



**BFSforex**  
FOREX TRADING

## Trading and Execution Risks



BFS Markets Ltd., the English transaction named “BFSforex”, has the Category global business license issued by the Republic of Mauritius Financial Service Commission in the name of BFS Markets Ltd. The company’s registration No.: 114312/GBL; the Category I global business license No. C113011620 License. “BFS Markets Ltd”, the transaction name “BFSforex.com”, is the taxpayer in Mauritius.

For the agreement signed between the transaction brand of BFS Markets Ltd. in the transaction regulations---BFSforex (hereafter referred as “BFS” or “us” ) and you (hereafter referred as “client” or “you”), the terms and conditions described in the transaction regulations for execution (hereafter referred as “the regulations”) are applicable to BFS account (generally called “account”) opened in the client’s name. It aims to help clients carry out spot transactions of foreign exchange and transaction of contract for differences (CFD) (generally called “transaction”) including foreign exchange, metal, commodity, index and listed stock, and help clients log on BFS website and transaction platform, exercise account service rights, obtain BFS administrative support and etc. All the transactions shall be carried out in accordance with the terms and conditions in the regulations. In case of any other additional clause formally authorized by BFS executive or officials in written form, it shall be also abided by and executed. You are sure that you have known the conditions to carry out foreign exchange and CFD transaction in BFS and accepted these conditions and regulations.

#### 1. General provisions

1.1. You will be a user of the BFSforex trading platform. You can use the trading platform or the other standards set by BFSforex and effectively inform the customer's mobile platform form transactions. All transactions carried out by the customer, Customers themselves take full responsibility for all risks and costs, and the terms of the agreement by the constraints. We reserve the right to modify at any time.

1.2. Depending on Client’s trading account type BFSforex uses different types and sizes of spread.

1.2.1. Fixed spread is used on Micro accounts.

1.2.2. Fixed spread can be changed:

- a) Without prior notice to the Client in market conditions different from the normal ones;
- b) Without prior notice to the Client in force-majeure circumstances or extraordinary situation.

1.2.3. Variable spreads changing according to market situation are used for Standard, Premium, Discount and STP/ECN accounts.

1.2.4. Spreads (typical spreads) for each tool for each trading account type are mentioned in tools specifications available on BFSforex’s official web-site.

1.3. BFSforex has a right to change leverage in the following cases:

- a) With prior notice to the Client (Mail-12 hours; phone call -2 hours);
- b) Individually for each Client to bring his leverage level in line with margin requirements mentioned in tools specifications available on BFSforex’s official web-site;
- c) Individually for each Client upon his reasonable request if required by his trading strategy.

1.4. Swap: If open position is rolled over the next day BFSforex applies swap. Swap settlements on open positions are made from 23:59:00 till 00:01:00 trading platform time. In rolling over open position from Wednesday to Thursday a triple swap is applied.

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1.5. Stop out:

1.5.1. With Margin Level on Client's account less than 60% (Micro、Standard、Premium, Discount) and 150% at STP/ECN situation of "Margin call" occurs when BFSforex has a right but not an obligation to close one or more client's positions depending on market situation. Decision about closing of positions is taken by BFSforex.

1.5.2. If Margin Level on Client's account goes below 30% (Micro、Standard、Premium, Discount), and 100% at STP/ECN situation "Stop out" occurs when BFSforex in order to prevent negative balance on account has a right to close one or more client's positions without Client's consent and any prior notice.

1.5.3. If a Stop Out execution has resulted in the negative equity of the Customer's Trading Account it will be compensated so as to bring Equity to zero. Such compensation is credited only if the Client does not have open positions at the moment of negative balance occurrence.

1.6. Weekend transactions: When closing at weekends, Stop out will be at 200%. Calculation method: weekend transactions will begin five hours (weekends, holidays, etc.) before closing until open again. For general Friday nights in weekends, the lever conditions come into effect at 18:00 (Greenwich time [GMT]).

1.7. Transaction limit price /stop loss level: The minimum (or maximum) stop loss price line (or Pending Order price line) which is allowed to set. Within limit price /stop loss level, stop loss transactions and order transactions are not allowed to set. If place an order in this range, the server will show that "stop loss is invalid" and will not accept the order. Transaction limit price/stop loss level is 3-7 times of the currency to spread. The Pending Orders (Micro、Standard、Premium, Discount) are restricted in market conditions different from normal ones, and the exchange rate is subject to great fluctuation. When the gap is greater than the spread, it is not allowed to place, modify or delete Buy Stop and Sell Stop Pending Order (including reverse Stop order) in such case.

1.8. The main method to place Client's orders and requests is through Client terminal. Quoting mechanism "Instant Execution" is used in transactions execution. Processing time for request or order depends on communication quality between client terminal and BFSforex server as well as on market condition. In normal market conditions Client's request or order is processed for around one or two seconds. In market conditions different from normal market conditions time of clients' requests and orders processing can be extended considerably.

1.8.1. Each client's order being in queue for processing within 1 minutes has to be transmitted to the system. If within 1 minutes order is not transmitted for processing, it is automatically deleted from queue as invalid.

1.8.2. Client's request or order can be declined in the following cases:

- a) Upon Market Opening if the Client places his instruction or order preceding First Quote on trading platform;
- b) If there is insufficient available margin to open a new position for requested amount;
- c) If the amount of position requested by the Client cannot be executed due to its unavailability on the market;
- d) In market conditions different from normal ones.

1.9. BFS spread is divided into fixed spread and variable spread. Generally, the slippage won't occur. However, in time of the release of critical market conditions and economic datas, in time of key economic events or speech, in time of emergency economic news, in time of closing quotation at weekend and opening quotation at the beginning of one week, the spread of all the transaction products may be expanded due to the expanded spread of bank terminal or liquidity shortage. For example, the spread may be fluctuated to 20 points and even higher. BFS will not notify clients in advance. BFS users need to undertake the spread cost and the transaction risk themselves in time of market news after knowing the risk.

In case of locked position, the margin occupied by the orders in different directions of the same transaction products may be subject to change according to different market conditions. BFS neither has a way of offering guarantee that the occupied margin of orders involved in clients' account remains unchanged, nor has a way of offering guarantee that clients can be contacted or informed in time when the margin is subject to change. Clients are requested to check their designated mailbox constantly in order to obtain the latest news.

a) In case of locked position, the profit and loss value locked by orders in different orders of the same transaction products may be subject to change due to temporary change of spread. Under special circumstances, e.g., in time of closing quotation at weekend, opening quotation at the beginning of one week and the release of key news, the profit and loss value may be subject to very huge change, and even it will lead to clients' margin is insufficient, and automatic closed position. Under these special circumstances, the automatic closed position triggered by the locked position of clients on the condition of insufficient margin itself may lead to stop loss execution of all the orders on clients' account.

b) On the condition that 60% later payment level of margin is involved, the system has the right to or not to execute the client's request for order in locked position according to the market condition.

1.10. "Scalp trade" refers to the use of network delay and quotation on the error and the use of the difference of the behavior of a quick profit, does not exist in the foreign exchange of the otc real. BFS don't allow customers in the world outside of the STP/ecn accounts for all other account types "scalp trade" behavior. Relying on chance due to price lag trading will be revoked, without prior notice to customers.

## 2. Open a position

2.1. Opening positions for purchase shall be executed at Ask price. Opening position for sale shall be executed at Bid price. The Client opens a position by transmitting instruction or order from Client Terminal to BFSforex Server.

2.2. To open a position the Client shall transmit from Client Terminal to BFSforex Server his instruction or Order for execution. To open a position to buy the Client shall press the button «Buy» in order window of client terminal sending the instruction to the Server. To open a position for sale the Client shall press the button «Sell» in order window of client terminal sending the instruction to the Server.

2.3. At the moment when Client's instruction to open a position comes to Server, the system automatically checks trading account for available margin to open a position.

2.3.1. If available margin is sufficient for position opening a new position will be opened.

2.3.2. If available margin is insufficient for position opening a new position will not be opened and a message «Not enough money» will appear on order window.

2.4. If at the moment of Client's instruction processing Quote has been changed, the system will suggest a new price Bid/Ask. In this case new window "Requote" with new prices will appear. If the Client agrees to execute transaction at newly suggested prices, he shall within three seconds press the button "OK" in Requote window. If the Client within three seconds fails to press "OK" button, it means he refuses to execute transaction on newly suggested prices.

2.5. Instruction to open a position is deemed executed and position is deemed opened once the relevant record appears in the Server Log-File. Every new open position shall be labeled with consecutive ticker number.



2.6. Trading transactions as well as placement, modification and cancellation of orders by Client can be effected only during allowed trading period specified for a specific Tool. Trading hours for each Tool are mentioned in Tools Specifications available on BFSforex's official web-site.

2.7. If request to open a position is received for execution during non-trading time or during trading time if it precedes first Quote on the Market Opening, it will be declined by the system. A message "Off quotes /Trade is not allowed" will appear on client terminal window. In case of mistaken execution of Client's request to open a position at the closing price of previous day (or at any other non-market quote), BFSforex has a right to cancel such transaction and to annul its balance, including the cases when this position was later closed in whole or in part by the Client. In this case BFSforex contacts the Client and gives a relevant notice.

### 3. Close a position

3.1. Closing positions (i.e. sale) is made at Bid price. Closing position for sale (i.e. purchase) is made at Ask price.

3.2. Instruction to close a position is transmitted to Server by pressing the button "Close " on window of Client Terminal.

3.3. To close positions the Client can also use "Stop Loss" and "Take Profit" orders.

3.4. If at the moment of Client's instruction processing Quote has been changed, the system will suggest a new price Bid/Ask. In this case a new window "Requote" with new prices will appear. If the Client agrees to close position at newly suggested prices, within 3 seconds he has to press "OK" button in Requote window. If within 3 seconds the Client fails to press "OK" button it means his refusal to close position at newly suggested prices.

3.5. BFSforex has a right to decline instruction to close a position if it has been received at the moment when the Order to close this position ("Stop Loss" or "Take Profit") is already in queue for execution.

3.6. If the list of open positions on trading account contains two or more locked positions, then once an instruction or a request to close one of them has being generated in the drop down "Type" list the additional option "Close By" appears. If the Customer chooses this option a list of opposite open position(s) appears. Once the Client selects the position it enables the "Close#.... by#" button. By pressing this button the Client closes the locked positions of the same size or «reduces» two locked positions of different size. The smaller position and symmetrical part of the bigger position are being closed, it generates a new open position with the same direction as the bigger position but with a new ticker. This option is available for Close Buy Enabled account types only.

3.7. If amongst the Customer's Open Positions the Client has multiple positions which the Customer wishes to close against matching Open Positions of the same Tool the Client can do so by utilizing the "Multiple Close by" item in the "Type" drop down list. Upon matching/closing the chosen positions the Client will have either a zero or net Position based upon the net overall exposure. The Client should note that the net overall position will be allocated a new Ticker. This option is available for Close Buy Enabled account types only.

3.8. Instruction to close position is deemed executed and position is deemed closed once relevant record appears on Server's Log-File.

3.9. If request to close position is received during non-trading time or during trading time but it precedes first Quote on the Market Opening, it shall be declined by the system. A message "Off quotes /Trade is not allowed" will appear on client terminal window. In case the system mistakenly executes Client's request to close position at the closing price of previous day (or at any other nonmarket price), BFSforex has a right to cancel such transaction and to reinstate such closed position. In this case BFSforex will contact the Client and notify him accordingly.

#### 4. Stop out:

4.1. With Margin Level on Client's account less than 60% (Micro、Standard、Premium, Discount) and 150% at STP/ECN situation of "Margin call" occurs when BFSforex has a right but not an obligation to close one or more client's positions depending on market situation. Decision about closing of positions is taken by BFSforex.

4.2. If Margin Level on Client's account goes below 30% (Micro、Standard、Premium, Discount), and 100% at STP/ECN situation "Stop out" occurs when BFSforex in order to prevent negative balance on account has a right to close one or more client's positions without Client's consent and any prior notice.

4.3. If a Stop Out execution has resulted in the negative equity of the Customer's Trading Account it will be compensated so as to bring Equity to zero. Such compensation is credited only if the Client does not have open positions at the moment of negative balance occurrence.

#### 5. Order types on trading platform

5.1. To open positions on trading platform MetaTrader (Pending orders) you can place the following Orders:

- a) "Buy Stop" -an Order to open position to buy at price higher than the price at the moment of placing Order;
- b) "Sell Stop" - an Order to open position to sell at price lower than the price at the moment of placing Order;
- c) "Buy Limit" -an Order to open position to buy at price lower than the price at the moment of placing the Order;
- d) "Sell Limit" -an Order to open position to sell at price higher than the price at the moment of placing Order.

5.2. To close positions you can use the following Orders:

- a) "Stop Loss" - an Order to close previously opened position at price less profitable than the price at the moment of placing Order;
- b) "Take Profit"- an Order to close previously opened position at price more profitable than the price at the moment of Order placing.

#### 6. Order placement procedure

6.1. To give instruction for Pending Order the Client shall specify the following compulsory parameters:

- a) Name of Tool;
- b) Order Type;
- c) Order Amount;
- d) Order Level.

6.2. In addition the Client may indicate the following optional parameters for his Pending order:

- a) Level of "Stop Loss". 0.00000 means that "Stop Loss" is not placed (or it is cancelled if it has already been placed);
- b) Level of "Take Profit" Pending order. 0.00000 means that "Take Profit" will not be placed (or cancelled if it has already been placed);
- c) Pending order expiration date and time.

6.3. All Pending orders as well as "Stop Loss" and "Take Profit" for financial tools shall have a GTC status ("Good Till Cancelled") and shall be taken for indefinite time.

6.4. BFSforex has a right to decline request for Pending order in the following cases:

- a) If any of the required parameters is not specified or is incorrect;
- b) If one or more optional parameters are incorrect;
- c) In case of exceeding limits in connection with maximum number of placed orders for a certain account type.

6.5. When the Client submits his request to place "Stop Loss" and "Take Profit" orders to open a position, the Client shall indicate the following parameters:

- a) Ticker for the Open Position;
- b) Level of "Stop Loss" order. 0.00000 means that "Stop Loss" is not placed (or it will be cancelled if it has been already placed);
- c) Level of "Take Profit" order. 0.00000 means that "Take Profit" is not placed (or it will be cancelled if it has been already placed).

In case one or more parameters are indicated incorrectly, the request will be declined and «Modify...» button will remain inactive.

6.6. The minimum (maximum) stop loss price line (or the Pending Order priceline) is allowed to be set. It is not allowed to set stop loss transaction and Pending Order transaction within the scope of transaction limit price/stop loss level. If an order is made within the scope, the server will show "invalid stop loss or take profit" and will not accept the order. The transaction limit price/stop loss level will be fluctuated according to the market conditions. It will be generally fluctuated for 15 points, and may be expanded in market conditions different from normal ones.

6.7. If while processing the request for Order placement current Quote reaches the level when at least one condition of this Section or Tools Specifications is breached, BFSforex has a right to decline such request.

6.8. To reduce skipping during Pending Orders activation, Pending Orders are translated to the market at the moment of Order opening. Therefore it is not allowed to open Pending Orders that have been not secured by Client's deposit. To this effect for each Pending Order the system creates virtual pledge in amount of USD 500 for 1 standard lot regardless of leverage. This procedure may disable opening of Orders (individual or cumulative) exceeding amount of funds available on account.

6.9. Client's request to place an Order is deemed executed and the Order is deemed placed once the relevant record appears in the Server Log-File.

6.10. Each Pending Order has a Ticker.

6.11. When market condition is released, on the condition of emergency political policy news, exchange rate may be subject to great fluctuation. In such case, it is not allowed to place, modify, or delete Buy Stop and Sell Stop Pending Order (including reverse Stop order).

6.12. If request to place Order is received for execution during non-trading time or during trading time if it precedes the first Quote on the Market Opening, it will be declined by the system. A message "Off quotes /Trade is not allowed" will appear on client terminal window. In case of mistake in execution of Client's request for Order placement, BFSforex has a right to cancel such Order and in case of such Order execution till its cancellation to cancel open position and to annul the balance reached on such position. In this case BFSforex contacts the Client and gives a relevant notice.

## 7. Modifying and cancelling Orders

7.1. The Client has a right to modify or cancel any Pending Order or «Stop Loss» and «Take Profit» order prior to its activation.

7.2. While transmitting instruction to modify parameters of Pending Orders (Pending Order level, "Stop Loss" and "Take Profit" for such Pending Order) the Client shall specify the following parameters:

- a) Order ticker;
- b) Order level;
- c) "Stop Loss" level. Value 0.00000 means that "Stop Loss" is not placed (or cancelled if it has already been placed);
- d) "Take Profit" level. Value 0.00000 means that "Take Profit" is not placed (or if it has already been placed).

If the Client specifies one or more incorrect parameters, his instruction will be declined and "Modify..." button will remain inactive.

7.3. While transmitting instructions on modification of "Stop Loss" and "Take Profit" for opening position the Client shall specify the following parameters:

- a) Open position ticker;
- b) «Stop Loss» level. Value 0.00000 means that "Stop Loss" is not placed (or cancelled if it has already been placed);
- c) "Take Profit" level. Value 0.00000 means that "Take Profit" is not placed (or if it has already been placed).

If the Client specifies one or more incorrect parameters, his instruction will be declined and "Modify..." button will remain inactive.

7.4. While transmitting instruction for cancellation of Pending Order the Client shall specify ticker of Order to be cancelled.

7.5. BFSforex has a right not to execute Client's instruction for modification or cancellation of his Order if current market price is closer than levels which are given in tools specifications placed on BFSforex's official web-site.

7.6. BFSforex has the right to decline an Instruction to modify or delete an Order if, while it is being processed, the Order has reached its level or the Order been already placed in queue to be executed.

7.7. In market conditions different from normal ones, BFS has the right to refuse to execute Client's instruction for modification or cancellation of his Order.

7.8. An Instruction to modify or delete an Order is deemed executed and the Order is deemed modified or deleted once the relevant record appears in the Server Log-File.

7.9. BFSforex has a right to decline an Instruction for modification or cancelation of Order if processing of such Instruction was finalised after the Order had been already placed in queue to be executed.

7.10. If Instruction to modify or cancel the Order is received for execution during non-trading time or during trading time but it precedes the first Quote for this Tool in the Trading Platform on the Market Opening, it will be declined by the system. A message "Off quotes /Trade is not allowed" will appear on client terminal window. In case the system mistakenly executes Client's instruction to modify or cancel his Order, BFSforex has a right to cancel such modification or Order cancellation and to reinstate Order in its initial status and to execute it if market prices during this period have reached Order level. All open positions on such mistakenly modified Order in case it was processed, are cancelled and their results are annulled. In such cases BFSforex will contact the Client and notifies him accordingly.



## 8. Order execution

### 8.1. Order shall be placed in queue for execution in the following cases:

- a) "Sell Stop" order is placed in queue to be executed if the Bid price in the Quotes Feed becomes equal or lower than the Order Level;
- b) "Buy Stop" order is placed in queue to be executed if Ask price in Quote's Feed becomes equal or higher than Order Level;
- c) "Sell Limit" order is placed in queue to be executed if Bid price in Quote's Feed becomes equal or higher than Order Level;
- d) "Buy Limit" order is placed in queue to be executed if Ask price in Quote's Feed becomes equal or lower than Order Level;
- e) "Take Profit" order on open position buying is filled if Bid price becomes equal or higher than Order Level;
- f) "Stop Loss" order on open position for buying is filled if Bid price in Quote's Feed becomes equal or lower than Order Level;
- g) "Take Profit" order on open position for sale is filled if Ask price in Quote's Feed becomes equal or lower than Order Level;
- h) "Stop Loss" on open position for sale is filled when Ask price in Quote's Feed becomes equal or higher than Order Level.

### 8.2. Once the Pending Order is placed in the queue in order to be executed, the Server automatically checks if the Free Margin is sufficient to open the position.

8.2.1. If Free Margin is sufficient to open a position, the Order shall be executed and position shall be opened. A new record appears in Server's Log-File and position opened by execution of Pending Order retains ticker of Pending Order.

8.2.2. If Free Margin is insufficient to open a position, BFSforex has a right to open or not to open position and Pending Order shall be deleted with the message "Deleted (no money) ".

8.2.3. If the amount of foreign currency supply in the market is sufficient to fill an order, it will be executed immediately. In case of absence or lack of offers, as well as the generation of prices by the banks that have no ability to process the order due to volume restrictions, technical problems on the side of ECN or bank, etc., the order will continue to attempt to be filled for as long as it will not be executed, or no longer meet the conditions for its execution in which case the order returns to the stage of "placed". An order in the terminal, arranged on execution, is highlighted in yellow, and no changes can be done.

### 8.3. An Order is deemed executed once the relevant record appears in the Server Log-File.

### 8.4. When the Order Level falls within the Price Gap on the Market Opening or in market conditions different from normal market conditions, the Order is executed in the following way:

- a) Pending Order with Opening Level and "Take Profit" fall within Price Gap are cancelled with the message in comments [cancelled/gap];
- b) Take Profit with the level within Price Gap are executed at requested price;
- c) "Stop Loss" orders that are at a level which is in price gap will be executed at the first available price after the price gap. In this case in the commentary of the order you will find this note [sl/gap];
- d) Pending Buy Stop and Sell Stop orders are executed at the first available price after the price gap. In this case in the commentary of the order you will find this note [started/gap];
- e) Pending Orders "Buy Limit" and "Sell Limit" are executed at requested price. Message in comments to such Order [started/gap].

There are no comments at STP/ECN account's orders.

### 8.5. When several Orders fall within Price Gap, they are placed in queue to be executed in ascending order of their Tickers.

## 9. Disputes

In case the Client believes that BFSforex has violated his rights or failed to perform its obligations arising from these Regulations or breached any other conditions related to trading transactions, he has a right to send his claim to BFSforex.

### 9.1. To perform order the system requires reasonable time. Prior to sending claim for non-execution of his order the Client has to make sure that enough time passed for order execution.

- 9.2. BFSforex has a right to decline the claim if the Client from the moment when dispute occurred till the time of decision making on such claim performed any actions with Stop Loss or Take Profit orders for which the claim was presented.
- 9.3. If Stop Loss or Take Profit order was put in queue for performance but the system mistakenly confirmed modification /cancellation of such order, BFSforex has a right to perform it at the level prior to last modification or cancellation.
- 9.4. If Pending order was put in queue for correction but the system mistakenly confirmed modification of order level, BFSforex has a right to execute order on the level prior to last modification.
- 9.5. If Pending order was put in queue for execution but the system confirmed order cancellation BFSforex has a right to delete the Pending order.
- 9.6. BFSforex credits/debits the balance between the actual level of position closing and expected closing position, in case failure by mistake to execute closing position order was accepted by BFSforex (Stop Loss or Take Profit).
- 9.7. BFSforex has a right to close position under dispute at current price in quotes feed or at the price on the moment of opening and /or closing order depending on market spread.
- 9.8. In case the claim for non execution of Pending order was accepted by BFSforex, BFSforex credits/debits the balance between the actual level of opening position and expected level of order execution if there is no mistake.
- 9.9. In case one or more orders were put in queue for execution on the same trading account, BFSforex has a right to decline the execution of one or more orders if there are insufficient funds on Client's account for transaction execution.
- 9.10. If the system executed Stop Loss or Take Profit order on non-market quote and it caused a valid claim, BFSforex shall compensate the balance between actual position closing and closing on price prior to non-market price if current price at the moment of decision making was worse than the price prior to non-trading quote.
- 9.11. If Client's order for position opening was executed on non-market quote or the Client opened a position on non-market quote, BFSforex has a right to close such position on current quotes and to cancel its balance if this position has not been closed by the Client himself.
- 9.12. If the system executed stop out on non-market quote and that caused a valid claim, BFSforex shall compensate the balance between actual position closing and closing at price prior to non-market quote, if current quote at the moment of decision making on such claim is worse than the price prior to non-market quote.
- 9.13. If the Client closed his position on non-market quote, BFSforex has a right to credit/debit the balance between actual position closing and closing on the price prior to non-market quote.
- 9.14. If the Client manages to prove that opening or closing the deal was executed at price substantially different from the market price, BFSforex under agreement with the Client shall recalculate the balance of such deal according to market prices or to cancel it completely. In special cases BFSforex has a right to choose the method of dispute resolution upon its own discretion.
- 9.15. Compensations of system's obvious mistake consequences shall be made the following way: open position shall be closed at current price and its balance shall be annulled if such position has not been closed by the Client himself.

9.16. Compensation of system's obvious mistake consequences upon position closing shall be made by crediting/debiting the balance between actual position closing and closing at the closing price of the last minute bar, preceding to the time of obvious mistake. In case of a gap in quotes feed, BFSforex shall use quotes synchronized with other market maker as per provisions of Client Agreement.

9.17. Claims for unprocessed orders placed during maintenance works on server shall not be accepted if the Client was notified about such maintenance works.

9.18. Server log-file is the main source of information while examining disputable situation in relation with trading transactions of the Client on financial markets. Information contained in server log-file absolutely prevails over other arguments in examining disputable situation, including over information contained in client's terminal log-file. The currency pair chart can be used for informational purposes only, since in some cases it can display incorrect information that does not correspond with the quotes received by the system.

9.19. Settlement of disputable situation can be made by BFSforex: as compensation correction credited to Client's trading account or debited from Client's trading account; by reinstatement of mistakenly closed position; by cancellation of mistakenly opened position or placed orders. BFSforex at its own discretion can choose the way of dispute settlement BFSforex shall act for the complete and fair settlement of disputable situation and according to regular practice.

9.20. If the claim is accepted as justified, it shall be settled only by compensation payment credited to Client's trading account. BFSforex shall not compensate to Client loss of profit, in particular if the Client had intentions to make any action but fail to do so for a certain reason. BFSforex shall not compensate indirect losses and moral losses.

9.21. In case of disputable situation not described in Client Agreement and in these Regulations, BFSforex shall take final decision on the claim on the principles of general market practice, internal BFSforex policy and BFSforex's idea about fair settlement of disputable situation.