

PHONE ETIQUETTE



1. Introduction

1.1. The Customer has the right to give requests and instructions over telephone only when there is no Internet connection and it is impossible to use the Client terminal.

1.2. The Customer shall give requests and instructions to the operator using the following telephone number: +7 (495) 727-17-69.

1.3. The Customer has to be authorised before he/she gives requests and instructions over telephone. In case of unsuccessful authorisation or if the Customer refuses to go through this process, his/her requests and instructions will not be accepted.

1.4. The Customer can speak over telephone in Russian or in English.

1.5. The terms used in this document have the same meaning as defined in the Terms of Business.

2. Authorisation

Customer: "Hello, this is John Smith, my login is 1234, password – smith"

Operator: "Hold on a second, please".

"Ok, you've been successfully authorised" (otherwise customer requests and instructions will be declined).

3. Open a position

Customer: "USD/Yen, 2.8 lots".

Operator: "117.55/117.60", or "117.55/60", or "55/60" (Bid/Ask).

Customer: "Buy" or "Sell" or "Nothing done". (In the last case the telephone conversation has to be concluded).

Operator: "You bought USD/Yen, 2.8 lots, at 117.60, order ticker 22365".

Customer: "Done".

4. Close a position

4.1. Close a position at the requested price

Customer: "Close a position, ticker 22365, USD/Yen, buy 2.8 lots".

Operator: "118.10/118.15" ("Bid/Ask", or just "Bid" if the Customer closes a Buy position, or just "Ask" if the Customer closes a Sell position).

Customer: "Done" or "Nothing Done". (If the Customer has no intention to continue the conversation it has to be concluded).

Operator: "You closed a position on USD/Yen by buying 2.8 lots at 118.10".

Customer: "Done".

Note: The Customer should specify if he/she closes a position partially.

For example: "Close a position with number 22365,USD/Yen by buying 2.8 lots, partially on 1.4 lot".

4.2. Close a position by the opposite one

Customer: "Close a position, ticker 22365,USD/Yen, opposite position - buy 2.8 lots, ticker 22470".

Operator: "You closed Buy position number 22365 in USD/Yen, 2.8 lots of the opposite position, ticker 22470, Buy 1 lot", if such positions exist. If such positions do not exist, the operator will decline the request.

Customer: "Done".

5. Place an order

5.1. Place a Stop Loss or/and Take Profit order

Customer: "I would like to place a Stop Loss order on the Buy position on USD/Yen with ticker 22365 at the level 117.70".

Operator: "You placed the Stop Loss order on the Buy position on USD/Yen with ticker 22365 at the level 117.70". If Customer instruction does not breach the Terms of Business, the operator will accept it. Otherwise the operator will decline it.

Client: "Done".

5.2. Place a pending order

Customer: "I would like to place a Buy Limit pending order on USD/Yen, 1 lot, at 117.50".

Operator: "You placed a Buy Limit pending order on USD/Yen, 1 lot, at 117.50 ".

If Customer instruction does not breach the Terms of Business, the operator will accept it. Otherwise the operator will decline it.

Customer: "Done".

6. Delete an order

6.1. Delete a Stop Loss or Take Profit order

Customer: "I would like to delete a Stop Loss order on the Buy position with ticker22570, USD/Yen".

Operator: "You deleted the Stop Loss order on the Buy position with ticker 22570, USD/Yen".

If Customer instruction does not breach the Terms of Business, the operator will accept it. Otherwise the operator will decline it.

Customer: "Done".

6.2. Delete a pending order

Customer: "I would like to delete a Sell Stop pending order with ticker 24587, USD/Yen".

Operator: "You deleted the Sell Stop pending order with ticker 24587, USD/Yen".

If Customer instruction does not breach the Terms of Business, the operator will accept it. Otherwise the operator will decline it.

Customer: "Done".

7. Modify order level

7.1. Modify order level for the open position

Customer: "I would like to modify a Stop Loss order level for the Buy position on USD/Yen with ticker 22365 from 117.70 to 117.50".

Operator: "You modified the Stop Loss order level for the Buy position on USD/Yen with ticker 22365 from 117.70 to 117.50".

If Customer instruction does not breach the Terms of Business, the operator will accept it. Otherwise the operator will decline it.

Customer: "Done".

7.2. Modify pending order level

Customer: "I would like to modify a Buy Stop pending order level, USD/Yen, ticker 22365, from 117.70 to 117.50".

Operator: "You modified the Buy Stop pending order level, ticker 22365, USD/Yen, from 117.70 to 117.50".

If Customer instruction does not breach the Terms of Business, the operator will accept it. Otherwise the operator will decline it.

Customer: "Done".

8. Check open positions and orders

Customer: "I would like to check my open positions and orders".

Operator gives to the Customer all his/her open positions details: ticker, instrument, position size, open price, Stop Loss and Take Profit orders levels. Then the Operator gives to the Customer all active pending orders details: ticker, instrument, order size, pending order level, Stop Loss and Take Profit orders levels.

9. Price request

In order to request a price the Customer who has no intention to make a transaction does not have to be authorised. In this case the Customer has to state his/her name and surname and login.

Customer: "Hello, this is John Smith, my login is 1234, EUR/USD rate".

Operator: "1.0310".

In this case the operator does not give the Bid/Ask price, but the indicative quote from the Client terminal. Such quote is not the price for making transaction, but the quote the operator sees on the screen of the Client terminal. As usual, such requests are common for those Customers, who has long-term position, and for any reasons does not have Internet access at that moment.

10. How to conclude the telephone conversation

10.1. Once the Customer has made a request or has given an instruction he/she says, for example, "Thank you, bye" and hangs up.

10.2. If the Customer has made a request or has given an instruction in accordance with pp. 2-8 of this document and has received confirmation from the operator but is being silent for 5-10 seconds, the operator has the right to hang up saying, for example, "Thank you, bye".

11. Other

11.1. This document gives the patterns the Customer should use during telephone conversation with the operator. Please, note, that underlined phrases include the required information, which is essential for the successful telephone conversation between the Customer and the operator. If the Customer fails to comply with the phone etiquette the operator will have the right to terminate telephone conversation.

11.2. The telephone conversation must be concluded in accordance with the Phone Etiquette. The Customer accepts that if the telephone conversation is not concluded in accordance with the Phone Etiquette, i.e. terminated by any reason, he/she will not refuse to take responsibility for made requests or given instructions (to place, modify or delete an order).

11.4. In the situations described in pp. 4, 5.1, 6, 7, the Customer among other details must specify position (pending order) ticker. It is possible that the Customer who does not have Internet connection may not know it. The operator has the right to accept such instruction without ticker number if the Customer is able to indicate all the other details correctly. If the Customer has two or more positions with the same specifications the operator has the right to select any of them.

11.5. The operator and the Customer have the right to record all telephone conversations. These records will constitute the evidence of all made transactions and may be used in case of any dispute or conflict of interest arises. If neither operator nor Customer does not have any records, operator's actions are considered as appropriate at that moment.