

Phone Etiquette

This is the phone etiquette, accepted in international practice.

1. Authorization

Client: "Full name, login, password"

Example: Hello, this is Elton White. My login is 1234, password – white.

Operator: "Please hold the line" (carries out authorization).

If your authorization was successful:

Operator: "You've been successfully authorized. Please make your request."

In the event of unsuccessful authorization:

Operator: "Your personal data is invalid, so your requests and instructions will be declined."

2. Opening a Position

Client: "Instrument, number of lots"

Example: "USD/EUR, 2.8 lots."

Operator: "Bid/Ask."

Examples: "1.2100/1.2103," "1.2100/03" or "00/03"

If the Client, having received the third answer, does not know the full price level, the Client may say: "Full price, please."

Client: "Buy" or "Sell" or "Pass"

In the Client says "Pass," the telephone conversation will be concluded. In any other case, the Client will receive the following answer from the operator:

Operator: "You have bought/sold [instrument, number of lots, price, ticker]."

Example: "You have bought USD/EUR, 2.8 lots, at 1.2103, order ticker 22456."

Client: "I have bought (sold) [instrument, number of lots, price]," or simply, "Confirmed."

3. Closing a Position

3.1 Close a position at the requested price

Client: "Close [position, ticker, instrument, Buy (Sell), number of lots]."

Example: "Close position, ticker 22456, USD/EUR, Buy 2.8 lots."

Operator: "Bid/Ask," or just "Bid" if the Client is closing a Buy position, or just "Ask" if the Client is closing a Sell position.

Client: "Agreed" or "Pass"

If the Client answers "Pass," the telephone conversation will be concluded. In the other case, he/she will receive the following answer from the operator:

Operator: "You have closed [position, instrument, Buy (Sell), number of lots, price]."

Client: "I have closed [position, instrument, Buy (Sell), number of lots, price]" or simply "Confirmed"

Note: The Client must specify whether he/she wants to close a position partially by adding "partially on [number of lots]."

Example: "Close position, ticker 22456, USD/EUR, Buy 2.8 lots, partially on 1.4 lots."

3.2 Close a position by the opposite one

Client: "Close [position, position ticker, instrument, Buy (Sell), number of lots, ticker of opposite position]."

Example: "Close position, ticker 22456, USD/EUR, Buy 2.8 lots by opposite position, ticker 22470."

Operator: "You have closed [position, position ticker, instrument, Buy (Sell), number of lots, ticker of opposition position, Buy (Sell), number of lots]."

Client: "Confirmed."

4. Placing an Order

4.1 Place a stop-loss and/or take-profit order

Client: "I would like to place an order [specify the Stop Loss or Take Profit order type] on [position, position ticker, instrument, Buy (Sell), order level]."

Example: "I would like to place a stop-loss order on my Buy USD/EUR position with ticker 22456 at 1.2113."

If the Client's instruction is in accordance with the Terms of Business, it will be accepted by the operator and the Client will hear the following:

Operator: "You have placed an order [specifying the order type] on [position, position ticker, instrument, Buy (Sell), order level]."

If your instruction breaches the Terms of Business, it will be declined by the operator.

Client: "Confirmed."

4.2 Place a pending order

Client: "I would like to place a pending order [specify the order type Buy Stop, Buy Limit, Sell Stop or Sell Limit], [instrument, number of lots, order level]."

Example: "I would like to place a buy-limit pending order on USD/EUR, 1 lot, at 1.2095."

If the Client's instruction is in accordance with the Terms of Business, it will be accepted by the operator and the Client will hear the following:

Operator: "You have placed a pending order [specifying the order type] on [instrument, number of lots, order level]."

If your instruction breaches the Terms of Business, it will be declined by the operator.

Client: "Confirmed."

5. Deleting an Order

5.1 Delete a stop-loss or take-profit order

Client: "I would like to delete an order [specify the Stop Loss or Take Profit order type] on [position, position ticker, instrument, Buy (Sell)]."

Example: "I would like to delete a stop-loss order on Buy USD/EUR with ticker 22570."

If the Client's instruction is in accordance with the Terms of Business, it will be accepted by the operator and the Client will hear the following:

Operator: "You have deleted an order [specifying the order type] on position, position ticker, instrument, Buy (Sell)."

If your instruction breaches the Terms of Business, it will be declined by the operator.

Client: "Confirmed."

5.2 Delete a pending order

Client: "I would like to delete a pending order [specify the Buy Stop, Buy Limit, Sell Stop or Sell Limit order type], [position ticker, instrument]."

Example: "I would like to delete a sell-stop pending order with ticker 24578 on USD/EUR."

If the Client's instruction is in accordance with the Terms of Business, it will be accepted by the operator and the Client will hear the following:

Operator: "You have deleted a pending order [specifying the order type] [position ticker, instrument]."

If your instruction breaches the Terms of Business, it will be declined by the operator.

Client: "Confirmed."

6. Changing an Order Level

6.1 Change the order level for an open position

Client: "I would like to change an order [specify the Stop Loss or Take Profit order type] level on [position, position ticker, instrument, Buy (Sell), current level, new level]."

Example: "I would like to change the stop-loss order level on Buy USD/EUR with ticker 22456 from 1.2113 to 1.2103."

If the Client's instruction is in accordance with the Terms of Business, it will be accepted by the operator and the Client will hear the following:

Operator: "You have changed the order [specifying the order type] level on [position, position ticker, instrument, Buy (Sell), old order level, new order level]."

If your instruction breaches the Terms of Business, it will be declined by the operator.

Client: "Confirmed."

6.2 Change a pending order level

Client: "I would like to change the level of pending order [specify the Buy Stop, Buy Limit, Sell Stop or Sell Limit order type), [pending order ticker, instrument, current level, new level]."

Example: "I would like to change the buy-stop pending order level on USD/EUR, ticker 22570, from 1.2113 to 1.2103."

If the Client's instruction is in accordance with the Terms of Business, it will be accepted by the operator and the Client will hear the following:

Operator: "You have changed the level of pending order [specifying the order type], [pending order ticker, instrument, old order level, new order level]."

If your instruction breaches the Terms of Business, it will be declined by the operator.

Client: "Confirmed."

7. Checking Open Positions and Orders

Client: "I would like to check my open positions and orders."

Operator: "You have the following open positions [listing the open positions in ascending order by ticker number, specifying the ticker, instrument, volume, opening price and stop-loss and take-profit order levels]; you have the following pending orders [listing all pending orders placed in ascending order by ticker number, specifying the ticker, instrument, volume, pending order level, and stop-loss and take-profit order levels]."

8. Price Request

If a Client wants to find out the rate on a certain instrument yet has no intention to make a transaction, he/she doesn't have to go through authorization but must state his/her full name and login.

Client: "Full name, login, instrument rate."

Example: "Hello, this is Elton White, my login is 1234, EUR/USD rate."

Operator: "Rate."

9. How to Conclude the Telephone Conversation

Once the Client has made a request or has given an instruction, the Client should say, for example, "Thank you, goodbye," and hang up.

If the Client has made a request or has given an instruction and has received confirmation from the operator but has been silent for five to ten seconds, the operator has the right to hang up after saying, for example, "Thank you. Goodbye."

10. Miscellaneous

- 10.1 The Client has the right to give requests and instructions over the telephone only when there is no Internet connection and it is impossible to use the Client terminal.
- 10.2 The Client must be authorized before giving requests and instructions over the telephone. If the authorization is unsuccessful or the Client refuses to go through this process, neither requests nor instructions will be accepted.
- 10.3 The Client may use English in conversing over the telephone.
- 10.4 The terms used in this document have the same meanings defined in the Terms of Business.