



Regulations for Non-Trading Operations

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TABLE OF CONTENTS:

1. GENERAL PROVISIONS	3
2. SUSPICIOUS NON-TRADING OPERATIONS	4
3. COMMUNICATIONS	5
4. PAYMENTS POLICY.....	6
5. FUNDS TRANSFER OPTIONS.....	9
5.1. Bank transfer.....	9
5.2. Bank card transfer.....	9
5.3. Electronic payment system.....	11
5.4. Internal funds transfer.....	11
6. MYTICKCOPY.....	12
7. COMPLAINTS HANDLING AND PROCESSING/ENQUIRY.....	13

1. GENERAL PROVISIONS

- 1.1.** These Regulations on Non-Trading Operations (the "Regulations") have been developed within a framework of international cooperative measures aimed at combating financial misconduct, exposing and preventing violations of the law, and establishing the procedure for performing non-trading operations on a Client Account with Tickcopy Limited (hereinafter referred to as the "Company" or "Tickcopy").
- 1.2.** "Non-trading operation" shall mean any operation performed by the Client that involves the depositing of funds to their Client Account, the withdrawal of funds from their Client Account, or the internal transfer of funds between Client Accounts in Mytickcopy. The terms and definitions applicable to these Regulations are specified in Clause 1 of the Client Agreement, which can be found in the "Account Opening Agreements" subsection, located in the "Policies and Regulation" section on the Company Website. In cases where certain provisions of these Regulations concerning non-trading operations contradict those in the Client Agreement or the Terms of Business, the provisions of these Regulations shall prevail. This provision does not render other terms of the aforementioned documents invalid.
- 1.3.** Requests for non-trading operations can only be sent by the Client to the Company through Mytickcopy. All other means of communication specified in Clause 3 of these Regulations are intended for further supporting correspondence between the Company and the Client and notifications to the Client by the Company.
- 1.4.** When registering for Mytickcopy on the Company Website, the Client undertakes to provide accurate and authentic information to identify themselves in accordance with the requirements of the Client Registration Form on the Company Website and these Regulations. The Client shall inform the Company of any changes to their identification data in a timely manner.
- 1.5.** The Company reserves the right to request the following documents at any time in order to verify the Client's identity as an individual person:
 - a. Proof of legal existence issued by the local government. A high-resolution scanned copy or photo of the Client's passport pages or any other national ID that clearly indicates the Client's full name, date and place of birth, passport number, dates of issue and expiry, issuing country, and the Client's signature;
 - b. Proof of address. A high-resolution copy or photo of a: utility bill (water, electricity, phone bill) issued within the last 3 months; bank statement (for a current account, deposit account or credit card account); bank reference letter confirming the Client's address.
- 1.6.** The Client guarantees the legitimate origin, lawful possession and right to use the funds transferred by the Client to the Client Accounts and such representation is deemed made each time such a transfer is being made.
- 1.7.** The Company shall have the right to amend at its sole discretion the terms of these Regulations at any time giving the Client 3 (three) business days' prior notification in one or several of the ways described in Clause 3.1 of these Regulations. Such amendments will come into effect on the date specified in the notification.
- 1.8.** These Regulations are transparent and are an integral part of the Agreement concluded between the Company and the Client.
- 1.9.** The content of these Regulations shall be disclosed without limitation upon the request of any interested party.

2. SUSPICIOUS NON-TRADING OPERATIONS

- 2.1.** The Company may declare a non-trading operation suspicious in cases including, but not limited to:
- a. exposure of abuse of funds transfers without using the Company's services (without completing trading operations on the trading account);
 - b. revelation of the unusual nature of operations that do not have obvious economic substance or obvious legal purpose;
 - c. revelation of circumstances providing grounds to believe that the operations are being performed for the purpose of money laundering or financing terrorism;
 - d. failure of the Client to provide proof of identity or other documents for verification, as well as the submission of inaccurate information by the Client;
 - e. inability to contact the Client using their registered email address and telephone number;
 - f. failure of the Client to provide proof of the identity of a beneficiary, i.e. a person for the benefit of whom the Client acts (in particular, on the basis of an agent contract, commission, and trust management contracts, while carrying out non-trading operations);
 - g. submission of counterfeit or invalid documents.
- 2.2.** The Company can declare a non-trading operation suspicious on the basis of analysis of the nature of a non-trading operation, its components, attending circumstances, and interaction with the Client or the Client's representative.
- 2.3.** The Company reserves the right to investigate the nature of any suspicious non-trading operations listed in Clause 2.1 of these Regulations, whereupon such operations will be suspended until the reasons for their occurrence are ascertained and the investigation is complete.
- 2.4.** During the course of an investigation, in accordance with Clause 2.3 of these Regulations, the Company shall have the right to request that the Client provide proof of their identity, proof-of-payment documents, and other documents confirming the lawful possession and legitimate origin of the funds transferred to the Client's Account.
- 2.5.** If suspicious non-trading operations should be exposed, the Company shall have the right to:
- a. refuse to perform these operations by rejecting the respective request;
 - b. limit funds deposits and/or funds withdrawals to/from the Client's Account, in any way, at the Company's discretion;
 - c. return funds previously deposited to the Client's Account to the source from which the deposit was made;
 - d. write off any compensated commissions or bonuses credited to the Client for operations performed by the Client;
 - e. terminate relations with the Client.
- 2.6.** In the case of refusal to perform suspicious non-trading operations or the termination of relations with the Client as a result of suspicious non-trading operations performed by the Client, the Company shall not be held liable for any breach of contract with the Client.

3. COMMUNICATIONS

- 3.1.** In order to communicate with the Client, the Company may use:
- a. the MetaTrader trading platform internal mail;
 - b. email;
 - c. telephone;
 - d. post;
 - e. notifications in Mytickcopy.
- 3.2.** Should the need arise for the Company to contact the Client promptly regarding non-trading operations, the Company will use the contact details specified by the Client during registration or updated by the Client in accordance with Clause 3.4 of these Regulations. The Client agrees to accept notifications from the Company at any time.
- 3.3.** Any correspondence sent to the Client (documents, notifications, confirmations, news, statements, etc.) is considered to have been received:
- a. if sent by email, within 24 hour after emailing it;
 - b. if sent by trading platform internal mail, immediately after sending it;
 - c. if sent by post, 7 (seven) calendar days after posting it;
 - d. if in Mytickcopy, immediately after the notification is published.
- 3.4.** The Client shall notify the Company in a timely manner of any change in his contact details either by updating the information in Mytickcopy or by any other method offered by the Company.
- 3.5.** The Client understands and accepts that the Company reserves the right to unilaterally terminate relations with the Client should the Client behave inappropriately when communicating with a Company employee.
- 3.6.** Every non-trading operation by a Client shall be confirmed by a log in the “Transfer History” of Mytickcopy. If the Client has reason to believe that the log is inconsistent, the Client shall have the right to lodge a complaint in accordance with Chapter 7 of these Regulations.
- 3.7.** If the Client has reason to believe that there has been a mistake in their own favor in the log, the Client is obliged to inform the Company about the mistake as soon as possible using the email:cs@tickcopy.com to contact us.

4. PAYMENTS POLICY

- 4.1.** Funds deposits to a Client Account and funds withdrawals from a Client Account may only be performed via the deposit and withdrawal methods available in Mytickcopy. Commission fees as well as other charges for each deposit and withdrawal option are published in Mytickcopy and on the Company Website and may periodically be changed by the Company.
- 4.2.** The Client understands and accepts that any commissions or other charges incurred by the transfer of funds shall be at the Client's expense. The Company shall not charge any additional commission for funds transfers, except for the commissions and other expenses specified in these Regulations.
- 4.3.** The deposit of funds to a Client Account shall be carried out on the basis of a funds deposit request. The withdrawal of funds from a Client Account shall be carried out on the basis of a funds withdrawal request. The transfer of funds from one of a Client Account to another shall be carried out on the basis of an internal funds transfer request. These requests shall be processed by the Company within 1 (one) business day, but not later than at the end of the business day following the day on which the request was received (or, in the case of deposits, following the day on which the funds were credited to the Company Account) whereby no additional information or document is needed.
- 4.4.** Requests for non-trading operations such as deposit requests, withdrawal requests, and internal funds transfer requests shall be submitted by the Client in Mytickcopy and shall be considered as accepted by the Company if they are displayed in the "Transfer History" of Mytickcopy and in the Company records of Client requests.
- 4.5.** The Company shall credit the sum received on the Company Account to the Client's Account.
- 4.6.** Funds shall be credited to the Client's Account in the denomination currency of the Client's Account, regardless of the currency in which the funds were initially transferred. If the transfer currency differs from the Client Account currency, the transfer amount shall be converted at the exchange rate as published in Mytickcopy at the moment the payment is received on the Company Account.
- 4.7.** Funds withdrawals from the Client's Account shall be processed in the denomination currency of the Client's Account, regardless of the currency in which the funds are to be transferred. If the Client Account currency differs from the transfer currency, the transfer amount shall be converted into the transfer currency at the exchange rate as published in Mytickcopy, at the moment the funds are debited from the Client's Account.
- 4.8.** Exchange rates are published in Mytickcopy and are periodically updated by the Company.
- 4.9.** Currencies accepted by the Company for crediting Client Accounts, as well as currencies available for transfer to the Client's External Account, depending on the funds transfer method, are shown in Mytickcopy.
- 4.10.** The Company shall have the right to set restrictions on the minimum and maximum transfer amounts, which may vary depending on the direction, method, and currency of transfer.
- 4.11.** The Company shall have the right to set restrictions on the maximum number of withdrawal requests and internal funds transfer requests that can be submitted in one Client's Mytickcopy every 24 hours. These restrictions are published in Mytickcopy and may be changed by the Company from time to time.
- 4.12.** In the event that funds are returned to the Company Account after being transferred to the Client on the basis of their withdrawal request, the funds shall be credited to the Client's Account in the same amount credited to the Company Account, while any commissions or other charges incurred by the returning of funds shall be at the Client's expense and shall be paid by deducting them from the amount re-credited to Client's Account.
- 4.13.** If funds transferred as a deposit to a Client Account via bank transfer are not credited to the Client

Account within 5 (five) business days of the date of payment, the Client shall have the right to request that the Company makes an inquiry. The Client understands that the inquiry may involve paying commission, which shall be at the Client's expense. The payment method for such expenses shall be determined on an individual basis and may be carried out by transferring the necessary amount to the Company Account or by deducting the amount from the Client Account.

- 4.14.** If funds transferred as a deposit to a Client Account through an Electronic Payment System or through a bank card transfer are not credited to the Client Account within 2 (two) business days of the date of payment, the Client shall have the right to request that the Company makes an inquiry.
- 4.15.** If funds transferred to the Client's External Account via bank transfer are not credited to the Client within 5 (five) business days of the withdrawal request acquiring "Processed" status, the Client shall have the right to request that the Company makes an inquiry into the transfer. The Company may provide the Client with a SWIFT-message copy confirming the bank transfer's execution.
- 4.16.** If funds transferred to the Client's External Account through an Electronic Payment System or through a bank card transfer are not credited to the Client within 2 (two) business days of the withdrawal request acquiring "Processed" status, the Client shall have the right to request that the Company makes an inquiry into the transfer. The Company may provide the Client with a screenshot or an assigned reference number of the bank card transaction, confirming the transfer of funds to the Client's External Account.
- 4.17.** The Client understands and accepts that the inquiry and request for documents, may involve paying commission, which shall be at the Client's expense. The payment method for such expenses shall be determined on an individual basis and may be carried out by transferring the necessary amount to the Company Account or by deducting the amount from the Client's Account.
- 4.18.** In the event that a Company employee makes a mistake when carrying out a transfer, which results in funds not being credited to the Client's External Account, any expenses incurred in resolving the situation shall be at the Company's expense.
- 4.19.** In the event that the Client makes a mistake when filling out the withdrawal request form which results in funds not being credited to the Client's External Account, any expenses incurred in resolving the issue shall be at the Client's expense.
- 4.20.** The Client agrees that the Company has the right to unilaterally collect arrears on a Client Account from funds held on any of the Client's other Accounts in Mytickcopy, or from another Mytickcopy account if the Company believes that there is a connection between this Mytickcopy account and the Client.
- 4.21.** The transfer of funds to the Company Account and funds withdrawals from Client Accounts shall meet the requirements and take into account the restrictions established by these Regulations, by current legislation, and other legal acts of countries within the jurisdiction of which the funds transfer takes place.
- 4.22.** The Company has the right to restrict the Client's ability to conduct non-trading operations (as well as to suspend the execution of requests submitted by the Client) until the situation has been resolved, in the following cases:
- in order to rectify the consequences of a non-market quote;
 - in the event of a technical failure occurring at the Company or at an authorized Company Agent.
- 4.23.** In the event that a Client Account falls into arrears, the Company retains the right to suspend any of the Client's withdrawal and internal account-to-account transfer requests including requests that were already made before the Client Account fell into arrears - until the Client has paid off the arrears in full.

5. FUNDS TRANSFER OPTIONS

5.1. Bank transfer

- 5.1.1. The Client may deposit/withdraw funds to/from their Client Account via bank transfer provided that this payment method is supported by the Company at the moment the transfer is executed.
- 5.1.2. The Client may only deposit funds via bank transfer to the Company Account from a bank account registered in the Client's name.
- 5.1.3. The Company shall have the right to reject the deposit of funds transferred by bank transfer to the Company Account in cases where the specified purpose of payment has been changed or in cases where funds have been transferred by a third party on the Client's behalf. In such cases, the Company shall return the funds to the bank account from which they were transferred. All costs incurred by returning such transfers shall be at the Client's expense.
- 5.1.4. The Client may submit a withdrawal request via bank transfer only to bank accounts registered in the Client's name.
- 5.1.5. The Company shall transfer money to the bank account of the Client in accordance with the details provided in the withdrawal request.
- 5.1.6. When transferring funds, the Company shall use the purpose of payment as provided in Mytickcopy. In the event that the purpose of payment is changed, the Company shall be obliged to inform the Client of the new purpose of payment immediately by publishing it in Mytickcopy.
- 5.1.7. The Client understands and accepts that the Company shall not bear responsibility for the terms and time of execution of a bank transfer by the Client's bank.

5.2. Bank card transfer

- 5.2.1. The Client may make a deposit to their Account with accepted types of bank card - specified in Mytickcopy - at any time, provided that this method is supported by the Company at the moment the transfer is executed.
- 5.2.2. The acceptance of payments made by Clients of the Company through Mytickcopy by way of international card payment systems are carried out by official partners of the Company.
- 5.2.3. The Client may only carry out a transfer from a bank card issued in the Client's name.
- 5.2.4. Transfers from the bank cards of third parties are not accepted by the Company. In cases where the Company receives a payment to a Client Account from the bank card of a third party, the Company shall issue a refund to the bank account from which they were transferred. All costs incurred by such a refund shall be at the expense of the Client or the aforementioned third party.
- 5.2.5. When making a deposit via a bank card, the Company shall have the right to request the following documents from the Client:
 - a high-resolution scanned copy or photo of their passport;
 - a high-resolution scanned copy or photo of a bank card, where the scan or photo of the front of the card should show: the first six (6) and last four (4) digits of the card number, the full name of the cardholder, the name of the issuing bank, and the expiration date. The scan or photo of the reverse side should show the cardholder's

signature, but the CVC2 or CVV2 code should be concealed. The Client will need to provide a one-time scan or photo for each card used;

- when transferring funds from a prepaid card (which does not bear the cardholder's name) or virtual card (which does not have a physical carrier card), the Client will need to provide a scan of the official confirmation letter from the issuing bank, verifying that the Client is the genuine cardholder. The document must contain the card number, the Client's full name, and bear the stamp of the issuing bank.

5.2.6. The Client understands and accepts that when using this type of transfer, the following restrictions shall be placed on the Client's Account:

- a. Funds withdrawals shall only be possible via bank transfer to a bank account registered in the Client's name or to the bank card that was used to deposit the funds, provided that this payment method is supported by the Company at the moment the transfer is executed;
- b. Funds withdrawals via Electronic Payment Systems shall not be executed by the Company.

5.2.7. The Client understands and accepts that the Company shall not be held liable for the time required to execute transfers, the terms of execution by the card's issuing bank, or for circumstances resulting in a technical failure during the transfer's execution when the fault lies not with the Company, but with the issuing bank, processing Centre, or international payment system.

5.2.8. After the funds transferred by the Client via bank card have been credited to the Client's Account with the Company, the Company is considered as having completely fulfilled its obligations with regards to rendering services for the crediting of funds and shall not be subject to dispute.

5.2.9. In certain exceptional cases, the Company may refund payments made by bank card. In this case, the funds will be returned to the card that was used for the deposit. Additionally, funds will be returned in the same currency in which the Client made the deposit to their Mytickcopy account. The Client hereby understands and accepts that when refunding such payments, the Company bears no responsibility for banking fees and commissions associated with converting funds into the denomination currency of the Client's bank account. The refund shall be credited to the Client's bank account in accordance with the rules and timeframe set out by the issuing bank.

5.3. Internal funds transfer

5.4.1. The Client may submit an internal funds transfer request at any time provided that this method is supported by the Company at the moment the transfer is executed.

5.4.2. The Client may submit an internal funds transfer request to another Client Account in MyAlpari. Internal funds transfer requests to the accounts of third parties shall not be accepted by the Company.

5.4.3. Upon performing an internal funds transfer from a Client's account to which a deposit has previously been made via bank card or the Skrill payment system, withdrawal restrictions shall be placed on the Client Account to which the funds are being transferred.

5.4.4. In the event that a Company employee makes a mistake when carrying out an internal transfer that results in funds being credited to the wrong account, the sum indicated in the request shall be returned to the Client at the Company's expense.

5.4.5. In the event that the Client makes a mistake when filling out the internal funds transfer request that results in funds being credited to the wrong account, the sum indicated in the request shall not be returned to the Client.

6. MYTICKCOPY

- 6.1. The Client accepts the provisions of these Regulations concerning the use of Mytickcopy and consents to being subject to the obligations contained herein.
- 6.2. Mytickcopy is password-protected and the Client confirms and accepts that Mytickcopy is accessible only by using a password.
- 6.3. The Client accepts full responsibility for the security of their password and its protection from unauthorized access by third parties including Company employees. If ever Client gives access of their password to a third party, the latter should change the password with immediate effect.
- 6.4. All instructions completed through Mytickcopy after entering the password are considered to be executed by the Client.
- 6.5. Any party who has gained access to Mytickcopy by entering the password shall be considered to be the Client.
- 6.6. The Company shall not be responsible for any losses incurred as a result of theft, loss or disclosure of the password to third parties.
- 6.7. The Client shall have the right to change their Mytickcopy password independently or by following the password recovery procedure.
- 6.8. The Client can see the following deposit request statuses in the “Transfer History” section of Mytickcopy:
 - a. the “*Processing*” status means that the funds are waiting to be transferred to the Client’s Account;
 - b. the “*Approval*” status means that the funds have been deposited to the Client’s Account.
 - c. The “*Reject*” status means that the request has been denied. The reason for the request being denied is shown in the details of the transfer.
- 6.9. The Client can see the following withdrawal request and internal funds transfer request statuses in the “Transfer History” section of Mytickcopy:
 - a. the “*Processing*” status means that the request has been received by the Company;
 - b. the “*Approval*” status means that the funds have been transferred to the Client’s External Account that was specified in the request or that the funds have been deposited to another of the Client’s accounts in the case of an internal funds transfer;
 - c. the “*Reject*” status means that the request has been denied. The reason for the request being denied is shown in the details of the transfer.
- 6.10. Deposit requests, withdrawal requests, and internal funds transfer requests may be cancelled by the Client (in the “Transfer History” section of Mytickcopy) before they are executed.
- 6.11. Deposit request, withdrawal request, or internal funds transfer request may be rejected by the Company provided the Company specifies a reason for the rejection.

7. COMPLAINTS HANDLING AND PROCESSING/ENQUIRY

7.1. Complaints Handling and Processing

7.1.1. In the event that a dispute arises from a Client's non-trading operations, the Client shall have the right to lodge a complaint with the Company or send a request for an inquiry. Such complaints and requests should be received by the Company within 14 (fourteen) business days of the situation occurring. Please refer to the Complaint Handling Policy for explicit understanding.

7.1.2. When lodging a complaint, the time at which the dispute arose shall be considered as the moment when the log appeared in the "Transfer History" section of Mytickcopy. Please refer to the Complaint Handling Policy.

7.2. Enquiry

When sending an enquiry into the transfer, the time at which the dispute arose shall be considered.

7.2.1. To file a request for an enquiry into a funds transfer, the Client shall:

- a. complete the standard form in the "Transfer History" of Mytickcopy. All requests filed through any other method (forum, email, telephone, etc.) shall not be taken into consideration; and
- b. attach the following documents:
 - for an enquiry into a bank transfer: attach a SWIFT copy confirming the bank transfer's execution;
 - for an enquiry into a bank card transfer; attach a proof-of-identity document and a copy of the bank card.

7.2.2. To file an enquiry regarding non-trading operations, the Client should complete the standard form in Mytickcopy. All enquiries filed through any other method (forum, email, telephone, etc.) will not be taken into consideration.

7.3. Any enquiry or request filed is automatically assigned a unique number (TID). The Client shall be sent an email from the relevant Company department address.

7.4. The enquiry must not include:

- a. an emotional assessment of the situation;
- b. offensive language;
- c. obscenities or expletives;
- d. threats.

7.5. The Company shall have the right to request that the Client provide additional documents to hold an enquiry.

- 7.6.** The Company shall have the right to refuse a Client’s enquiry regarding non-trading operations in the following cases:
- a. where the enquiry was not made of these Regulations;
 - b. where the Client initiates a non-trading operation by way of internal account-to-account transfer to another account in the Client’s Mytickcopy using funds that were credited to the Client’s Account by way of a non-trading operation currently under dispute, or where the Client initiates a trading operation using funds that were credited to the Client’s Account by way of a non-trading operation currently under dispute;
 - c. in other cases, set out in these Regulations, the Client Agreement, or any of the other Regulatory Documents that can be found in the “Terms and Conditions” section of the Company Website.