

Terms and Conditions of Services

1. General Provisions

- 1.1. This site is owned by Strifor LLC, hereinafter referred to as the Company, whose registered address is Suite 305, Griffith Corporate Centre, Beachmont, Kingstown, St. Vincent and the Grenadines, with company number 1779 is regulated by the laws of Saint Vincent and the Grenadines and is fully capable and eligible to provide services described below.
- 1.2. This document of Terms and Conditions of Services (the "ToS") refer to the general conditions applicable to the use, access, rights, and privileges relating to the services, products, and facilities of Strifor LLC (the Company, "We", "Us", "Our/s", "Strifor").
- 1.3. It is important to read, understand, and accept all the terms in this "ToS" before attempting to use, using or accessing any of our services. The user becomes an official client (the "Client/s", "User/s", "Reader/s", "He/She", "You", or "Your/s") of the Company upon his/her acceptance of the "ToS".
- 1.4. The Company and the Client will be collectively referred to as the "Parties" or "Both Parties".
- 1.5. The Company offers services of currency conversion (exchange) operations on the Forex market, CFD metals and commodities, CFD digital currencies to any individual or corporate entity (hereinafter referred to as the Client) according to the procedure and on the terms and conditions described in this Agreement. The English version of the Client Agreement is the main version for all website editions.
- 1.6. This "ToS" may incorporate or corroborate other official documents of the Company and the user is encouraged to carefully and thoroughly read and also agree with the privacy policy, warranties, and every other official document connected to this "ToS" in order to fully understand the extent of its provisions before you use or access our services.
- 1.7. However, professional advice may be sought if you have conflicting interests with this "ToS".

2. Scope of the terms and conditions of service

- 2.1. This "ToS" shall serve as a contract that is legally binding between both parties on the use and access to our products and services, that will bind both parties upon initial exchange of action.
- 2.2. This "ToS" shall be applicable to all the services and products made available by the Company and shall stipulate what activities and acts we prohibit or permit.
- 2.3. This "ToS" will provide descriptions of service and definitions of phrases, words, and terms which are engaged in the trading between both parties. The trading accounts you own with us will be regulated by this "ToS" and all procedures and conditions regarding the creation and termination of such accounts are contained herein. The Terms and Conditions of Services shall become applicable once a user registers an account with us.
- 2.4. This "ToS" also provides for our Intellectual Property rights and full disclosure clauses relating to our nature of business.
- 2.5. You acknowledge that you have read and understood all the disclaimers inserted into this "ToS".
- 2.6. We categorically state that this "ToS" shall not apply to the United States of America. Any person who resides or is from the United States who seek to use or access our products and services must contact us directly for certain procedures and conditions.
- 2.7. We reserve the right to introduce additional official documents in accordance with this "ToS" and such additional documents shall become binding between both parties upon introduction and on a date otherwise specified.
- 2.8. Any violation of the "ToS" included in the additional documents shall be deemed as a violation of use. We reserve the right to fine, suspend, or terminate your account upon violation of any of the terms and conditions provided in the additional official documents.
- 2.9. We may alter, amend, or insert new clauses into this "ToS" from time to time and such modifications shall be binding automatically. You are fully responsible for checking this "ToS" regularly to understand the amendments or changes effected.

- 2.10. If there are any claims related to this “ToS” or any agreements and contracts with Strifor LLC, you agree that you will address us such claim directly. All claims can be sent through email, which must be sent from your registered email address with Help@strifor ltd and must remain confidential until

presented with a final resolution. You must comply with our non-disclosure provisions, which otherwise may result in payable reputational damages.

3. Services

- 3.1. All the services and activities we offer are covered by this “ToS”. Usage or access to services and engagement with activities not included in the scope of this “ToS” might be an indication of unauthorized or unlawful use. If you intend to engage in activities that are not included herein, you must contact us directly for permission.

- 3.2. We offer different types of accounts that you can choose from based on your preferences and financial commitments. We shall keep the accounts open provided that:

- A. You bear the full responsibility of your choice to open any of the accounts held in your name with the Company;

and

- B. You acknowledge and undertake to perform the additional obligations, risks, and responsibilities attached to each level of operating account.

- 3.3. The following are the procedures for a user to become our official client:

- A. Successful registration and opening of an account with us on our official website
B. An email sent to you with an automatically generated password to access the account
C. Linking the email provided to the registered account

- 3.4. Any user who requires the use, access, or benefits of the services we offer must strictly follow the procedures outlined in such services and in this “ToS”. In the event of failure to abide by the proper procedures, we reserve the right to deny requests or transactions made by a third party who is not recognized as our Client or affiliate.

- 3.5. By agreeing to this “ToS”, you acknowledge that the separate documents, procedures, rules, terms, and conditions of the Payment Service Providers (the “PSPs”) affiliated with us to administer payment methods are fully binding. You hereby ratify such separate documents, procedures, rules, terms, and conditions as they may apply to your funds.

- 3.6. You further acknowledge and ratify the legal documents, procedures, terms, and conditions of use of the official trading platforms affiliated with us.

- 3.7. Our official trading platform is MetaTrader 5 (the “Trading Platform”) hosted by MetaQuotes Software. We may also provide you other official trading platforms such as Mobile Trader and Web Trader.

- 3.8. You will receive an email with your trading platform information, including the trading account number and password, after you register successfully with us. If you prefer to use another available trading platform, you acknowledge that the platform’s terms and conditions shall be binding upon your use of the platform.

- 3.9. We may provide informative articles, newsletters, videos, and other educational materials periodically for your reference and convenience. However, we are not obligated to provide you these materials at any point in time.

- 3.10. You acknowledge that the trading and investment decisions made on your trading platform and account are your sole responsibility and choice. We may provide trading portfolios that would match your level of experience and objectives, but you are accountable for the decisions in investing or trading any instrument or assets we offer.

4. Terminology

Order - the Client's request to the Company to open or close a position when the price reached the

desired level.

Currency contract - currency pairs available for trade.

CFD contract - contract for difference of prices without the transfer of asset ownership. Currency pair - Forex instrument based on the exchange rate of one currency vs another. Financial instruments - currency pairs and CFD contracts available for trading.

Transaction - set of trading operations when funds are transferred from base currency into quote currency and back.

Hedged positions - equal long and short positions of the same instrument on the same trading account. Open position - buy (sell) order not covered by the opposite sell (buy) order.

Margin Trading - speculative trading using leverage from a broker to increase the volume of contracts. Lot - volume of an order.

Due Diligence - procedures aimed to identify the Client and verify Client's personal data. Equity - current state of an account, calculated as balance + floating profit - floating loss. Floating Profit/Loss - unfixed profit/loss on open positions with floating exchange rates.

Free Margin - funds in trading account used to open new positions, calculated as equity - margin.

Margin - necessary deposit amount to open orders, calculated as lot size*lot volume*current price/leverage and is equal to 0.5% (with 1:200 leverage) of the total amount of opened positions.

Margin Level - indicator of the state of an account, calculated as $\text{Equity}/\text{Margin} \times 100\%$

Stop Out - the level below which the most loss making position is forcibly closed at the nearest quotation and is calculated using the following formula - $(\text{Equity}/\text{Margin} \times 100)\%$

Stop Level - pending orders, Take Profit and Stop Loss can be placed at the price which differs minimally from the current price by the Stop Level value in a contract specification.

Base currency - currency unit in which subaccount, all balances, fees, and payments are nominated and calculated.

Balance - amount in the Client's or broker's secure trading account after closing the last transaction during any period of time.

Spread - difference between buy and sell rate of a currency pair or CFD contract at a given moment.

Storage, Swap - cash held or added to the Client's or broker's secure trading account for prolonging (carrying over) a position to the following day. From Wednesday to Thursday swaps are tripled.

Dealer - the Company employee processing the Client orders.

Buy rate (ASK) - rate at which the Client may buy a traded currency. Sell rate (BID) - rate at which the Client may sell a traded currency.

Point is a historical price change for a particular trading instrument. A point and a pip are not necessarily identical. A point - in Forex it is the 4th decimal places for all currency pairs with an accuracy of 5 decimal places, and 2d decimal places for all currency pairs with an accuracy of 3 decimal places. For oil and metals, point is the second decimal place. Usually, there are 10 pips in one point (excluding silver and digital currencies).

Pip, pips is the minimum possible change in the quote price in the last decimal place. It depends on a symbol accuracy. In the case of an increase of a symbol accuracy a pip will decrease accordingly. For Digital currencies, point = pip.

5. Payment Procedures

- 5.1. The Client shall fund his trading account within 60 calendar days from the date of its opening for the amount not less than defined by the account type terms (minimum initial deposit).
- 5.2. The Company has the right to archive the Client's trading account with the balance less than 1 (one) USD, if there were no activity on this account for 60 calendar days. When account is archived, the funds from it are transferred to the Safe and the Credit Bonus is deleted. The Client has the right to recover a trading account by contacting customer support.
- 5.3. The Company has the right to archive the Client's trading account if there was no activity on this account for 180 days and there are no open orders on it. When archiving, free funds are transferred

to the Safe, and all bonuses on the trading account are written off.

- 5.4. The Client may withdraw funds from his trading account the amount not used to cover the margin, but not more than current balance.
- 5.5. The Client places a cash withdrawal order using the Company website's interface. The Company is not responsible for any third party access to the Client personal information and withdrawal orders. Once an order has been received, the withdrawal amount is deducted from the Client's trading account. All payments are final and are not to be returned.
- 5.6. The money will be transferred within five banking days after receiving the Client's order. The security service of the Company has the right to request additional documents and to hold the order up to 10 business days after required documents are received, previously having notified the Client.
- 5.7. When replenishing his account, the Client shall use the Company's current payment details received at the Company's website only and effective on the payment date. Current payment details mean details received within 24 (twenty-four) hours prior to payment. The Company cannot be held responsible for the funds which the Client transferred to accounts and using payment details different from current, and does not offer search and refund of the Client's payment and cannot credit these funds to the Client's trading balance. Trading deposit replenishment orders may be issued, and current payment details may be received in the appropriate section of trader's office on the payment day.
- 5.8. Deposit/withdrawal fees are payable by the Client.
- 5.9. The Company has the right to reject an application for withdrawal of funds in case of discrepancy between the payment systems of depositing and withdrawing, and process only the request to withdraw funds to that payment system, from which deposit was done. Herewith profit from the trading operations can be withdrawn to the payment systems (on the Client's request) that were not initially used to top up the account, but only after the total amount of funds will be withdrawn from the account. The payment system may be changed by prior agreement between the Company and the Client.
- 5.10. The Client confirms that he has read the terms and conditions of the service.
- 5.11. The Client confirms that he knows the legislation of the country of his residence concerning the use of cards for payments for goods and services through the Internet.
- 5.12. The Company reserves the right to cancel payment service fees compensation.

6. Commissions, fees & charges

- 6.1. You agree to pay all the imposed fees including the Bid and Ask price and rollover fees in your trading account, wherein additional and separate fees may arise upon your continuous use of our services and facilities. Imposed fees and charges can be displayed on our official website, and you are solely responsible for determining of such fees.
- 6.2. You are obliged to settle additional fees as may be charged by banks and PSPs. These additional fees may be in the form of VAT, rebates, profit, share, and other tax duties.
- 6.3. If there has been no trading activity on the client's trading account(s) for a consistent period of at least two months starting from the last trade, inactivity fee of \$50 per month (or the equivalent) will be imposed. The fee will be deducted on a monthly basis on any positive balance in the inactive trading account(s). Please note that the fee will be imposed on each and every separate inactive trading account. To be clear, the fee(s) will be deducted on an account basis and not on a customer basis. If the positive balance is less than the monthly inactivity fee, we will deduct the full remaining amount of funds held in the inactive trading account(s) balance.

7. Customer and Company Responsibilities

- 7.1. The Client is notified and agrees that the Company cannot be held liable for the Client's actions or inactions during conversion operations. Responsibility for trade account standing is borne by the Client.
- 7.2. The Company reserves the right to amend and complement this Agreement by publishing amendments on the official Company website. Amendments come into force from the date of their

publication.

- 7.3. All powers and obligations of the Company and the Client represent a long-term commitment, which remains in force up until the Company receives the Client's notice of termination of this Agreement or closing his trading account.
- 7.4. The Company cannot be held responsible for non-fulfillment of any obligations involving quality of online communication of information to the Client terminal or use of information, software, and interfaces of websites which do not belong to the Company.

7.5. We cannot and do not guarantee that the trading platform would always operate perfectly. We are not liable for the delay or failure in the performance of any transaction. We are not responsible for any damages and/or losses that may occur due to technical malfunction such as power interruption, software installation issue, security breach, viruses or slow internet connection that may cause loss of data, commercial damages and trading interruption.
- 7.6. You acknowledge and agree that we prohibit Clients from engaging in certain trading activities such as scalping, the use of expert advisors, arbitrage and/or other software that conducts manipulation or falsification in the trading platform. We have the right to terminate, remove, or invalidate your trading account and/or the profit you accumulated if it engages in any of the prohibited activities.
- 7.7. The Client realizes that any market recommendations and information communicated to the Client by the Company, its representatives, or third parties do not constitute an offer to make operation/transaction.
- 7.8. The Client realizes that any payments which the Client makes using the payment details received earlier than 24 hours prior to the payment time or not at the appropriate sections of the Company website, which differ from the Company's current payment details do not entail the Company's liability or obligations concerning the search, refund or credit of this payment to the Client's trading balance.
- 7.9. The Client realizes that any actions committed by the Client or third parties (through the Client's fault or with the Client's participation), which destabilize the Company's business or performance of the Company's services, equipment, or software may result in the Company's denial (on the basis of private law) of servicing the Client's current trading account and cancellation of all orders, with full refund of the current account equity. The Company must notify the Client about the reasons for the above decision. The Company also may deny the Client a registration and servicing of a new trading account in the future.
- 7.10. The Client declares and guarantees that:
 - The Client is of sound mind and memory, of full age, and financially solvent
 - The Client is able to trade on Forex and CFD markets
 - information which the Client provided to the Company is true and correct
 - The Client shall notify the Company about any and all changes in this information within one day after the change took place
 - the e-mail address stated by the Client is not an e-mail address of general, group, or common use with third parties. Any and all notices, requests, complaints, and information received from this address are considered coming from the Client and to be accurate.
- 7.11. The Client agrees to provide all documents and notices, procure registration of documents, and take all other actions which the Company may deem necessary or desirable at own discretion in accordance with the Anti Money Laundering Policy.
- 7.12. In case double registrations of the same Client with different email addresses are revealed, the Company has the right to cancel such additional registrations.
- 7.13. Execution of current and pending orders may be limited or unavailable due to technical and routine maintenance on the Company's servers or equipment of the Company's hosting providers. Execution of current and pending orders may be limited or unavailable at the request of the liquidity provider due to the market situation.

8. Offered accounts

- 8.1. Except as otherwise stated, we hereby confer your personal, non-exclusive and non-transferable authority subject to this "ToS".
- 8.2. You are at liberty to choose the most suitable account type available for you. The live accounts we offer can be used to perform your transactions and/or trading activities.
- 8.3. We offer Live Accounts with different currencies, but where your local currency or functional currency is not available, you can still choose from the available currency options, and the fund you deposit and withdraw will be converted automatically. You acknowledge that the conversion rates are computed systematically subject to changes beyond our control.
- 8.4. A live account is considered a regular account (and/or the main account type) by default and is subject to this "ToS" herein.
- 8.5. We may keep some account types inaccessible to users due to factors such as jurisdictional issues. We reserve the right to modify, replace and/or enhance certain features types of accounts.
- 8.6. No clause in the "ToS" shall be construed to mean that we are obligated to open an account on your behalf or any user.
- 8.7. We reserve the right, without any explanation whatsoever, accept, reject or otherwise cancel any initial request for account opening.
- 8.8. You may require a change in the condition or feature of your account but subject only to the approval of the Company. Your letter of request must be sent to our official email address.
- 8.9. You warrant that if the account you hold has been inactive for a consistent period of at least two months, we may charge you a maintenance fee 50\$ in order to keep your account accessible.
- 8.10. You understand and agree that we have the exclusive authority to close any trading account with a balance below 2000 USD, which is the minimum amount required for investment, and the lowest amount for holding an account. You are solely responsible for managing and ensuring that his/her capital investment does not fall to the minimum balance.
- 8.11. Furthermore, you ensure that you will not accumulate interest from your trading account upon availing it regardless of its account type. We may restrict or suspend your access and use of your trading account should you accumulate interest from it.

9. Customer Risk Notification

- 9.1. The Client understands that the risk of suffering trading losses may be quite significant. The Client should analyze his financial capabilities before engaging in trading operations.
- 9.2. The Client realizes that he may completely lose his all-initial funds and any additional funds used when trading on the market.
- 9.3. The Client agrees that the Company cannot be held responsible for the Client's losses caused, directly or indirectly, by the government restrictions, restrictions of foreign exchange or market rules, suspension of trading, military operations, or other conditions usually called the 'force majeure circumstances' which lie beyond the Company's control.
- 9.4. The Client was informed about additional risks associated with the specifics of functioning of e-trade systems and the problems of Internet communication nodes.
- 9.5. The Client bears full responsibility for the risks associated with the storage of trading account access data, and must ensure that third parties cannot access the trade terminals. The Client's losses and risks associated with the restoration of access to the trading account place no obligations on the Company, other than to provide new access data to the Client upon sufficient and unambiguous identification of the Client as the holder of this account.

10. Terms of Transactions

- 10.1. The Client may issue only the following trading instructions using electronic access:
 - OPEN - to open a position;

- CLOSE - to close a position;
 - to place (delete, change) Stop Loss, Take Profit, Buy Limit, Buy Stop, Sell Limit, Sell Stop orders, and also Sell Stop Limit, Buy Stop Limit orders for MetaTrader 5 terminal.
 - The Company cannot accept and will automatically deny any other requests.
- 10.2. A confirmed request to open/close a position cannot be canceled, changed, or withdrawn.
 - 10.3. Orders are executed at the Bid / Ask prices proposed by the Client, which he sees in the window of client's trading terminal. During trading session the Client may select a desired operation and place a price confirmation inquiry with the dealer. The Company reserves the right to increase declared spreads during excessive market volatility and/or insufficient market liquidity.
 - 10.4. If the price has changed while the inquiry was processed, or in the event of increase of market volatility dealer may offer the Client a new price, in which case the dealer's response time may increase until the price will be certain.
 - 10.5. Dealer may decline the Client's instruction to open a position, if the free margin is lesser than the margin required to secure this position.
 - 10.6. Limit and Take Profit orders are executed at the order price. Stop and Stop Loss orders are executed at the best available market price when the order price level is reached in the market. The Company reserves the right to reject order execution if current market situation does not correspond to order conditions at the moment of execution, The Company reserve the right not to execute an order or revise an order opening (closing) price based on the first tick at the opening of a trading session, and in the event of a technical failure of the trading platform, which affected the financial instrument quotation flow, or other technical failures.
 - 10.7. When market is opened for CFD on stock indexes, Limit and Take Profit orders are executed at the order price. Stop and Stop Loss orders are executed at the best available market price when the order price level is reached in the market. The Company reserves the right to reject order execution if currentmarket situation does not correspond to order conditions at the moment of execution.
 - 10.8. The Client cannot change or delete current and pending orders, if price has reached the order execution level.
 - 10.9. Forced closure of open positions (Stop Out) on the Client's account happens when the Margin Level reaches 20%
 - 10.10. The Company may suspend its operations or revise the Client's orders for the following reasons: failures on part of Internet access providers, failures in information flows, hacker attacks, and other illegal actions against the Company's servers and equipment, force majeure circumstances, and suspension of trading on financial markets which concerns financial instruments used by the Company.
 - 10.11. The Company may revise (change) a trading operation upon discovery of software malfunction within 5 trading sessions after malfunction was discovered. In this case, the Client will be provided data concerning history of at least 2 independent quotation sources.
 - 10.12. The Client bears full responsibility for his trading operations using additional functions of the Client trade terminal, such as Trailing Stop or Expert Advisor. These functions and their performance and characteristics directly depend on the Client trade terminal and cannot be controlled by the Company's server.
 - 10.13. The Company may change spread amount and parameters of Limit & Stop levels for orders for certain financial instruments at nighttime and during periods of low market liquidity and high volatility of the market.
 - 10.14. The Company reserves the right to cancel orders with duration less than 2 minutes.
 - 10.15. The Company may increase the Limit & Stop level for Forex instrument orders for up to 30 pips for the period of release of important economic news. The level changes take effect at least 15 minutes prior to the news release time.

- 10.16. The Company reserves the right to cancel the orders and refuse services if:
 - the number of orders in most of its mass hedged by counter-orders earlier than in 2 minutes;
 - the Client's intentions directed only to open / close trading orders using old / not existing prices;
 - identified fraud attempts to make profit using particularities of trading conditions and trading equipment;
 - the Client creates multiple profiles or manages multiple profiles with the purpose to manipulate trading conditions or commercial offers of the Company.
- 10.17. The Company has the right to cancel the Client pending orders, if the Client didn't perform any trading activity during the period of 3 months.
- 10.18. The Company reserves the right to limit maximum amount of active orders on the Client's account.
- 10.19. The Company reserves the right to reduce leverage based upon current market conditions and liquidity provider margin requirements.
- 10.20. The maximum number of current trading accounts cannot be greater than 10 (deleted and archived trading accounts are not taken into account).
- 10.21. The Company reserves the right to cover the Client account negative balance derived from the Client trading operations when trying to manipulate with orders and negative account balance on different accounts, by the Clients' funds on other accounts with the Company.
- 10.22. The Company reserves the right to decrease trading account leverage on its own discretion when account equity equals or exceeds 10 000 USD or its equivalent.
- 10.23. The Company warns that market spreads of trading instruments can exceed the values stated in specifications during the periods of low market liquidity (the beginning or the end of trading day, releases of statistics and news). The Company is not responsible for such expansions.
11. Disputes, Complaints and Inquiries
 - 11.1. The parties will try to settle all disputes by negotiation and correspondence. The Company may accept the Client's complaints for review, if these complaints were stated in writing and received within three calendar days after the dispute occurrence date.
 - 11.2. All the Client's inquiries will be considered official and regarded as written inquiries, if these inquiries were placed via the Company's website interface, by e-mail sent to the addresses of the Company's services concerned, or by regular mail. Inquiries placed using online communication programs, such as ICQ or similar, cannot be considered written inquiries.
 - 11.3. The Client's complaint should contain:
 - the Client's full name;
 - e-mail;
 - account number;
 - date and time a controversial situation emerged;
 - order number;
 - complaint description.
 - 11.4. The Company reserves the right to decline a complaint review in the following cases:
 - if a complaint does not satisfy the conditions enumerated in paragraphs mentioned above;
 - if a complaint contains vulgar language or insults addressing the Company or its employees;
 - if a complaint contains threats addressing the Company or its employees;
 - if the Client uses threats to denigrate the Company's reputation in social networks or other resources as an argument.
 - 11.5. The Company reviews the Client complaint within 10 working days from the moment when sufficient

data concerning the complaint necessary for its review is received from the Client.

- 11.6. In case of disagreement upon operations or the state of the Clients trading account the sides review the Client operation protocols based on the Company's data.
- 11.7. If the Client will breach any of the above paragraphs, the Company reserves the right to deny the Client its services and make a refund of the Client's deposit. Termination of service and refund of the deposit will come into effect upon expiration of 5 banking days after the Client was sent a notice via internal mail of the trade terminal or by e-mail provided at the time of registration of trading account.
- 11.8. In case of failure to reach an agreement through negotiations and correspondence within 3 (three) months from the date of the emergence of a dispute its further consideration will be directed towards the justiciability in accordance with the local laws of the country of the Company registration

12. Confirmation of the Client's Identity

- 12.1. You ensure that all necessary information and documentations are made available immediately before you undergo account verification in compliance with the Know Your Customer Procedure for authentication. All tendered information
- 12.2. You accept and agree to comply with the additional documentation requirements that the Company will request for. The additional requirements may depend on your country's jurisdiction as part of verifying your identity and may also depend on your used payment method in line with the KYC Procedure. Additional requirements may include documents for proof of identity, proof of residence, and banking details.
- 12.3. During the registration process, you are required to provide additional personal details such as your complete name, birth date, full address, occupation, financial capabilities, and contact details including phone number and email address. These details will be used to create your trading account, and to assign an account number to you.
- 12.4. Whether the Client registers on our official website or carries out any financial transaction on the trading account, we are entitled to obtain personal information about the Client to be used by our affiliated banks and PSPs. You are obliged to provide documents evidencing your identity and residence. All information you provide must be correct and accurate. You are accountable for any loss or damage incurred due to inaccurate or incomplete information.
- 12.5. We have the exclusive right to reject or invalidate the registration or existing account of a Client where information provided is proved to be false or incomplete. Any changes to your personal information must be indicated immediately for us to
- 12.6. keep accurate and updated records.
- 12.7. In the event that you lose access to your registered email address, you must notify the Company directly by email before submitting a complaint, a request for termination of this "ToS", or any claim.
- 12.8. For verification, the Company has the right to request additional documents and photographs confirming the reality of the Client's identity, as well as to conduct video verification via Skype.

13. Communicating with Clients

- 13.1. The Company can use to communicate with the Client:
 - Internal mail of the MetaTrader 5 trading platform;
 - E-mail the Client provided upon registration;
 - Phone number the Client provided upon registration;
 - Postal address the Client provided upon registration;
 - Messengers;
 - Through the Company News page at official website <https://www.strifor.org/>
- 13.2. The Company will use the details specified by the customer provided upon registration. The Client must notify the Company of any changes in contact information within 3 business days.

- 13.3. The Client agrees to receive informational messages (mailing) from the Company to the email address and/or phone number, specified when working with the Company's website.
- 13.4. Any correspondence (documents, announcements, notifications, confirmations, reports, etc.) will be considered as received by the Client:
 - One hour after sending to the Client's e-mail address;
 - Immediately after sending the internal mail in the trading platform;
 - Immediately after the telephone conversation with the Client;
 - 7 calendar days from the date of sending a postal notification;
 - Immediately after placing ads in the Company News page on its website.
14. Termination of the Agreement
 - 14.1. Following Agreement becomes effective as of its acceptance by the Client.
 - 14.2. This Agreement will be terminated if the following occurs:
 - In the case of one of the parties states a wish to terminate this Agreement;
 - In the case of a complete withdrawal of funds from the Client's trading account, which entails the termination of relations governed by the agreement;
 - In the case the Client breaches the terms specified in the Agreement, the Company may terminate this Agreement unilaterally by notifying the customer of such termination and returning the Customer's funds in full from his/her trading account at the time of termination.
 - 14.3. If the Company terminates the activities regulated by the Agreement:
 - The Company warns the customer for the month prior to such closing;
 - The Company shall pay the Customer the Customer's funds, which are on the account at the time of closing account.
 - 14.4. In the case of death of the Client:
 - The right to demand withdrawal of funds from the Client's trading account goes to the heirs of appropriate queue or the heirs under the will;
 - The right to use trading account and the right to conduct operations in the financial markets by inheritance is not transmitted.
 - 14.5. The Customer agrees that the Company reserves the right at its sole discretion, suspend or discontinue all or part of the Client's access to the services notifying the Client by means of communication. In this case, this Agreement shall be terminated from the moment the services are stopped.