

CONFLICT OF INTEREST



DEMAXIS

investing, the way up



CONFLICT OF INTEREST

Our Conflict of Interest applies to all users of our services and relevant parties of our official Terms of Use. This procedure aims to identify and prevent the conflicts of interest that may arise between the Clients and us or between one Client and another.

All parties involved must comply with the procedures when filing or submitting their corresponding concern related to the conflict of interest. Our team will assess and manage the submitted concern if such matter is relevant to our official Terms of Use.

If you intend to file for a conflict of interest, you must provide your full name, trading account number, registered email, and important information about such matter and send it to our official email address. You acknowledge that we may require additional documents and information if deemed necessary to resolve such conflict. We may resolve and take the appropriate actions to resolve any identified conflicts of interest. However, we may still reject or cancel any conflict of interest on reasonable grounds, especially if such conflict might result in further conflicts.

We reserve the right to hold, cancel, and terminate any ongoing activity in your trading account if we identify a conflict or once a filed conflict of interest is accepted. Furthermore, if any identified or received conflict arises between or among the parties involved in the Terms of Use Agreement or other agreement or contract, we may disclose such conflict for the relevant party to act accordingly.

In order to identify the types of conflict of interest that occur during the provision of investment and ancillary services, which may negatively affect your interests. We take into account whether the Company or the relevant person is in any of the following situations as a result of providing investment services, ancillary services, or investment services:

- a. The Company or any of its employees is likely to make a financial profit or avoid a financial loss at the Client's expense
- b. A Client is likely to make a financial profit or avoid a financial loss at the expense of another Client
- c. The Company, any of its employees, or a Client receives (or is intended to receive) an endorsement related to a third-party service provided to the Client in the form of money, goods, or services, apart from the standard commission or fee for that particular service



Margin trading and leveraged products carry a high level of risk, including the risk of losing substantially more than your initial investment. Before you make any trading decision related to a financial product, you should acknowledge our Risk Disclosure and seek independent advice if necessary.

In case of identifying conflicts, we may conduct the following measures without limitation:

- a. Prevent or manage the exchange of information between the relevant parties involved in the conflict of which exchange of such information may affect the interests of one or more Clients negatively
- b. Oversee the relevant parties with the primary duty of providing any service to Clients with interests that may conflict
- c. Remove all connections between the remuneration of a Client engaged in an activity and the remuneration of the other Client, or profit made by such Client engaged in another activity, which conflict of interests have arisen related to those activities
- d. Restrict or limit any party from exercising inappropriate influence over the way of any activity, service, or investment
- e. Restrict, prevent, or manage the respective party to simultaneously or continuously get involved in, but not limited to, taking personal interests in obtaining confidential information from us or governing access to our electronic data
- f. Protocols to prevent giving or receiving improper inducements and proper inducements are disclosed appropriately

We are not obligated, in any way, to advise you during any arising conflict. In addition, we reserve the right to disclose the general nature or sources of the conflict of interest to the relevant parties undertaking any business of the Client.

You understand and accept that all conflicts of interest will be assessed within 14 business days. The resolution for such conflict will be resolved indefinitely, depending on the type of conflict.

While all conflicts of interest are assessed constructively, you acknowledge and agree that any conflict resolution requires action from all relevant parties. You agree that you will not disclose or publish any form of statement regarding such conflict before being assessed to resolve the matter. You further agree that threatening or blackmailing us or any of our workforce is strictly prohibited and may result in legal actions, regardless of the conflict that arises. Any supposed threat or blackmail to us or our workforce may result in legal actions and a restriction, termination, or cancellation of access, service, and your obtained profits.



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