Important Notice – Changes to Terms and Conditions

Terms	Current	New
All terms	All references to Securities & Commodities Authority (SCA)	SCA to be referenced as Capital Market Authority (CMA) in all terms and conditions.
General Terms and Conditions	10.1 The fees and commissions payable by you in respect of the Services we provide to you are set out on the website of Al Ramz. The fees and commissions are subject to change at the discretion of Al Ramz as will be reflected on the website of Al Ramz. If you continue to use the Services at any time, you are deemed to have accepted and consented to the applicable fees and commission.	10.1 The fees and commissions payable by you in respect of the Services we provide to you are set out in the Al Ramz Service Fees Schedule, published at https://alramz.ae. The fees and commissions are subject to change at the discretion of Al Ramz as will be reflected on the website of Al Ramz. If you continue to use the Services at any time, you are deemed to have accepted and consented to the applicable fees and commission.
General Terms and Conditions	10.10 In addition to any rights and remedies available to Al Ramz as provided for under Applicable Laws and Regulations, you understand and agree that these Terms and any Additional Terms constitute a "Master Netting Agreement" for the purposes of Federal Law No. 10 of 2018 (the Netting Law) as amended or replaced from time to time, and that you authorise us to close-out any transaction we arrange or carry on for you and set-off and apply any funds we hold on your behalf to or for the credit of Al Ramz against any or all your dues owing to Al Ramz or Al Ramz Affiliates (whether actual or contingent, present or future), at any time and from time to time and without prior notice to you. For these purposes, we may ascribe a commercially reasonable value to any amount which is contingent or which is unascertained for any other reason and we may convert any amounts denominated in different currencies into a currency of our choice.	10.10 In addition to any rights and remedies available to Al Ramz and its Affiliates under Applicable Laws and Regulations, you understand and agree that these Terms and any Additional Terms constitute a "Master Netting Agreement" for the purposes of Federal Law No. 10 of 2018 (the Netting Law), as amended or replaced from time to time. You hereby authorise us, upon the occurrence of an Event of Default and where any amounts are legally due and payable by you to Al Ramz or any of its Affiliates, to close out any transaction we arrange or carry on for you and to consolidate, set off and apply any funds, cash balances, securities, assets or other property held by us or any Affiliate for your account against any obligation, liability or indebtedness that you owe to Al Ramz or such Affiliate, whether in the same or different accounts and whether held with Al Ramz or any Affiliate. For the avoidance of doubt, any right of set-off in favour of an Affiliate shall only arise where: (a) there is an actual debt, liability or obligation owed by you to that Affiliate; and /or (b) an Event of Default has occurred and the relevant amounts have become legally due and payable. Such rights may be exercised at any time and from time to time without prior notice to you to the extent permitted by Applicable Laws and Regulations. For these purposes, we may ascribe a commercially reasonable value to any amount which is contingent or unascertained for any

		reason, and may convert any amounts denominated in different currencies into a currency of our choice.
General Terms and Conditions	11.2 (d) if sent by email to your last email address we have on record, on the day of us sending you the email, provided that we do not receive a message notifying us that the email is undeliverable;	11.2 (d) If sent by email, on the day on which we send the communication to the last email address registered with us for you, irrespective of whether the communication is accessed or read by you. Our obligation in respect of such communication shall be deemed fulfilled upon transmission to your last registered email address. You are responsible for ensuring that your registered email address remains valid, active and capable of receiving communications, including maintaining sufficient mailbox storage capacity, and for promptly notifying us of any change to your email address. We shall not be responsible for any failure, delay or inability to receive a communication resulting from an outdated or incorrect email address, insufficient mailbox capacity, restrictions or settings of your email service provider, or any other circumstance outside our reasonable control. The Client represents and warrants that the registered email address and mobile telephone number provided are valid, accurate, personally controlled by the Client and capable of reliably receiving Communications from Al Ramz. The Client shall promptly notify Al Ramz of any change to the registered email address and mobile telephone number provided
General Terms and Conditions	13.2 You warrant and represent that you, and any of your Affiliates, close connections and/or related parties, have not been, and are not currently, involved in any way in any activities which may amount to: Financial Crime, or being subject to Sanctions; or offences of corruption, bribery, or market abuse (including but not limited to insider dealing) as provided for under the Applicable Regulations.	13.2 All orders, instructions, transactions and trading activity undertaken by or on behalf of the client may be subject to monitoring, surveillance, review and investigation by Al Ramz for the purposes of compliance with applicable laws, regulations, exchange rules, market conduct requirements and regulatory obligations. The client shall promptly provide Al Ramz with such explanations, information, records and supporting documentation as Al Ramz may reasonably request in connection with any surveillance review, compliance enquiry, market conduct assessment, regulatory investigation or suspected suspicious, improper, manipulative or unlawful activity. The Client acknowledges that Al Ramz may refuse, reject, suspend, delay, cancel or report any order, instruction or transaction where Al

		Ramz reasonably considers it necessary to comply with Applicable Laws and Regulations.
General Terms and Conditions	11.5 (a) we may in good faith take an Order from any person who has the actual or apparent authority to instruct us on your behalf, without the requirement for us to make any further inquiries to verify authority and you shall be bound by such Order;	11.5 (a) we may in good faith accept orders from registered authorized persons through approved channels, with the right to conduct additional verification or request written confirmation where necessary; and you shall be bound by such Order. Authorized Person means a natural or legal person specifically authorised to act on behalf of the client (e.g. a director, senior manager, or other person).
General Terms and Conditions	11.5 (c) we may accept or decline an Order. If we decline to execute an Order, we will notify you as soon as reasonably practicable but we are not obliged to give a reason; 11.5 (d) we may refuse to execute an Order if we deem, in our sole discretion, that the Order may cause either party to breach any Applicable Laws and Regulations. Where we refuse to execute an Order, we shall inform you of this unless prevented from doing so under Applicable Laws and Regulations. For the avoidance of doubt, Al Ramz is under no obligation to inform you of the reason for its refusal to execute an Order;	11.5 (c)We may refuse to execute, reject, suspend, delay, cancel or place restrictions on any Order if we deem, in our sole discretion, that the Order may cause either party to breach any Applicable Laws and Regulations, or if we reasonably suspect that the Order, transaction or related activity involves or may involve market abuse, market manipulation, insider dealing, misuse of inside information, trading during a blackout or restricted period, unusual or suspicious trading activity, sanctions, financial crime, regulatory risk, operational risk, reputational risk, or any other actual or suspected breach of Applicable Laws and Regulations. Where we refuse to execute, reject, suspend, delay, cancel or restrict an Order, we shall inform you of such action unless prevented from doing so under Applicable Laws and Regulations. 11.5 (d) For the avoidance of doubt, Al Ramz shall be under no obligation to disclose the reasons for its decision to refuse, reject, suspend, delay, cancel or restrict an Order, nor shall it be liable for any loss, cost, damage or missed opportunity arising from the exercise of its rights under this clause.
General Terms and Conditions	11.5 (i) if there is an ambiguity in an Order you give us or where it conflicts with another Order we will be entitled to act in good faith on what we reasonably believe the Order to be and our action or inaction will be binding on you.	11.5 (i) if there is an ambiguity in an Order you give us or where it conflicts with another Order we will be entitled to act in good faith on what we reasonably believe the Order to be and our action or inaction will be binding on you; we have the right to suspend an ambiguous, incomplete or conflicting order until clarification is received, without liability for resulting delay.
General Terms and Conditions	16.2 (e) you will not send Orders or otherwise take any action that could create a false impression of the demand or value for a Financial Product, or send Orders which you have reason to believe are in	16.2 (e) You will not send Orders or otherwise take any action that could create a false impression of the demand or value for a Financial Product, including but not limited to wash trades, self-matched orders, spoofing, layering, circular trading, marking the open, marking the close, coordinated trading or any

	breach of Applicable Laws and Regulations. You will observe the standard of behaviour reasonably expected of persons in your position and not take any step which would cause us to fail to observe the standard of behaviour reasonably expected of persons in our position;	other manipulative, deceptive or misleading trading practice, or send Orders which you have reason to believe are in breach of Applicable Laws and Regulations. You will observe the standard of behaviour reasonably expected of persons in your position and not take any step which would cause us to fail to observe the standard of behaviour reasonably expected of persons in our position.
General Terms and Conditions	16.2 (v) of your status as an insider before issuing an Order in relation to the company in relation to which you may be deemed an insider, or any change to you insider status as disclosed to us at the time of opening your account with Al Ramz;	16.2 (v) if you are, become, or reasonably believe that you are an insider or are in possession of inside information, you shall immediately notify us and provide such information as we may reasonably request. You shall not place, transmit or cause to be placed any Order, or otherwise deal in any Financial Product, whilst in possession of inside information or during any applicable blackout period. We may require you to obtain our prior approval or provide such confirmations, representations or supporting information as we may reasonably request before accepting any Order, and we may refuse, reject, suspend or delay any Order where we reasonably consider this necessary to comply with Applicable Laws and Regulations.
General Terms and Conditions	18.5 Neither of us shall be liable for any delay or failure to perform any of our obligations under this Agreement caused by anything beyond our reasonable control, including but not limited to any act of God, fire, riot, war, terrorism, civil commotion, act of state or government, breakdown, delay, malfunction or failure of transmission or communication or computer facilities, industrial action, acts and regulations of any governmental, quasi-government or supranational bodies or authorities or failure by a relevant intermediary (such as the bank or custodian where you hold your assets) or national or global pandemic.	18.5 Neither of us shall be liable for any delay or failure to perform any of our obligations under this Agreement caused by anything beyond our reasonable control, including but not limited to any act of God, fire, riot, war, terrorism, civil commotion, act of state or government, breakdown, delay, malfunction or failure of transmission or communication or computer facilities, industrial action, acts and regulations of any governmental, quasi-government or supranational bodies or authorities or failure by a relevant intermediary (such as the bank or custodian where you hold your assets) or national or global pandemic or any exchange outage, trading suspension, market disruption, clearing or settlement failure, cyber incident, depository failure or disruption affecting any Market, exchange, clearing house, custodian, depository or other market infrastructure provider. Where any such event occurs, we may, to the extent reasonably necessary and subject to Applicable Laws and Regulations and the rules of the relevant Market, exchange, clearing house or depository, suspend, delay, restrict, reject, cancel or otherwise modify the provision of any affected Service, Order, transaction or settlement process.

		Nothing in this clause shall affect our obligations in respect of client money, client assets or Financial Products held for you in accordance with Applicable Laws and Regulations.
General Terms and Conditions	20.2 Any amendment or replacement of these Terms and any Additional Terms will be effective from the date specified by us. We shall notify you of the proposed Amendment and effective date through the Notification Channels at least ninety (90) days before the Amendment takes effect. Your continued use of the Services after the effective date of any amendment or replacement constitutes your acceptance of and consent to such change. 20.4 You understand and agree that there may be changes to the Applicable Laws and Regulations, or that we may receive instructions from the SCA, which may require us to amend these Terms and Additional Terms. We shall notify you of such Amendment within at least ninety (90) days of us making such Amendment.	20.2 Any amendment or replacement of these Terms and any Additional Terms will be effective from the date specified by us. We shall notify you of the proposed Amendment and effective date through the Notification Channels at least thirty (30) days before the Amendment takes effect. Your continued use of the Services after the effective date of any amendment or replacement constitutes your acceptance of and consent to such change. 20.4 You understand and agree that there may be changes to the Applicable Laws and Regulations, or that we may receive instructions from the CMA, which may require us to amend these Terms and Additional Terms. We shall notify you of such Amendment within at least thirty (30) days of us making such Amendment.
Margin trading terms	7.2 - We will notify you of the Margin Commission rates which apply to you at the beginning of each quarter	7.2 - We will notify you of the Margin Commission rates which apply to you at the beginning of each month.
Margin trading terms	7.3 We shall calculate the Margin Commission on a daily basis and based on the outstanding margin balance at the end of each trading session. On non-Business Days, the commission shall be calculated based on the outstanding margin balance at the last trading session.	7.3 We shall calculate the Margin Commission we charge you as follows: (a) on a Business Day, based on the Outstanding Margin Balance at the end of that day's trading session; and (b) on a non-Business Day, based on the Outstanding Margin Balance at: i. the end of the last trading session if the previous day was a Business Day; or ii. the end of the day if the previous day was not a Business Day.

Margin trading terms	7.4 - Any interest due shall be compounded quarterly. Any accrued unpaid interest from any preceding quarter shall be deemed to form part of the principal margin for the subsequent quarter’s interest calculation.	7.4 For the purposes of this Clause 7,3 the "Outstanding Margin Balance" means the aggregate amount of margin financing utilised by you and outstanding in the Margin Trading Account from time to time, as adjusted by any utilisation, repayment, settlement, interest charges, or other transaction affecting such balance or settlement of such principal amount.