and closing of position): a purchase with next consequent sale or a sale with next consequent purchase.

«**Quote stream**» - a sequence of quotes for each tool coming to the trading platform.

«**Point**» - a unit of a rate low order.

«**Lot size**» - a number of shares, articles, a basis currency in one lot defined in the specification of contracts.

«**Vendor**» - the **MetaQuotes Software Corp.** company, the trading platform creator.

«**Order**» - a **Customer's** instruction to **the Dealer** to **open/close** a position, dispose, delete or change an order level.

«**Market conditions different from normal**» - see «**thin market**» or «**fast market**».

«**Masterforex site**» - the web-site of Masterforex is available at [www.masterforex.org](http://www.masterforex.org)

«**Server**» - a software **MetaTrader Server 4.xx**, by force of which the following operations are realized : a processing of **the Customer's** instructions and requests; an assignment of information about trade operations on financial markets in real time (in a volume defined by **the Company**) to **the Customer**, a consideration of the mutual obligations between **the Customer** and **the Dealer** and also an adherence to specifications and restrictions.

«**Adviser**» - an algorithm of a trading account management in the form of a program in specialized **MetaQuotes Language 4**, sending requests and instructions to the server with the usage of the customer terminal.

«**Contract specification**» - main trading conditions (a spread, a lot size, a minimal volume of transaction, a change move of a transaction volume, an initial margin, a margin for locked positions etc.) for each tool. The information is available at <http://www.masterforex.org/specification.php>

«**Disputable situation**» - 1) a situation when **the Customer** considers that **the Dealer** disturbed one or more provisions of this regulation because of his activity or inactivity; 2) a situation when **the Dealer** considers that **the Customer** disturbed one or more provisions of this regulation because of his activity or inactivity.

«**Spread**» - a difference between **Ask** and **Bid** quotes stated in points.

«**Ticker**» - a unique identification number assignable in the trading platform to each opened position or delayed order.

«**Thin Market**» - a state of the market when quotations are rarer than those in normal market conditions during a long time period . As a rule such state of the market is typical for Christmas holidays, national holidays in G7 countries in the period from 11:00 P.M. (Moscow time) till 3:00 A.M. (Moscow time) etc.

«**Trading operation**» - a buying or a selling of any tool by **the Customer**.

«**Trading platform**» - a total of program and technical tools providing the reception of the information about transactions on financial markets in real time, a transaction making, an accounting of mutual obligations between **the Customer** and **the Dealer** and also an adherence to specifications and restrictions. It consists of **the server** and **the customer terminal** in a simplified form for the purposes of this regulation.

«**Trading account**» - a unique personified register for the operation accounting in the trading platform where full done transactions, open positions, nontrading operations and orders are reflected.

«**Order level**» - a price pointed in an order.

«**Force majeure**» - events that can be neither foreseen nor prevented. As a rule these circumstances are as following:

- natural disasters;
- wars;
- terrorist acts;
- actions of government, legislative and executive government authorities;
- hacker attacks and other illegal acts against servers.

«**Price that has preceded non-market quoting**» - a price of a minute bar closing followed by a minute bar with a non-market quoting.

«**Price gap**» - any of the two following situations:

- a **Bid** of a current quote is bigger than an **Ask** of the previous quote;
- An **Ask** of a current quote is less than a **Bid** of the previous quote. «**Price gap**

**of market opening**» - any of the two following situations:

- **Bid** quotes of market opening are bigger than **Ask** quotes of market closing;
- **Ask** quotes of market opening are less than **Bid** quotes of market closing.

«**Obvious error**» - a **Customer's** position **opening/closing** or an execution of his order by **the Dealer** at the price essentially different from the price for this tool in a quote stream at a point in time of this commitment; any other **Dealer's** activity or inactivity concerned with his obviously erroneous identification of the market price level in a certain time period.

## 2. Work generals

### The Customer's request processing

2.1. In the time of a transaction the **Instant Execution** quoting mechanism is used.

**2.2. The Customer's** request and instruction processing has the following structure:

- **the Customer** makes a request or an instruction in the customer terminal and then it is checked for correctness;
- a request or an instruction is sent to the server by the customer terminal;
- **the Customer's** instruction comes to the server and is checked for correctness. This process is accompanied by a **[request was accepted by server]** note in the trading terminal log.
- the server sends the result to the customer terminal after a request or instruction processing;
- The customer terminal receives the result of a **Customer's** request or instruction in case of a presence of stable connection between the customer terminal and the server.

**2.3. The Customer** has the right to try to annul the already sent request that is standing in line but **the Company** can not guarantee the success of this attempt.

**2.4.** The time of a request and instruction processing depends on the quality of connection between the customer terminal and the server of **the Company** and also on a market state. In fair market conditions the time of a request or instruction processing usually takes 2-5 seconds. In market conditions different from normal the time of a **Customer's** request or instruction processing may increase up to 10-15 seconds as a rule.

**2.5.** The server of **the Company** has the right to decline a **Customer's** request in the following cases:

- in case of a **Customer's** request sent before the first price coming to the trading platform on a market opening **the Customer** receives **[NO PRICE]** message;
- in case of **Customer's** free funds insufficiency for a new position opening;
- in case of market conditions different from normal;

**2.6.** The customer terminal is the main tool for **the Customer** to make requests and instructions. **The Customer** has the right to give an instruction at second hand of **the Company's** operator only in case of impossibility of operating with a customer terminal on technical grounds; in doing so **the Customer** is to follow the **Plan of a telephone talk with an operator** available on **the Company's** site.

## **Trading operations**

A currency sale trading operation is made at the **Bid** price. A currency purchase trading operation is made at the **Ask** price.

## Spreads

**2.8. The Company** underpins the fixed spread pointed at the site in case of force majeure absence. Current spreads are available at <http://www.masterforex.org/specification.php>

## Overnight position roll-over

**2.9.** A SWAP charge for open positions during the overnight position roll-over starts at 11:59:30 P.M.. Current Swaps are available at <http://www.masterforex.org/specification.php>

On a Wednesday night a triple SWAP is charged. **The Company** notifies **The Customer** about all the changes in SWAP charges no less than 7 days in advance.

## Leverage

**2.10.** Leverage is set by the Customer himself. When balance is less than 10 000\$ maximum leverage is 1:500. When balance is 10 000\$ - 30 000\$ maximum leverage is 1:200. When balance is more than 30 000\$ maximum leverage is 1:50. Deals opened with the leverage not fitted the balance can be canceled.

## 3. Opening of positions

**3.1.** Position opening is affected by sending of an instruction or an order from the customer terminal to the server of **the Company**. The following operation factors of an instruction or an order are required:

- a name of a tool;
- a volume of a transaction.

**3.2.** As of 20.09.2006 transactions can be done by **Instant Execution** technology with the following trading tools:

EURUSD, GBPUSD, USDJPY, USDCHF, AUDUSD, USDCAD, NZDUSD, NZDUSD, EURGBP, EURCHF, EURJPY, EURAUD, EURCAD, EURNZD, GBPCHF, GBPJPY, GBPAUD, GBPCAD, GBPNZD, CHFJPY, AUDCAD, AUDJPY, AUDCHF, AUDNZD, CADJPY, CADCHF, NZDCAD, NZDCHF, NZDJPY, GOLD, SILVER.

**The Company** notifies **The Customer** about all the changes in the table of quoted currencies no less than 7 days in advance.

**3.3. The Customer** should send a request from the customer terminal for an opening of a **sell/buy** transaction.

**The Customer** should press the **[Buy]** button in the window of the customer terminal for an opening of the purchase transaction. After this an order goes to the server.

**The Customer** should press the **[Sell]** button in the window of the customer terminal for an opening of the sale transaction. After this an order goes to the server.

#### **Processing of Customer's orders to open position**

**3.4.** A position will open if an amount of a free margin is enough for a position opening. A free margin level is counted automatically.

**3.5.** A position will not open if an amount of a free margin is not enough for a position opening. The **[NOT SUFFICIENT FUNDS]** message appears in the order window.

**3.6.** The server offers a new **Bid/Ask** price if a quote has changed at the moment of a **Customer's** instruction or a request processing. A new Requote window with new prices appears in this case. **The Customer** should press the **[OK]** button within 3 seconds in case of new prices acceptance.

**3.7. A Customer's** instruction for position opening is considered to be done and position is open after an appearance of a fit note in the server log-file. Every new position gets the ticker serial number.

**3.8** Orders which last less than 2 minutes (including locking positions, opened one after another in a period of less than 2 minutes) can be deleted.

#### **4. Position closing**

**4.1. The Customer** must point the following operation factors during position closing with the help of the customer terminal:

- a closed position ticker
- a transaction volume

**4.2. The Customer** should press the **[Close position]** button in an order of the trading terminal to send an instruction about a position closing.

#### **Processing of Customer's instructions about a position closing**

**4.3.** The server offers a new **Bid/Ask** price if a quote has changed at the moment of a **Customer's** instruction or a request processing. A new Requote window with new prices appears in this case. **The Customer** should press the **[OK]** button within 3 seconds in case of new prices acceptance.

**4.4.** A **Customer's** instruction for position closing is considered to be processed and position closed after an appearance of a fit note in the server log-file.

## 5. Description of orders of Metatrader 4.xx Masterforex trading terminal

### Orders

#### 5.1. Order types

«**Buy stop**» assumes an opening of a purchase position at the price that is higher than the current price at the moment of an ordering;

«**Sell stop**» assumes an opening of a sale position at the price that is lower than the current price at the moment of an ordering;

«**Buy Limit**» assumes an opening of a purchase position at the price that is lower than the current price at the moment of an ordering;

«**Sell Limit**» assumes an opening of a sale position at the price that is higher than the current price at the moment of an ordering;

5.2. Next orders can be used for a position closing:

«**Stop Loss**» assumes a closing of already open position at the price that is less profitable than the current price at the moment of ordering;

«**Take Profit**» assumes a closing of already open position at the price that is more profitable than the current price at the moment of ordering.

5.3. **The Customer** has the right to change and delete any delayed order before its activation.

### Execution of orders

5.4. **An order will be placed in the execution line in the following cases:**

- A **Sell Stop** order is placed in the execution line at the moment when a **Bid** price in a quote stream is equal to or lower than the order level;
- A **Buy Stop** order is placed in the execution line at the moment when an **Ask** price in a quote stream is equal to or higher than the order level;
- A **Sell Limit** order is placed in the execution line at the moment when a **Bid** price in a quote stream is equal to or higher than the order level;
- A **Buy Limit** order is placed in the execution line at the moment when an **Ask** price in a quote stream is equal to or lower than the order level;
- **Take Profit** is an order of an open purchase position when a **Bid** price in a quote stream becomes equal to or higher than the order level;
- **Stop Loss** is an order of an open purchase position when a **Bid** price in a quote stream becomes equal to or lower than the order level;
- **Take Profit** is an order of an open sale position when an **Ask** price in a quote stream becomes equal or lower than the order level;

- **Stop Loss** is an order of open sell position when an **Ask** price in a quote stream becomes equal to or higher than the order level;

#### **5.5. Execution of orders in case of price gaps is regulated by the next rules:**

- a delayed order, an opening level and **Take Profit** of which have got to the price gap, is cancelled with a **[cancelled/gap]** note in the comment;
- a **Take Profit** order, the level of which being at the price gap, is executed at the price pointed in an order;
- a **Stop Loss** order the level of which being at the price gap is executed at the first price after the price gap. In this case there is a **[sl/gap]** note in the order comment;
- delayed **Buy Stop** and **Sell Stop** orders are executed at the first price after the price gap. In this case there is a **[started/gap]** note in the order comment;
- delayed **Buy Limit** and **Sell Limit** orders are executed at its posted price. In this case there is a **[started/gap]** note in the order comment;
- In cases of small price gaps the orders may be executed in a customary mode at the pointed prices.
- In case when on trading account each of the following conditions take place:
  - margin level is 140% or less;
  - the volume of the cumulative item is 60% for one instrument and it is only sell or buy;
  - the given cumulative item was generated in 24 hours before market closing;

The Company has the right to establish a take profit level for orders, entering this item, for given instrument on a market closing ask price, withholding 1 point for sell orders, or bid price adding 1 point for buy orders.

#### **Period of orders' validity and placement. Parameters and conditions of placement.**

**5.6.** Orders can be placed, deleted or changed by **the Customer** only when an actual tool transaction is allowed. The information about trading hours for each tool is available at <http://www.masterforex.org/specification.php>

**5.7.** The following operation factors must be pointed by **the Customer** during a sending of a delayed order placement instruction:

- a name of a tool
- an amount of a transaction (volume)
- an order type (Buy Stop, Sell Stop, Buy Limit, Sell Limit)
- a price level of an order placement.

**5.8.** The server, receiving a delayed order, checks a trading account for free margin availability, adds a new position to the list of open positions, counts an aggregate customer position and a free margin.

**5.9.** In fair market conditions an order is executed by the server without a slide, at the pointed price.

**5.10.** An order is considered to be executed after an appearance of a fit note in the server log-file.

## **6. Enforced position closing**

**6.1. Margin Call** occurs when a **Margin level** of **the Customer's** account is less than 20%. **The Company** has the right but not the obligation to close **Customer's** positions (position). The decision about a closing of positions (position) is made by **the Dealer**.

**6.2. The company** has the right for an enforced closing of open positions of **the Customer** without a notification if a current state of an account (equity) is less than 10% of a necessary margin or a supporting of open positions.

**6.3.** The server controls an account current state and, in case of a performance of the condition from the 6.2. point of this **Agreement**, generates an instruction for the enforced position closing (Stop out). **Stop out** is executed at a current market price on a first-come with **Customer's** instructions. An enforced position closing is accompanied by a fit note in the server log-file with the **[stop out]** comment .

**6.4.** In case of a performance of the condition from the 6.2 point of this **Agreement** and in the presence of several **Customers'** open position the first position to close is one with maximum floating profit/loss.

**6.5. The Company** ensures that after the last position closing the balance stays on the account in the range of 0% - 10% of a margin necessary for a supporting of this last forcedly closed position.

**6.6.** In case of an adverse balance on **the Customer's** account a compensation is charged to bring it up to 0%.

## **7. Procedure for consideration and adjustment of claims and contradictions about transactions.**

**7.1.** In case of an appearance of a disputable situation **the Customer** has the right to claim. Claims are accepted within two workdays from the date of the occurrence of its cause.

**7.2.** A claim must be made in an e-mail form and sent to the customer department at [info@masterforex.org](mailto:info@masterforex.org)

All the claims made by other ways are not accepted for a consideration.

**7.3.** A time limit for a **Customer's** claim consideration by **the Company** is not more than 10 workdays:

**The Company** allows a claim only by financial charges to a trading account within one workday in case of an admission of a **Customer's** claim as reasonable.

**The Beaverhead Financial Inc** company considers other claims, not pointed in this **Agreement**, reclining on the general market usage and home policy of **the Company**.

**7.4. A Customer's** claim must contain the following data:

- a full name
- an account number
- a date and time of a disputable situation
- a ticker of a disputable position or an order
- a description of claims without emotions

**7.5. The Company** has the right to disallow a claim not passing the conditions of 7.1, 7.2, 7.4 points.

**7.6. The Company** has the right to cancel **Customer's** transactions not passing the conditions of this **Agreement**.

## **8. Customer's identification**

**8.1. The Company** has the right to require a confirmation of identity of the Full Name pointed in the registration form. **The company** can ask **the Customer** to send an e-mail with a notarially certified or not certified (at the discretion of **the Company**) passport copy.

## **9. Funds transferring from Customer's trading account**

**9.1. The Customer** can transfer funds from his account to payment systems available in the **Trader's cabinet**.

**9.1. The Company** has the right to deny a funds transferring to a chosen payment system in its discretion. In this case **the Customer** has the right to transfer funds to his bank account. At that the Full Name pointed during a trading account registration must coincide with a name of a bank account holder.

## **10. Company's feedback**

**10.1. The Company** may use the following mediums for a feedback:

- inner mail of a trading platform;
- e-mail;
- fax;
- telephone;
- mail;

- announcements in the "News of the Company" column on **Masterforex** site.

**The Company** will use **Customer's** particulars pointed in the time of opening of an account. In connection with this **the Customer** must inform **the Company** about any change in the contact information.

**10.2.** Any correspondence (documents, announcements, notifications, confirmations, reports etc.) is considered to be received by **the Customer** in the following time periods:

- one hour later sending by e-mail;
- shortly after sending by inner mail of the trading platform;
- shortly after sending by fax;
- shortly after a telephone conversation;
- 7 days after a moment of mailing
- shortly after an announcement placement in the "News of the Company" column on the Company's site.

**10.3.** **The Customer** receives an e-mail about all day and night transactions daily.

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