



# U TRADE MARKETS

Treating Customers Fairly Policy Statement

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U TRADE MARKETS (a company registered in Mauritius, and Registered Office: Suite 602, 6th Floor, Hennessy Tower, Pope Hennessy Street, Port Louis, Mauritius. Authorised and Regulated by the FSC Mauritius.

U TRADE MARKETS is proud of its strong client focus. We are committed to ensuring you (“client”) receive a user- friendly, robust, reliable and high-quality service from us.

We fully recognize that both you and U TRADE MARKETS will benefit significantly if your best interests are realised and we treat you fairly in our dealings with you. As such, we endeavour to meet your expectations of high quality service in the following ways:

- i. Ensure that you are made aware of the inherent risks of transacting in FX and CFDs
- ii. Ensure that the trading service we offer is aligned to your trading knowledge and experience.
- iii. Provide you with clear information about the products and services we offer, including any fees and commissions and keep you properly informed at all times.
- iv. Ensure all of our financial promotions are clear, fair and not misleading.
- v. Ensure our products perform in a manner that you would expect them to.
- vi. We will segregate your funds from our funds.
- vii. We will provide educational tools and enhance our products to match your trading requirements.
- viii. Ensure that any conflicts of interest are managed fairly.
- ix. Encourage you to ask if there is anything that you do not understand about the Company, our products and services.
- x. We will respond in a timely manner to your questions and queries and promptly address any issues or concerns.
- xi. We will provide you with access to a formal complaints procedure and escalate as appropriate to meet our obligations to you.

Ways that you can help us:

In order that we can provide you with the highest possible standards of service, we would kindly ask you to:

- i. Inform us of any changes to your work or home contact details.
- ii. Let us know if there are any areas of the service and products that we provide that you do not understand or require clarification.
- iii. Let us know if you identify any areas of our service that you we can improve.