

Jade FOREX Trading Guidelines and Terms of Service

Important Notice

To utilize Jade FOREX services, you must carefully read and agree to these guidelines. By applying for account opening, you are deemed to have agreed to these guidelines.

1. Service Eligibility and Terms of Use

1.1 Eligibility Requirements

Jade FOREX services are available to any adult aged 18 or older who:

- Agrees to comply with these guidelines
- Accepts our Terms of Service and Privacy Policy
- Meets all applicable regulatory requirements

1.2 Account Verification

All clients must provide valid identification and verification documents as required by applicable Anti-Money Laundering (AML) and Know Your Customer (KYC) regulations.

2. Account Opening Rules

2.1 Account Registration Process

- Account opening is completed by filling out the required information in our account opening form
- Account numbers are issued upon successful completion of the registration process
- Required documentation must be submitted before withdrawal processing

2.2 Documentation Requirements

- **Identity Verification:** Valid, unexpired identification documents
- **Address Verification:** Utility bills or bank statements issued within the last 3 months
- **Proof of Income:** Where required by regulation

2.3 Account Opening Restrictions

- Third-party account opening is strictly prohibited
- Accounts must be opened by the account holder personally
- False or misleading information will result in account termination

3. Deposit Rules and Procedures

3.1 Same-Name Policy

- Jade FOREX strictly prohibits third-party deposits
- Deposits must be made only from accounts bearing the same name as the trading account
- Third-party deposits will be immediately returned to the source

3.2 Deposit Processing

- **Approved Methods:** Only designated deposit methods are accepted
- **Processing:** Access your Client Portal → "Fund Management" → "Deposit"
- **Currency:** Multiple base currencies supported as specified in your account type

3.3 Third-Party Deposit Consequences

If third-party deposits are detected:

- Immediate return of deposited funds
- If trading has occurred: profits are voided, only original deposit amount returned
- If losses occurred: losses are deducted from returned amount

4. Withdrawal Rules and Procedures

4.1 Withdrawal Policy

- Third-party withdrawal requests are strictly prohibited
- Withdrawals must be made to accounts bearing the same name as the trading account
- Only the original account holder may request withdrawals

4.2 Withdrawal Methods

- **Approved Methods:** Only designated withdrawal methods as specified in Client Portal
- **Processing:** Access Client Portal → "Fund Management" → "Withdrawal"
- **Verification:** Additional verification may be required for large withdrawals

4.3 Processing Time

- Standard processing: 1-3 business days
- Additional verification may extend processing time
- Bank processing times vary by institution and location

5. Trading Execution and Order Management

5.1 NDD Execution Model

- Jade FOREX operates on a No Dealing Desk (NDD) execution model
- Larger order sizes may experience increased execution difficulty

- We provide maximum execution environment within liquidity provider constraints

5.2 Order Types and Execution

- **Market Orders:** Executed at best available price
- **Limit Orders:** Executed at specified price or better
- **Stop Orders:** Triggered when market reaches specified level

5.3 Slippage and Market Conditions

During volatile market conditions, orders may experience slippage due to:

- Rapid price movements
- Limited liquidity
- Major economic announcements

6. Scalping Policy

6.1 Scalping Permissions

- Scalping strategies are generally permitted
- No specific restrictions on holding periods or frequency

6.2 System Protection Measures

- Trading may be temporarily suspended if activities impact server performance
- Excessive system burden may result in account restrictions
- We reserve the right to take necessary measures per our Terms of Service

7. Pending Orders and Market Events

7.1 Order Distance Requirements

During high-volatility periods (economic releases, market news):

- Minimum distance for limit and stop orders may be increased
- Distance requirements adjust based on market conditions and liquidity

7.2 Market Event Management

- Orders may be modified or rejected during major announcements
- We implement risk management measures to protect both clients and company

8. Negative Balance Protection (Zero Cut)

8.1 Zero Cut Policy

- Automatic negative balance protection within 60 minutes
- No margin calls or additional financial obligations
- Negative balances are reset to zero automatically

8.2 Bonus Application

- Available bonuses are first applied to cover negative balances
- Remaining negative balance is eliminated after bonus application
- Zero balance reset applies to all account types

9. Account Closure and Termination

9.1 Voluntary Account Closure

- Submit closure request through our contact form
- Request must come from registered email address
- Processing completed within 3 business days
- No physical documentation provided

9.2 Third-Party Closure Requests

- Requires legal documentation proving relationship to account holder
- Additional verification procedures apply
- Legal guardian or power of attorney documentation required

10. Trading Reports and Tax Documentation

10.1 Report Generation

- Trading reports must be generated from trading platform
- Reports available through client portal while account is active
- Customer responsibility to download required documentation

10.2 Account Closure Impact

- Access to historical data lost upon account closure
- Download all required reports before account termination
- Company cannot retrieve data after account closure

11. Prohibited Activities

11.1 Account-Related Violations

- Using accounts under names other than the registered holder

- Multiple persons sharing a single account
- Registration using false or non-existent identity
- Registration by persons under 18 years of age
- Registration by prohibited persons or entities

11.2 Trading-Related Violations

- Arbitrage trading exploiting system weaknesses
- Latency arbitrage strategies
- Bonus arbitrage activities
- Hedging within the same account
- Excessive scalping that burdens our systems

11.3 Legal and Compliance Violations

- Money laundering or suspicious activities
- Violation of applicable laws and regulations
- Infringement of intellectual property rights
- Activities harmful to company operations
- Providing false information or documentation

11.4 Consequences of Violations

- Immediate account suspension or termination
- Forfeiture of profits from prohibited activities
- Legal action where applicable
- No obligation to provide detailed explanations

12. Risk Disclosure and Disclaimers

12.1 Trading Risks

Foreign exchange margin trading involves substantial risk and may not be suitable for all investors:

- **Leverage Risk:** High leverage creates potential for significant losses
- **Market Volatility:** Currency markets can move rapidly against positions
- **Liquidity Risk:** Market conditions may prevent order execution
- **Technology Risk:** System failures may impact trading ability

12.2 Financial Responsibility

- Never invest funds you cannot afford to lose

- Only use risk capital for trading activities
- Understand all risks before beginning to trade
- Seek independent financial advice if uncertain

12.3 Company Liability

- Jade FOREX does not directly participate in client trading decisions
- We provide execution services only
- Clients bear full responsibility for trading decisions
- Technical issues may occur and impact trading

13. Privacy and Data Protection

13.1 Information Collection

We collect and process personal information including:

- Identity verification documents
- Financial information and trading history
- Contact information and communications
- Technical data and platform usage information

13.2 Data Usage

Personal information is used for:

- Account verification and compliance
- Risk management and fraud prevention
- Service improvement and customer support
- Regulatory reporting requirements

13.3 Information Security

- Industry-standard encryption and security measures
- Restricted access to personal information
- Regular security audits and updates
- Compliance with applicable data protection laws

13.4 Information Sharing

Information may be shared with:

- Regulatory authorities as required by law

- Service providers under confidentiality agreements
- Legal authorities pursuant to valid legal process
- Affiliated companies for service provision

14. Communication and Monitoring

14.1 Recording Policy

- All communications may be recorded for compliance purposes
- Telephone conversations recorded without prior notice
- Electronic communications monitored and stored
- Recordings constitute evidence of communications

14.2 Client Communication

- Official communications sent to registered email address
- Important notices posted in client portal
- Clients responsible for maintaining current contact information

15. Guideline Modifications

15.1 Amendment Rights

- Jade FOREX reserves the right to modify these guidelines
- Material changes communicated in advance to clients
- Continued service use constitutes acceptance of modifications

15.2 Notification Process

- Important changes communicated via email and client portal
- Clients advised to review guidelines regularly
- Questions about changes addressed through customer support

16. Governing Law and Jurisdiction

16.1 Applicable Law

- These guidelines governed by laws of our operating jurisdiction
- Client residence laws do not override our operating jurisdiction
- Regulatory requirements of operating jurisdiction take precedence

16.2 Dispute Resolution

- Initial dispute resolution through good faith negotiation

- Unresolved disputes subject to courts of our operating jurisdiction
- Alternative dispute resolution mechanisms may be available

17. Contact Information and Support

17.1 Customer Support

- **Email:** support@jade forex.com
- **Live Chat:** Available through client portal
- **Response Time:** 24-48 hours for email inquiries

17.2 Compliance and Regulatory Matters

- Compliance questions directed to designated compliance officer
- Regulatory inquiries handled according to applicable requirements
- Confidentiality maintained per regulatory obligations

18. Effective Date and Acceptance

18.1 Effective Date

These guidelines are effective immediately upon publication and supersede all previous versions.

18.2 Acceptance

By opening an account or continuing to use our services, you acknowledge that you have read, understood, and agree to be bound by these guidelines.

18.3 Language Versions

- English version is the authoritative version
- Translations provided for convenience only
- In case of conflicts, English version prevails

Last Updated: 2025/5/30

Version: 1.0

For questions about these guidelines, please contact our customer support team.