

Guide to FT Global Ltd Telephone Trading Etiquette

Introduction

- 1.1. The Customer has the right to use services of dealing over the telephone only for **Standard.mt4** type of accounts.
- 1.2. The Customer has the right to use services of dealing over the telephone only if it is impossible to connect through the client terminal.
- 1.3. The Customer has the right to use only the following services:
 - 1.3.1. Customer's account balance checking (which includes information about balance, equity, margin, total floating profit and losses);
 - 1.3.2. closing of existing opened positions (except hedge closure and partial closure);
 - 1.3.3. modification of orders (which includes placing/changing levels of Stop Loss and Take Profit on opened positions); and
 - 1.3.4. deletion of pending orders.
- 1.4. The Customer shall give requests and instructions mentioned above to FT Global's Dealing Desk on: +442037341063.
- 1.5. The Customer has to provide **his/her name, email and number of trading account** prior to giving requests and instructions over the telephone. In case of incorrect details for authorization or if the Customer refuses to go through this process, his/her instructions will not be accepted.
- 1.6. All the requests and instructions must be given in English.
- 1.7. The terms used in this document have the same meaning as defined in the Terms of Business.

2. Security Checks

Customer: "Hello, this is James Williams, email james@xxxx and account number 1234."

Dealer: "Ok thanks, how can I help you?"

(NB: If all relevant checks have been successful.)

Note: No transaction is complete unless the dealer has confirmed full trade details.

3. Trading Instructions

3.1 Check Account Balance

Customer: "I would like to check my current equity amount."

Dealer: "Your equity amount currently is 47,691 EUR."

Customer: "Thanks. And what are my current floating profits and losses?"

Dealer: "Your current floating profit is 500 EUR."

Customer: "Thanks. Good bye."

Dealer: "You are welcome. Bye."

3.2 Close a Position

Customer: "I would like to close my position 5 lots in EUR/USD, ticket 22365."

Dealer: "Current market price for EURUSD is 1.44593. Close your position?"

Customer: "Yes."

Dealer: "I confirm you have closed your position 5 lots in EUR/USD, ticket 22365 at 1.44593. Any more requests?"

Note: No trade is complete unless the dealer has confirmed full trade details.

Customer: "No, thanks. Bye."

Dealer: "You are welcome. Bye."

4. Modify an Order

4.1 Place a Stop Loss or Take Profit Order on Opened Position

Customer: "I would like to place a Stop Loss order at 0.88910 for my long position in EUR/GBP, ticket 52345."

Dealer: "You have placed a Stop Loss order at 0.88910 for your long position in EUR/GBP, ticket 52345."

Note: No trade is complete unless the dealer has confirmed full trade details.

Customer: "Ok thanks."

4.2 Modify Stop Loss or Take Profit Level on Opened Position

Customer: "I would like to modify my Stop Loss level for my long position in EUR/GBP, ticket 52345 from 0.88910 to 0.88930."

Dealer: "I confirm you have modified your Stop Loss level for your long position in EUR/GBP, ticket 52345 from 0.88910 to 0.88930."

Note: No trade is complete unless the dealer has confirmed full trade details.

Customer: "Ok thanks."

5. Cancel/Delete Orders

5.1 Cancel/Delete Stop Loss or Take Profit Order on Opened Position

Customer: "I would like to delete my Stop Loss order for my Buy position in EUR/GBP, ticket 52345."

Dealer: "You have deleted your Stop Loss order for your buy position in EUR/GBP, ticket 52345."

Note: No trade is complete unless the dealer has confirmed full trade details.

Customer: "Ok thanks."

5.2 Cancel a Pending Order

Customer: "I would like to delete my Buy limit order for my position in EUR/CHF, ticket 23672."

Dealer: "I confirm you have cancelled your Buy limit order for your position in EUR/CHF, ticket 23672."

Note: No trade is complete unless the dealer has confirmed full trade details.

Customer: "Ok thanks."

6. Miscellaneous

These dialogues are examples of how the Customer should speak over the telephone while trading. If the Customer fails to comply with the Telephone Trading Etiquette, the dealer has the right to terminate the telephone conversation.

The Customer accepts that if the telephone conversation has not been concluded in accordance with the Telephone Trading Etiquette, i.e. has been terminated for any reason, he/she will be responsible for his/her requests and/or instructions.

In the situations described above, the Customer must provide a ticket number, among other details. If the Customer forgets the ticket number, the dealer has the right to accept the instruction if the Customer can indicate all other details correctly. If the Customer has two or more positions with the same details, the dealer has the right to choose any of them.

The dealer has the right to terminate the telephone conversation if the Customer is silent for a reasonable period of time (approximately 5 seconds) after his/her instruction/request has been concluded.