



## Customer contract STP Trading Broker

Stp trading is a company registered in Turkey. The head office is located in Istanbul. Registration number 5\_222344

The company provides foreign exchange services in the international Forex - market and derivatives markets to a real or legal person , hereinafter referred to as the client

Provides with the terms of this contract.

This contract is a web-based version that does not need to be signed. The - agreement is enforceable at the time of registration and acceptance by the customer .

,If there are any discrepancies or misunderstandings in the translated version - the English version takes precedence over other versions of the translated .language

Company head office at -: No 150, 3rd floor, Hanplus business center, Doan arasli blvd , Istanbul, Turkey

The subsidiaries of the company are:

◊ Oman,Muscat, Al-Ghobra Street, Lamar Busher, First Floor, Number 115

Afghanistan: Kabul, Shahr-e-Naw, Shir - e - Reporter Street in front of TV

If one or more of the provisions of this Agreement are deemed invalid or - unenforceable , the validity and legality of the other provisions of this Agreement .shall not be affected in any way

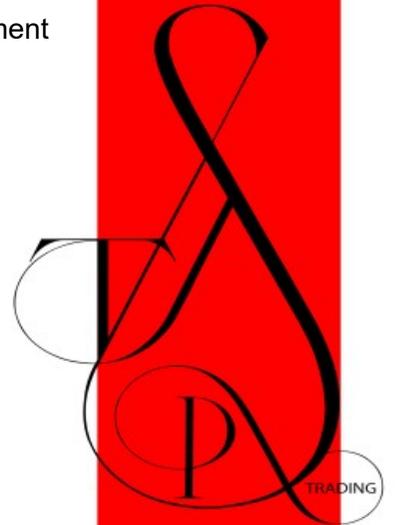
- The Customer accepts this Agreement completely and unconditionally:

www.stp.forex

info@stp.forex

+90 21 29 63 50 00

Doğan Araslı Blv, Hanplus İş Merkezi, No:150, Kat3, Istanbul, Turkey





To open a business account in the company, fill out the registration form, which - is available for free on the official website of the company.

Official website of the company: [www.stp.forex.com](http://www.stp.forex.com)

## Dictionary:

Meta quotes language

.Sends requests and orders to the server using the client terminal

**Customer:** means a real or legal person who has been accepted by the . company as a customer

**Customer account:** means a comprehensive account provided by the company in which the customer opens an account, services provided by that company .under the terms and conditions of this agreement

Cryptocurrency

Cryptocurrencies (cryptocurrencies) are a type of digital asset that uses cryptographic technology in its design and is usually Decentralized managed and created electronically . It is not controlled by any single entity or country and is not subject to its processing operations or foreign regulations.

**Order:** means any commercial transaction that is done by the customer on the company's trading platforms

**Service:** means the factors that must be provided by the company to the customer

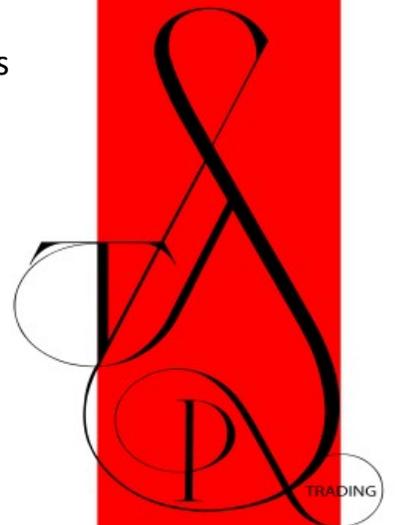
**CPI index:** Shows changes in the market price level of consumer goods and services purchased by households. This index is a statistical estimate that uses the sample price of items to collect their prices periodically and be made!

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**PPI index:** The word PPI stands for Producer Price Index, which is an important part of economic information, and information about this index is published in the second week of each month.

**PMI index:** Purchasing Managers Index is studied by the Purchasing Managers Association by examining 300 purchasing managers who are from 20 different types of industries. If this index is above 50%, it shows the improvement of business conditions, and if it is less than 50%, it shows the contraction of the economy.

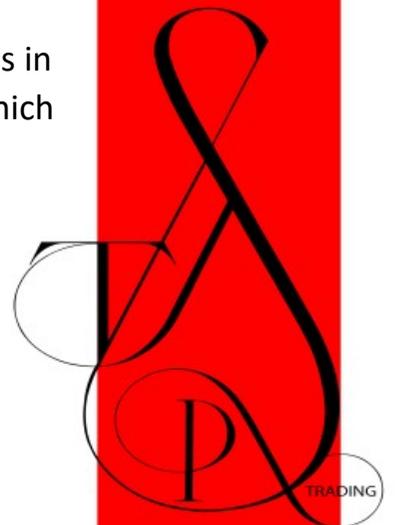
**Gross Domestic Product (GDP) :** The most important macroeconomic analysis of any country, it shows the welfare and standard of living of each country.

**NFP:** US non-agricultural employment is the monthly economic report. The report is published every month and shows the work situation in this country.

**Federal Open Market Committee (FOMC) :** Consists of twelve members, seven members of the Federal Reserve Council, the chairman of the Federal Reserve Bank of New York, and four of the remaining eleven chairmen of the Reserve Bank of America (FOMC).

**Fundamental Analysis:** Fundamental analysis is the study of factors that fundamentally affect the price of what you trade.

**Technical Analysis:** An analysis in Forex that is done to predict prices in financial markets through studies of the past market situation, which is based on market price fluctuations.





**Interest rate:** :When you receive a loan from the bank, in addition to repaying the original loan, you pay an excess amount to the bank, in fact the amount you pay to compensate for the devaluation of the money paid today and receive in the future is called interest rate.

**Trigger:** The word trigger is used for a situation the trader has taken all the steps and is just waiting for the right opportunity to enter the desired share. (Trigger)

**Pip :** Stands for Point in Percentage and is used among all traders in international markets and is a measure of the exchange rate change.

**Lot:** The smallest size available in a currency unit for trading in the market Forex is used. (LOT)

**Profit pip:** A take profit, denoted by the acronym TP, is the price or price range that automatically closes a position with a profit. (TP)

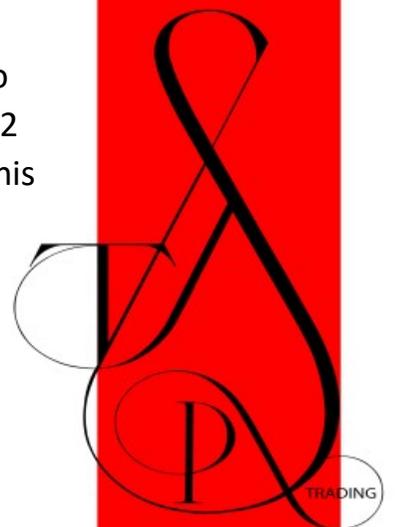
**Loss limit:** The maximum amount of damage allowed in a trade, which is usually abbreviated to SL.

**BID:** At the price level where we sell a currency pair!

**ASK:** At the price level where we buy a currency pair!

**Spread:** The difference between Ask and bid is called Spread!

**SWAP:** Overnight interest rates are amounts that are calculated to keep trades open That is, when you open a trade and it reaches 12 o'clock at night, at that moment, the sham swaps the trade and this can be positive or negative.





See the details and swap rules for each symbol from the brokerage trading platform in the details section of each symbol. To see the swap, right-click on the name of the desired currency pair and select the Specification or Details option.

**MARGIN LEVEL:** : has the meaning given to it in clause 5.4 of this Agreement.

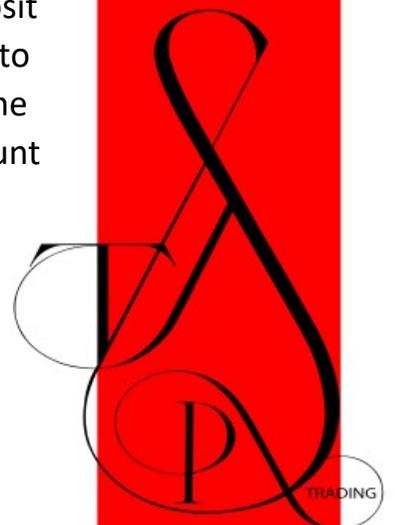
$(\text{Equity} / \text{margin}) * 100 = \text{margin level}$

The higher the margin level, the lower the risk of your account This number is up to one hundred. You can open a new trade, and below 100, brokers will not allow you to open a new trade, and only a limited number of brokers will allow you to open a hedge trade so that the account is not marginal.

**FREE Margin:** shall mean the amount of funds available in the Client Account, which may be used to open a position or maintain an Open Position. Free Margin shall be calculated as: Equity less (minus) Necessary Margin [Free margin = Equity- Necessary Margin].

**MARGIN:** means the necessary guarantee funds so as to open or maintain Net Open Position in a CFD Transaction.

**MARGINCALL :** shall mean the situation when the Meta Trader system shall automatically and via the Platform inform the Client to deposit additional Margin when the Client does not have enough Margin to open or maintain Open Positions (If your broker allows hedging the account) \* In STP Trading broker, the margin number of the account is the margin level of 50.





**STOP OUT:** For when there is no margin level account and it starts to close the position and usually the position that has the most negative is closed, to close all the positions in order. In STP Trading broker, Stop Out is 30 We hope friends do not experience the stop-out and call margin.

**PULL BACK:** # khq#d#xssrw#r#hvlwdqfh#nyh#v#eurnhq#w#rphw#hv#  
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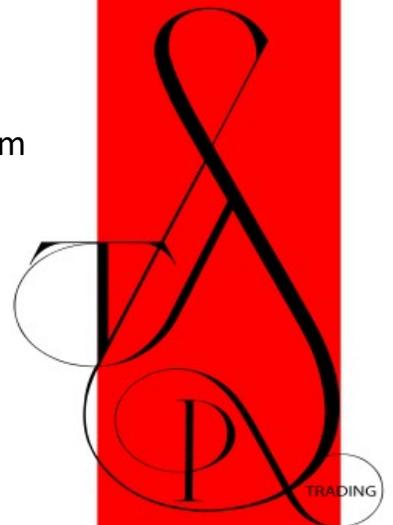
**Equity:** shall mean the Balance plus or minus any Floating Profit or Loss that derives from an Open Position and shall be calculated as:  
$$\text{Equity} = \text{Balance} + \text{Floating Profit} - \text{Floating Loss}.$$

**BALANCE:** means the total financial result in the Client Account after the last Completed Transaction and depositing/withdrawal operation at any period of time.

**Hedge:** Hedge is a broad concept that refers to risk coverage in the general sense. But in the Forex market and between regular traders, it means trading in two directions, the opposite on the symbol or a currency pair.

### What is the use of hedging?

Hedging is usually done to protect the account or transaction from severe and intermittent market fluctuations.





**LEVERAGE** : A tool that Forex brokers provide to traders so that they can trade larger amounts of currency or stocks with less money in their account.

If your account has a leverage of 1: 100. You can trade a hundred dollars for a .dollar.

## **Currency pairs:**

In Forex, major and minor currency pairs are defined by the following headings:

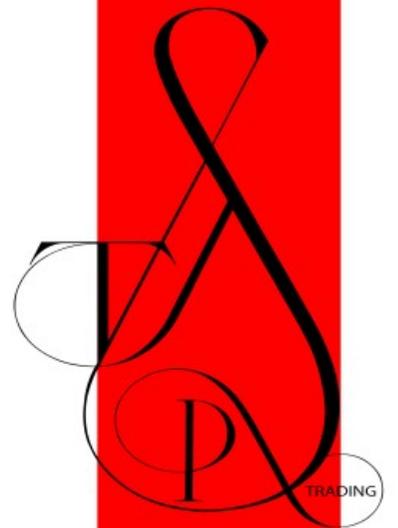
### **Main:**

- 1 :EURUSD: Fiber
- 2 :GBPUSD: Cable
- 3 :AUDUSD: Aussie
- 4 :NZDUSD: Kiwi
- 5 :USDJPY: Gopher
- 6 :USDCHF: Swissie
- 7 :USDJPY: Loonie

### **Sub - section:**

- 1 :EURGBP: Chunnel
- 2 :GBPJPY: Guppy
- 3 :CADCHF: Swiss Loonie
- 4 :EURJPY: Yuppy
- 5 :NZDJPY: Kiwi Yen

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## Types of accounts in the broker:

Standard: \$ 10 account opening ... has a bonus .... low spread .... 1: 100 leverage ..... insurance ..... 30% stop level

MT5 platform ..... Easy to use expert

Gold orVIP Opening an account for \$ 1,000 ..... Has a bonus .... Intensive : spread (from half a pipe) ..... Has insurance .... Leverage 1: 100

Very low commission .. 30% stop level ..... Suitable for scalpels ..... Easy to use expert

Islamic: Opening an account from 10 dollars ..... has a bonus ..... suitable spread ..... has insurance ..... leverage 1: 100 ....

No commission ..... No swap ..... Stop level 30% ..... Suitable for long-term transactions ..... Easy to use expert

The parameters of commercial accounts available to the customer and in the official website of the company are specified in the section on types of accounts.

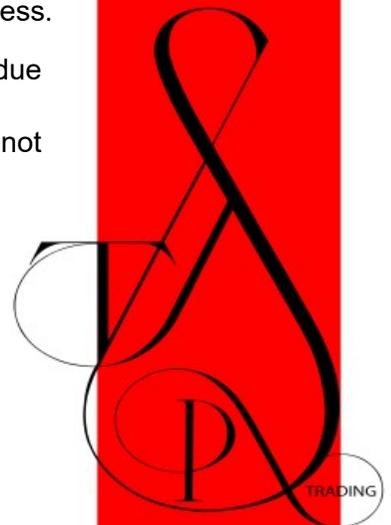
## Insurance of accounts inStp trading broker:

Due to the honesty and integrity of STP Trading brokerage, we have insured all Forex accounts and charts.

In the event of a system outage or shutdown or shadowing that is not present in the Forex reference charts or a problem caused by the broker, the insurance company will pay all damages and subsequently receive the damages from the broker. That's why STP Trading brokerage is a healthy platform for your business.

We also have another unique action , if the trader's account is marginalized due to his mistake in the Forex call market, the insurance company will return between 3 and 7% of the initial deposit to the customer. Insurance rules do not cover digital currency charts.

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To register complaints, go to the cabin and fill out the relevant form. The answer will be provided within 10 working days.

White Label:

STP TRADING Broker awards White Labels from committed individuals or institutions by obtaining the necessary guarantees and commitments in different countries.

Contact the email below for more information [info@stp.forex](mailto:info@stp.forex)

## Stp : trading broker trading environment

Windows

ios

Android

Installation guide and installation link of various trading environments are placed on the official website of the company.

## Stp trading broker services:

- 24hour support; seven days a week
- Free training from basic to advanced
- Trading Techniques and Market Psychology
- Various rewards: can be deposited and withdrawn

technical analysis

Trading platform in mt5 with high speed

Stp trading is a license that dear customers can see by visiting the official valid website of the broker [www.stp.forex](http://www.stp.forex)

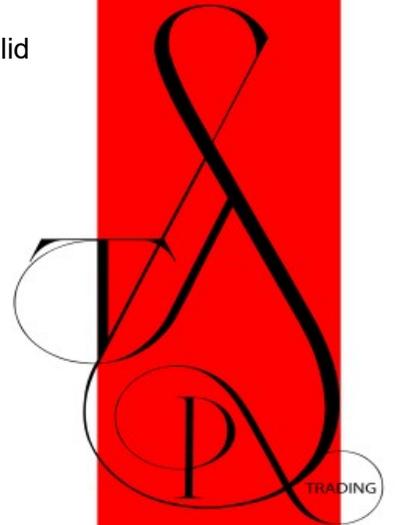
**Bonus:** It is a gift from the broker that is given to the customer for the first charge. It can be traded and losses from the first day, and can be withdrawn after the trading volume is full.

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## **Steps to open an account in STP trading broker :**

The customer can be a natural person of legal age or a legal entity.

People under the age of 18 can open an account under the supervision of a family member.

- 1: The customer fills out the registration form to create his personal profile and opens an account with the company in the customer profile, which is available for free on the official website of the company.
- 2: The customer has the right to have only one personal profile.
- 3: The customer receives electronic access to account management when registering his personal profile
- 4: Deposit and withdrawal operations are done with the currency specified in the personal profile
- 5: After uploading documents and determining personal profile, the customer can open a live account from inside the cabin.
- 6: All customer profile details will be sent to personal email.

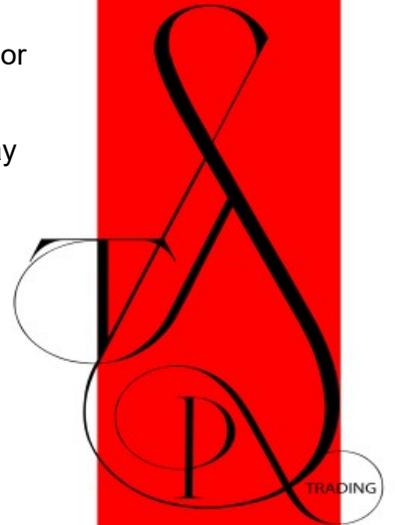
## **Deposit and withdrawal from Stp trading broker:**

Deposits and withdrawals can be made from the individual's personal profile.

.It is done in Rials (Iran), Dollars, Euros, digital currencies and webmoney  
Withdrawal is made in any way. For example, if a deposit is made in Euros, the withdrawal will be made in Euros. (Country of origin and destination must be the same).

In some cases, the customer can make a withdrawal by sending an email .... directly, which in case of information defects such as no account number or the company is obliged to send an email to the customer and a warning.

When recharging the account, the broker can charge the account with a delay until confirming the transfer of the amount to the broker's account.





,If the customer's payment details change in the payment system for any reason the customer must notify the company by sending an email to the financial .department with a photo that the customer has an ID card close to his face Otherwise, the company reserves the right to refuse withdrawals using the new payment details.

Minimum withdrawal amount is \$ 10 and once every 24 hours without limit payment.

Withdrawal request for accounts that have a negative margin hedge is only possible in open market days

and not on closed market days.

The minimum deposit amount is \$ 10, with no deposit limit.

Customer funds can be deposited in any way available on the site.

The customer acknowledges that in case of software failure, there may be a delay in depositing funds to his trading account.

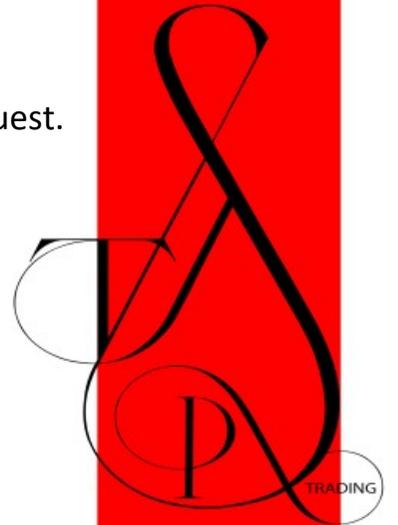
The company undertakes to deposit the money to the customer's trading account in case of any software defect on the part of the company that leads to a delay in automatic deposit, provided that the company is aware of the customer's delay.

'The company does not receive any deposit or withdrawal fees from customers trading accounts.

The customer understands the fact and accepts that the withdrawal request may be rejected. If the customer does not provide the necessary identification information (passport photo ....), the money will be credited back to the customer's account.

Company according to AML policy at the request of the company through the customer profile within 7 working days after the request.

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## **Litigation and Dispute Resolution Procedure:**

The parties to this agreement try to resolve all disputes through negotiation.

Conduct correspondence in accordance with claims procedures.

The company accepts the claims arising from this agreement only in writing and up to 3 calendar days from the date of dispute.

The customer must prepare an email and send it to the support department at [info@stp.forex](mailto:info@stp.forex) Or send in the complaints department.

The processing time of the customer's claim is not more than 7 working days.

,If the customer intends to take action but for some reason has not committed it the company will not compensate the damage caused by this failure and also the moral damage.

In case of a positive decision on the dispute, the company will pay compensation to the customer's business account within 3 working days from the moment of the positive decision on the dispute.

The company has the right to refuse to investigate the claim if:

The claim contains threatening words or obscene insults about the company or its employees or the claim contains threats against the company or its employees.

The customer uses the threat to blacken the company's reputation on social networks and other Internet resources as an argument.

The company has the right to cancel the result of the transaction in case of a transaction (using the funds obtained as a result of violating the conditions specified in this contract)

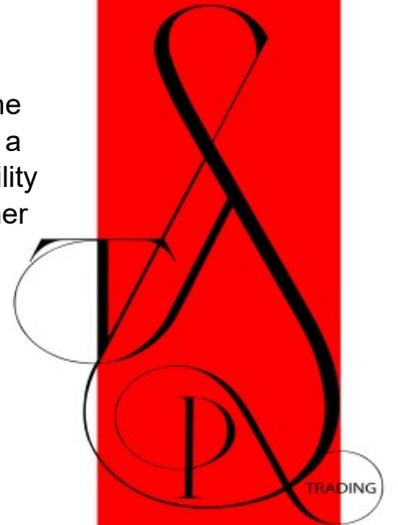
The company has the right to ask the customer to confirm their registration information that was specified when opening a trading account. To do this, the Company may, at its discretion, at any time request the Customer to provide a notarized electronic copy of its identification document, bank statement or utility bill as proof of residence. In certain cases, the company may ask the customer to provide a photo of him holding his ID card close to his face.

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The exact requirements for customer identification are set out in the \*\*\*AML Policy section of the broker's official website.

If the customer registration information (full name, address or phone number) has changed, the customer is obliged to immediately notify the company's support department by sending a request to [info@stp.forex](mailto:info@stp.forex).

The customer is responsible for the authenticity of the documents and recognizes the right of the company to contact the authorities of the issuing country to verify their authenticity.

In any transaction that is arbitrary, it is void, and the wrongdoer's account is blocked.

Due to the fact that the accounts are connected to the bankSlippage is a part of the market and the customer has no right to object.

## **Customer rights:**

1: Perform trading operations in the trading account opened by the customer.

2: Receive all the information related to the trading account through the user interface, deposit it in your business account and withdraw the funds according to the terms of this contract.

The Customer acknowledges that any market advice or information provided to the Customer by the Company or any person in the Company is not an offer to trade.

The customer acknowledges that the company has no responsibility for the customer's shortcomings in performing operations on its trading accounts.

The customer acknowledges that he / she is solely responsible for his / her business status (accounts and personal profile.)

,The Customer undertakes to indemnify the Company against various liabilities costs, claims and damages that may be caused directly or indirectly due to non-compliance with the obligations set forth in this Agreement

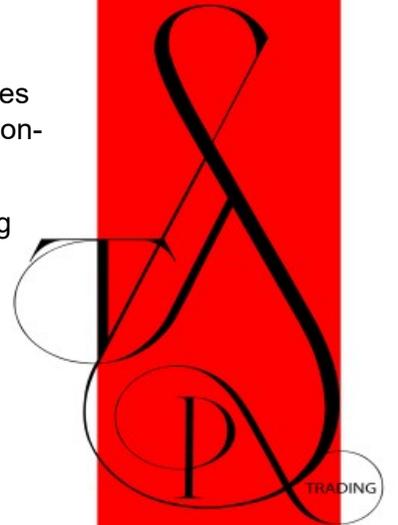
The Client agrees to be responsible for all actions taken in its index, including transactions in the financial markets

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Ensures the security of your account and password information. In case of loss or transfer of this data to third parties, the customer is fully responsible.

Customer agrees that the Company or any third party involved in providing customer service is not responsible for any telephone or Internet line defects or any incidents or circumstances unrelated to the Company.

The Customer acknowledges that this is in accordance with AML's policy. Has to request the details of the customer's bank account opened in the customer's name and impose restrictions on withdrawals only by bank transfer using the specified bank account details.

If the customer refuses to provide details, the company reserves the right to block all account operations until the specified personal information is provided.

The customer agrees that if the company has reason to believe that the customer's business account is being used for money laundering or that the account holder is hiding information or deliberately providing false registration data, as well as if there is reason to trade in the account Customer transactions are performed in violation of this agreement, the company reserves the right to suspend all operations on the customer profile and customer accounts to perform the necessary checks (check registration data, customer identification account history verification) Slowly.

## **Company:**

1: is not a provider of communication services and is not responsible for non-fulfillment of these obligations due to defects in communication channels.

2: does not compensate the moral damage to the customer.

3: The company can provide information, guidance and advice to the customer at its discretion, but in this case the company will not be responsible for the consequences and benefits of the recommendations.

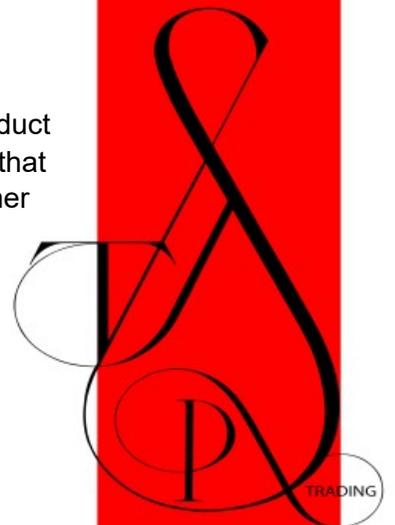
4: The Customer acknowledges that in the event of fraud, intentional misconduct or obvious negligence, the Company is liable for damages, costs, expenses that the Customer may incur due to incorrect information provided to the Customer including related information. , But not limited to, will not be.

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5: The company has no responsibility to the customer, for damages, losses, lost profits, missed opportunities costs (due to possible market movements), unless in this agreement the company has this right for itself. Reserves the right to change or modify this agreement by notifying ... via email within 7 (seven) .. business days

6: The company ensures that the data provided by the customer in the registration form is completely confidential.

### **Customer risk disclosure:**

1: .The risk of losses when trading in financial markets can be very significant The customer must carefully consider their financial capacity with respect to such business operations.

2: The customer can completely lose his initial funds as well as any additional funds deposited. To promote or control market positions in accordance with this agreement.

3: Restrictive orders such as stop loss are not always to limit the customer loss to a pre-planned amount, because market conditions can make it impossible to execute such orders.

4: The customer must understand that the company is responsible for losses due ,to restrictions imposed by the government, foreign exchange market regulations trade suspensions, war or other conditions commonly called (force majeure) and is out of control.

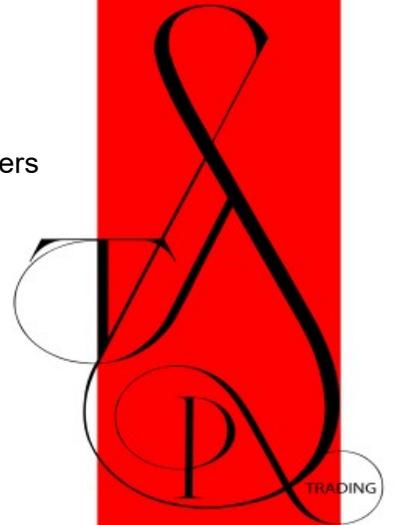
It is not the responsibility of the company.

5: The company has sufficient reasons to determine the boundaries of force majeure.

6: The company is obliged to take the necessary measures to inform customers in cases of force majeure.

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7: The trading algorithm is determined directly by the software developer used by the company

## **Termination of Contract:**

This contract will be terminated in the following cases:

1: Full withdrawal of funds by the customer from the trading platform, which puts an end to the relationships regulated by this agreement.

2: Violation of the terms described in this contract by the customer.

3: The company has the right to terminate this contract unilaterally by notifying the customer about the termination.

Termination of the contract does not terminate the obligations of the company and the customer that have already been created in accordance with this agreement, including in open positions or withdrawals / deposits in the customer's trading account.

4: If the company terminates the activities regulated by this contract

The company notifies the customer one month in advance.

The company pays the minimum funds in the customer's trading account at the time of termination.

## **In case of customer death:**

1: The right to withdraw money from the business account expires in order and reaches the heirs or will of the customer

2: The right to use the customer's trading account and the right to trade in the financial markets are not inherited.

3: The Customer agrees that the Company reserves the right to deny or restrict the Customer's access to the Company's services and to notify it in advance.

In this case, this contract will be canceled from the moment of termination of services.

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