

Fact Sheet



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Trading Risk disclosure

This document forms part of the agreement between you and Earnex LLC and should be read in conjunction with our General Terms of Use for clients (the “General Terms”). Any defined terms used in these additional terms shall have the meaning given to them in the General Terms. Earnex LLC (“Earnex (SVG)”) a company registered in Saint Vincent and Grenadines under Company Registration No. 1949 LLC 2022 and registered by the Financial Services Authority with its registered address at Suite 305, Griffith Corporate Center, PO Box 1510, Beachmont Kingstown, St Vincent & the Grenadines.

1. Introduction

- 1.1 These additional terms apply to all clients who have an account with Earnex LLC.
- 1.2 If there are any inconsistencies or deviations between these additional terms and/or any other documents forming part of the Agreement, these additional terms shall prevail in respect of your account with Earnex LLC (SVG).
- 1.3 Earnex LLC (SVG) is registered under the Financial Services Authority to carry out online forex trading, and it is authorised and regulated by the Financial Services Authority of St Vincent and the Grenadines. ("SVGFS").

2. Handling your funds

- 2.1 We may use your funds on deposit to meet obligations that we have incurred in margining, adjusting, or settling your derivative trades.
- 2.2 Your funds are held in segregated bank accounts which are separate from our operational accounts. The safety of your funds on deposit are paramount and our minimum capital adequacy will cover any liabilities owed to clients.

3. Order execution

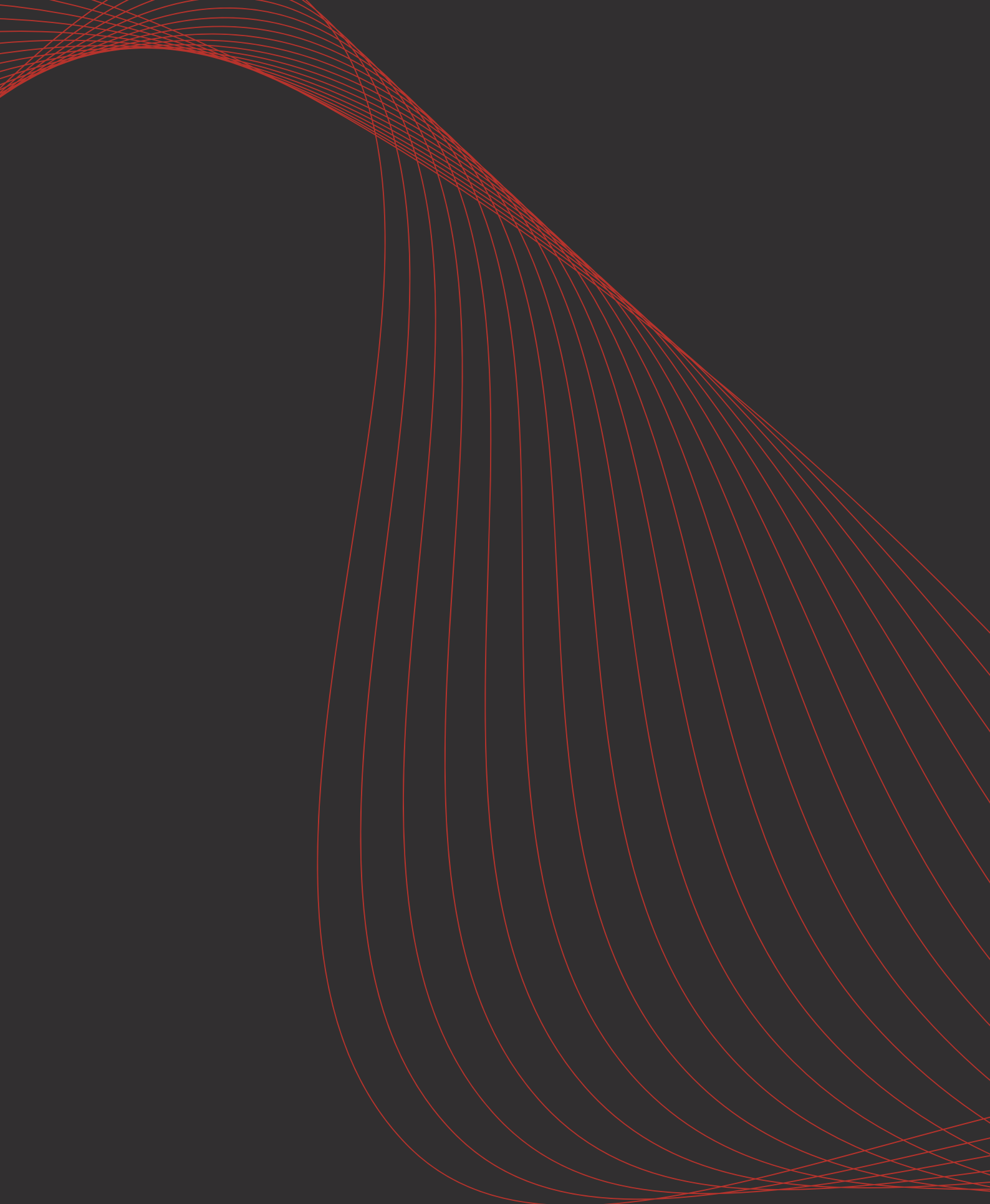
- 3.1 Pursuant to our licence conditions, we will be the counterparty to your trade. We will either act as agent to execute your orders or as principal, whereby we will be the executing counterparty for all trades.
- 3.2 When an order is placed to buy or sell an instrument on your Earnex MT5 account, your order may be passed through to a liquidity provider that provides services to us.

4. General queries

- 4.1 If you have an enquiry regarding your trading account with Earnex (SVG) you can contact us through our Help centre or by chatting with a representative via live chat.
- 4.2 We are committed to fast response times in order to resolve your query quickly and appreciate your patience in allowing us time to resolve the matter.
- 4.3 If we are unable to resolve your query, you may submit an official complaint by following the process described in the "Complaints" section below.

5. Complaints

- 5.1 If you would like to file a complaint about our service, you can send the details related to your complaint to us at complainants@earnexprime.com. We will investigate your enquiry and send you a final response within 15 working days from the date on which the complaint is received.
- 5.2 If we have not resolved your complaint to your satisfaction within 3 months from the date on which your complaint is received, you can escalate your complaint to the SVGFSA.
- 5.3 A complaint is considered to be of a significant nature when it claims one or more of the following:
 - 5.3.1 A breach of a regulatory enactment;
 - 5.3.2 Bad faith, malpractice, or impropriety on the part of the licensee or one of its directors, employees, or agents;
 - 5.3.3 The repetition or recurrence of a matter previously complained of (whether significant or otherwise); or
 - 5.3.4 That the complainant has suffered, or may suffer, financial loss that is material in relation to his or her financial circumstances.



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