



FOREX & CFD CLIENT POLICY

Order Execution Policy

Pricing. Order handling. Execution quality.

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READ WITH YOUR ACCOUNT EXECUTION SCHEDULE

The account-specific Execution Schedule identifies the dealing capacity, execution destinations, applicable product rules and client protections. It must be supplied before the relevant trading service begins.

READING THIS POLICY

Document guide & contents

Erix Global Ltd / Order Execution Policy / English

This Policy describes standards for handling and executing eligible forex and CFD orders. It must be read with the Client Agreement, Risk Disclosure, Charges Schedule and account-specific Execution Schedule.

The delivery or acceptance record identifies the version and commencement date applicable to your account. Product availability and execution conditions depend on the disclosed service, client category and applicable law.

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Leveraged trading carries a risk of substantial loss. No execution method guarantees a trading profit, uninterrupted access or execution at every displayed price.

SECTION 01 / ORDER EXECUTION

Purpose, scope and client protection

1.1 Purpose of this Policy

This Order Execution Policy describes the arrangements for receiving, handling and executing Client instructions in eligible foreign exchange and contracts for difference. It is intended to supplement the Erix Global Ltd Terms and Conditions and the account-specific product and charges schedules. It addresses the execution process rather than promising a particular investment return, market price or uninterrupted ability to trade.

1.2 Application of this Policy

This Policy sets out the execution standards applicable to services provided by Erix Global Ltd under the Client Agreement. Product availability, client classification, the Company's dealing capacity and any external executing entity must be disclosed in the account-specific Execution Schedule before trading begins. This Policy and that schedule must be read together. Neither the Company's branding nor a platform name establishes a regulatory permission or an execution relationship.

1.3 Client and product coverage

The Execution Schedule must identify covered client categories and products. Coverage is limited to the products expressly enabled for the account, which may include permitted rolling spot foreign exchange and CFDs on metals, commodities, indices and shares; digital-asset derivatives may be enabled only where lawful. Professional or wholesale treatment requires valid classification and specific disclosures. This Policy does not extend access to a product prohibited for a particular client, territory or entity.

1.4 Applicable execution duty

The Company must comply with the execution obligations applicable to its services and explain the relevant standards before dealing. These controls support fair and consistent execution, but they are not a declaration of compliance with every country's law. Best execution concerns a properly designed and operated process; it does not mean the lowest available price on every individual trade or a guarantee of profit.

1.5 Document hierarchy and rights

Mandatory law prevails over this Policy. The applicable jurisdiction schedule and specific product terms govern their subject matter, without removing non-excludable client rights. This Policy must be read with the Client Agreement, Risk Disclosure, Charges Schedule and any optional-service mandate. Accepting execution risks does not waive a complaint or excuse negligence, misleading communications, deliberate unfairness or another breach of a duty owed by the Company.

SECTION 02 / ORDER EXECUTION

Dealing model and execution destinations

2.1 Principal and agency arrangements

Before account activation, the Company must state whether it deals as principal, acts as agent, transmits instructions to another executing firm, or uses a clearly described combination. A principal becomes the contractual counterparty to the Client. An agent arranges execution in the disclosed capacity. A platform brand, account label or reference to ECN or STP does not by itself prove any particular legal or operational model.

2.2 Client execution and Company hedging

Where the Company is principal, a client contract and a subsequent hedge with a liquidity provider are separate transactions. The hedge provider does not automatically become the Client's counterparty. The Company may retain or hedge risk only within its permissions and disclosed model. A failure to hedge profitably is not, by itself, a reason to reverse an otherwise valid client fill or remove a valid trading gain.

2.3 Execution destinations

The account-specific Execution Schedule must identify the executing entities or destinations used for each product class, their respective roles and any reliance on a single destination. A market-data supplier, platform vendor, settlement bank or website logo is not necessarily an execution venue. The Company must distinguish external execution from internal pricing and hedging and disclose material affiliations affecting the execution arrangement.

2.4 Selection and continuing assessment

Before using a provider, the provider-assessment process assesses pricing reliability, executable depth, fill rates, rejection behaviour, financial resilience, settlement, service continuity and conflicts. Concentration and dependence on one provider require documented justification and contingency arrangements. Review should consider competing available arrangements where meaningful, rather than relying solely on a provider's reputation. A provider change requires appropriate validation and disclosure when material.

2.5 OTC execution and consent

OTC products are negotiated outside a central exchange and expose the Client to the identified counterparty and contractual settlement arrangements. Trading through a familiar terminal does not make an OTC trade exchange-cleared. Where applicable law requires prior express consent to execution outside a trading venue, it must be obtained and recorded separately or in a clearly identified consent. That consent does not remove any applicable execution duty.

SECTION 03 / ORDER EXECUTION

Execution factors and specific instructions

3.1 Factors considered

The execution framework considers the executable price, direct and indirect execution costs, speed, likelihood of completion, order size, available liquidity, settlement reliability and the instrument's characteristics. Client classification and the nature of an instruction also matter. A large order, a thin market and an ordinary small order may require different handling, but differences must have an objective basis that can be explained and reviewed.

3.2 Retail price and cost assessment

For a retail offering subject to a total-consideration standard, the assessment combines price with execution-related costs rather than comparing the headline quote alone. A narrow quoted spread can be outweighed by commission or poor completion. Speed or likelihood may justify a different route when it improves the overall result in the circumstances. The approved policy must specify the applicable priority for each product and client category.

3.3 Professional and unusual orders

Professional status does not automatically eliminate execution duties. Any different factor priority must be permitted, explained and linked to the client, order or product characteristics. An unusual order may need manual handling or a specific quotation; additional charges and limitations must be disclosed before acceptance. The Company must not invent a special handling rule after a trade simply because its result is favourable to the Client.

3.4 Specific client instructions

A specific instruction may constrain price, timing, destination or another aspect of execution. Where accepted and lawful, it will be followed for that aspect. Other aspects remain subject to the applicable execution obligations. The Company must explain any material limitation and must not solicit an instruction merely to avoid a duty. Unsupported or incompatible instructions should be rejected or clarified rather than silently altered.

3.5 Priorities and limitations

The Execution Schedule must explain the priority assigned to execution factors for the relevant client and product, including circumstances in which liquidity, size or likelihood of completion changes that priority. Execution quality is assessed over comparable transactions and market conditions. A single better quote elsewhere does not prove a failure; equally, an acceptable average does not excuse a substantiated unfair individual execution.

SECTION 04 / ORDER EXECUTION

Quotation formation and price fairness

4.1 Reference prices and executable quotes

The product specification must identify how bid and ask quotations are constructed, including reference sources, markups, aggregation, smoothing and rounding where relevant. Indicative charts, mid-prices and delayed feeds may differ from the executable bid or ask for a particular size. The Company should disclose material differences and avoid presenting an indicative price as a firm commitment when it is not executable.

4.2 Spreads, fees and conversions

A variable spread may widen during low liquidity, volatility or market openings. Commissions and other execution costs must be disclosed in the applicable tariff with their currency and per-side or round-turn basis. Conversion of profit, loss, margin or fees must use the disclosed source, timing and markup. Financing and holding costs are distinct from immediate execution cost and remain relevant to the total economics of a position.

4.3 Price validation controls

The price-control framework identifies missing, stale, crossed or implausible quotes, compares suitable independent references and prevents execution on known corrupted inputs. Tolerances must reflect instrument characteristics, executable size and real market conditions. They should be recorded, tested and approved by an accountable owner. A reference-price divergence can warrant investigation without proving that every fill during the period was invalid.

4.4 OTC fair-value assessment

For products without a directly comparable executable quote, the Company must use a documented valuation method supported by relevant market information. Any fair-value adjustment should account for the contract's terms and liquidity without arbitrary bias. Where a mandatory fair-price obligation applies, the control framework must meet it. The product disclosure must explain material estimation methods rather than implying a synthetic price is an official exchange settlement.

4.5 Price uncertainty and unavailable markets

If reliable pricing is unavailable, the Company may pause affected new orders, apply close-only controls where feasible or use another disclosed lawful method. The reason and scope must be proportionate. It should avoid creating a misleading impression of normal liquidity. Previously valid transactions must not be retrospectively repriced merely because the market later moved or a preferred liquidity source ceased quoting.

SECTION 05 / ORDER EXECUTION

Order types, triggers and duration

5.1 Market and limit orders

A market order seeks execution at available prices after acceptance; the displayed price is not guaranteed. A limit order may fill only at its limit or a better price under the applicable specification, but may never execute. An apparent touch on an indicative chart is insufficient to establish that executable liquidity existed for the required side and size. A limit must not silently be converted into an unrestricted market order.

5.2 Stops and stop-limit orders

A stop order activates when its specified trigger condition is met and generally becomes a market instruction, exposing it to gaps and slippage. A stop-limit activates a limit instruction and may remain unfilled even after its trigger is crossed. The product rules must identify the reference used to trigger each type, such as bid or ask, and how gaps, daily breaks and reopening prices are treated.

5.3 Protective and linked instructions

A stop-loss, take-profit, trailing stop or one-cancels-other arrangement works only as described in the supported platform specification. The Company must disclose whether the logic is server-side or depends on a running terminal, and the effect of partial fills, disconnection and order expiry. A guaranteed stop exists only where expressly offered with its premium, coverage and exclusions; ordinary protective orders do not guarantee a maximum loss.

5.4 Time and filling conditions

The order matrix must state supported durations and fill policies. Examples include day, good-till-cancelled and good-till-date instructions, and immediate-or-cancel or fill-or-kill conditions where available. Time zone, expiry, minimum volume and partial-fill rules must be clear. Unsupported combinations should be rejected with a reason. The mere presence of a terminal control does not confirm that every instrument or account supports it.

5.5 Illustrative trigger distinction

Suppose an instruction sells after a stop level of 1.0950 is reached. If the relevant market gaps to 1.0940 and the instruction becomes a market order, a fill at 1.0940 may occur. A stop-limit with a sell limit of 1.0948 would not permit a fill below 1.0948 and may remain open. These hypothetical values explain order mechanics; they are not platform settings or an execution promise.

SECTION 06 / ORDER EXECUTION

Order receipt, validation and confirmation

6.1 Approved channels

Live orders may be submitted only through the authenticated platform, an authorised API or a dealing channel expressly accepted by the Company. The Execution Schedule must list each supported route, operating hours and authentication method. A support email, chat with an introducer or telephone number shown on a website is not automatically an order channel. Staff must not imply that an unaccepted message has created or closed a position.

6.2 Pre-trade checks

A received request may be checked for permissions, product availability, trading session, instrument precision, order size, available margin, exposure limits and validity of price or duration conditions. Rejection reasons should be informative without exposing security-sensitive controls. Legitimate risk limits must be published where relevant and applied consistently. Validation must not be used selectively to reject a client-favourable market move while accepting comparable adverse moves.

6.3 Order states and timestamps

The system must distinguish submitted, received, accepted, pending, partially filled, filled, rejected, expired and cancelled states where applicable. Acceptance does not necessarily mean execution. Records must include a unique identifier and timestamps sufficient to reconstruct receipt, routing, execution and confirmation. The applicable time standard must be disclosed, and clock controls must support reliable reconstruction of the order lifecycle.

6.4 Changes, cancellation and duplication

A modification or cancellation takes effect only when accepted and confirmed under the supported workflow. Execution may occur while the request is travelling or being processed. After a connection failure, Clients should check status before submitting the same instruction again. Systems should support duplicate detection where appropriate. A valid fill is not automatically undone by a later cancellation request, but a proven technical duplicate requires fair investigation.

6.5 Client confirmation

The Company should provide a confirmation identifying the product, direction, executed volume, price or fill breakdown, execution time, applicable charges and transaction reference. Pending-order details and any unfilled quantity should be accessible. Clients should report discrepancies promptly and preserve relevant records. Authentication and server logs are evidence, not irrefutable proof; a disputed instruction must be reviewed against the accepted order and the available facts.

SECTION 07 / ORDER EXECUTION

Slippage, requotes and partial fills

7.1 Positive and negative slippage

Slippage is the difference between a stated reference price and the actual execution price. For a buy, a lower execution price is favourable; for a sell, a higher execution price is favourable. Volatility, depth, transmission and processing time can produce either outcome. The Company must define the comparison point used in its monitoring so that measurements are consistent and do not obscure delays occurring before execution.

7.2 Symmetric and fair treatment

This Policy allows genuine price improvement and adverse slippage according to the applicable order type and available market. Controls must not systematically retain favourable price changes for the Company while passing comparable adverse changes to Clients. Any slippage tolerance, last-look process or rejection logic must be objectively justified, disclosed where material and monitored for bias. Undisclosed asymmetric tolerance is prohibited.

7.3 Requotes and execution modes

Where an approved execution mode uses a requote, the new price must be shown clearly and require acceptance unless another lawful and expressly agreed workflow applies. A timeout or failure to accept does not automatically authorise a trade at any new price. Market execution may instead fill without a requote at available prices. The platform specification must identify which mode applies rather than promising universal no-requote execution.

7.4 Partial execution and residual quantity

An order may fill at several prices or for less than its requested size if the supported instructions permit. The residual quantity must be cancelled, left working or rejected according to the agreed condition, with clear status. A displayed average must be volume-weighted and must not hide individual fills. Minimum commissions, rounding and allocation across fills must follow a disclosed method and avoid unjustified duplicate charges.

7.5 Illustrative fill calculation

Assume a buy request for EUR 100,000 is filled as EUR 40,000 at 1.1000 and EUR 60,000 at 1.1002. The volume-weighted price is $(40,000 \times 1.1000 + 60,000 \times 1.1002) / 100,000 = 1.10012$. Against a 1.1000 reference, this is 1.2 pips adverse slippage, or USD 12 before fees. The example assumes 0.0001 per pip and is not evidence of actual execution performance.

SECTION 08 / ORDER EXECUTION

Priority, aggregation and conflicts

8.1 Comparable instructions

Comparable client orders should be processed under a fair, documented priority method, normally by receipt sequence where practicable. Instrument differences, special instructions, size or genuine market conditions can require a different process. Any exception should be explainable and recorded. The Company must not delay a comparable client instruction solely to improve a proprietary position, exploit knowledge of that instruction or favour another client without a lawful basis.

8.2 Aggregation safeguards

Where the disclosed service combines client orders with other orders, the allocation method must address potential disadvantage, disclosure and partial completion. Aggregation must not be used where it is reasonably expected to disadvantage a client overall in breach of applicable rules. Whether aggregation is used, and its relevant limitations, must be explained in the Execution Schedule before the service begins.

8.3 Predefined allocation

An allocation method must be determined before results are known, be applied consistently and prevent cherry-picking favourable fills. It must state how partial fills, rounding, minimum sizes and corrections are handled. Any mixing of client and Company orders requires the client-priority safeguards imposed by the relevant law. Managed-account and copy-trading allocations require a separate lawful mandate and cannot be inferred from these general execution provisions.

8.4 Economic conflicts

Conflicts can arise from principal dealing, spread revenue, rebates, volume-linked introducer fees, related-party routing and selective hedging. Required controls include conflict assessment, pricing oversight and remuneration review. Disclosure alone does not cure an arrangement that fails the applicable client-interest duty. The Company must not represent a provider as independent if a material relationship exists, or choose routing solely because it pays the largest undisclosed benefit.

8.5 Restricted use of order information

Pending orders and client trading information must be handled confidentially and accessed only for legitimate service, risk, compliance or other lawful purposes. The Company must not misuse that information for front-running or market abuse. Access controls, records and escalation should support investigation. These protections do not prevent lawful reporting to an authority, compliance monitoring or necessary handling by an appropriately controlled service provider.

SECTION 09 / ORDER EXECUTION

Product conditions, margin and close-out

9.1 Instrument-specific conditions

Each supported instrument must have current specifications covering quotation units, contract size, volume increments, trading sessions, time zone, price precision and expiry or rollover. Currency-pair liquidity, futures-linked commodity pricing, share borrow and index reference methods can produce different execution conditions. The specification must explain material differences. A single generic spread or fill promise must not be applied across products with different structures and available liquidity.

9.2 Margin checks and exposure limits

Orders may be rejected if they fail a lawful margin or exposure check. Applicable leverage, hedged-margin treatment and size tiers belong in the account-specific schedule. Changes should be communicated with appropriate notice where practicable. A risk-control change must be objective and proportionate and must not be used to invalidate an executed trade simply because it later generates a large client profit.

9.3 Forced liquidation

When the disclosed account rule or mandatory law requires close-out, the Company may reduce positions without awaiting a further instruction. The schedule must state the trigger, account or position basis, closure sequence and treatment of pending orders. Available-market execution can result in slippage and partial closure. Liquidation is not a guaranteed fill at the threshold, and any applicable negative balance protection remains governed by the Agreement and mandatory law.

9.4 Corporate actions and expiry

A split, dividend adjustment, takeover, delisting, expiry or reference-contract rollover may affect positions and attached orders. Adjustments must use the disclosed product method and preserve the contract's economic treatment as far as reasonably possible. The Company should explain changes and retain calculations. An adjustment is distinct from discretionary execution; it must not be used as an undocumented charge or to present a reference-price change as trading performance.

9.5 Restrictions and special services

Close-only modes, short-sale restrictions and borrow recalls require clear treatment of existing positions and orders. Cryptocurrency derivatives must remain unavailable where prohibited. Algorithms, copy trading and managed-account services require their own permissions and supported-order specification. A demo environment can simulate prices and fills differently from live trading; a demo fill, latency figure or strategy backtest is not proof of executable live liquidity.

SECTION 10 / ORDER EXECUTION

Outages, disruption and error correction

10.1 Unusual market conditions

News events, gaps, exchange halts, thin liquidity and pricing-source failures can prevent normal execution. The Company may apply proportionate restrictions to affected products or functions, with notice where reasonably possible. It should retain the reason, start time and scope and review the continuing need. A general disruption does not justify automatic cancellation of unrelated trades or a blanket refusal to consider a valid client claim.

10.2 Technology and contingency channels

An outage may affect a platform, API, network, authentication provider or external execution connection. The continuity plan must specify supported fallback channels, authentication, capacity and dealing hours. A support channel should not promise an execution it cannot perform. Clients should obtain an order reference when a fallback instruction is accepted. Neither a disconnection nor an unresponsive screen establishes that a submitted order has been cancelled.

10.3 Recovery and reconciliation

Following recovery, the recovery process reconciles accepted requests, confirmations and provider records, identifies duplicates or missing acknowledgements and informs affected Clients. Pending orders must not silently be recreated with altered terms. The Company should preserve incident records and examine whether any available protective action was reasonable. An outsourced failure does not automatically remove responsibilities owed by the Company under the applicable contract or legal regime.

10.4 Manifest-error review

An objectively demonstrable pricing corruption, duplicate entry or execution inconsistent with an accepted instruction can require correction. Normal market volatility, client profitability or an unprofitable Company hedge does not alone establish error. A correction should identify the affected order, evidence, calculation and reason. It must be proportionate and directed toward a fair supported outcome, with notice and a route to challenge the decision.

10.5 Liability and unresolved claims

No clause in this Policy creates unrestricted power to void profitable trades, confiscate account balances or disclaim all technology-related liability. Responsibility depends on the facts, the Client Agreement and applicable law. The Company should distinguish genuine market loss from service failure and consider evidence from both sides. A complaint about an incident remains available even if the technical issue has been resolved or the trading account has closed.

SECTION 11 / ORDER EXECUTION

Execution-quality monitoring and oversight

11.1 Execution monitoring

The Company must maintain a monitoring programme proportionate to its execution model and obligations. Relevant measures include price improvement, favourable and adverse slippage, fill and rejection rates, partial execution, order-to-fill timing, cancellation failures and execution complaints. Measures must use documented populations, reference prices and timestamps, and must be reviewed for patterns of unfair treatment. Monitoring does not constitute a guaranteed execution speed or fill rate.

11.2 Meaningful segmentation

Results should be examined by instrument, order type, size, session, execution route and relevant client category. A comparison must account for volatility and liquidity so that an illiquid opening is not treated as an ordinary session. Positive and negative slippage should be compared for potentially biased handling. Outliers merit review even where averages appear acceptable. Monitoring should avoid excluding inconvenient orders without a documented reason.

11.3 Provider and system review

The monitoring programme reviews provider performance, pricing outages, concentration, rejected hedges and technical parameters that affect client fills. Relevant changes should be tested before deployment, with suitable approval and rollback arrangements. A commercial benefit from a provider should not override poor client outcomes. The Company must decide and record action thresholds, sampling frequency and escalation ownership in its internal procedures rather than inventing public numerical guarantees.

11.4 Governance and remediation

This Policy should name accountable business, risk and compliance owners and provide a route for independent challenge. Findings must result in documented action where appropriate, including parameter correction, provider reassessment, staff training or client remediation. A published policy without supporting controls is insufficient. The review cycle is at least annual and after a material change, subject to any more demanding requirement imposed by the actual regime.

11.5 Evidence and client information

On a justified request and subject to applicable law, the Company should explain how an order was handled under the operative policy and provide relevant execution evidence without disclosing unrelated client information. Records should support regulatory review and be retained for the legally required period. Any execution-quality publication obligation must be assessed for the actual jurisdiction; historical reporting requirements must not be treated as current without checking the applicable rules.

SECTION 12 / ORDER EXECUTION

Client queries, consent and policy changes

12.1 Reporting an execution issue

Clients should report execution concerns through support@erixglobal.com, identifying the account reference, order number, instrument, direction, size, date, time, platform and observed problem. Screenshots and platform journals may assist. Passwords and authentication codes must never be sent. This support address is a contact route for enquiries and escalation; it is not an emergency dealing channel and an email alone does not place, amend or close an order.

12.2 Investigation and complaint rights

The Company should acknowledge the issue, preserve evidence, compare the instruction with pricing and system records and explain the outcome and any remedy. The Execution Schedule must state applicable response deadlines and a verified external escalation body where available. Failure to meet an internal reporting target does not automatically remove statutory rights. A Client must not be required to waive a complaint or place more trades to obtain review.

12.3 Delivery and consent

This Policy must be provided before the relevant service begins in the form required by applicable law. The acceptance record should identify the version, date and Client, and capture any required prior consent to the policy. Express OTC consent, if required, must be clear; it must not be inferred from a generic marketing opt-in. Specific execution instructions do not amount to a waiver of all other execution protections.

12.4 Material changes

A material change to the dealing model, destinations, order handling or relevant execution arrangement requires review and appropriate client notification. The Company must state when the change takes effect and any action the Client may take. Updates cannot retrospectively rewrite valid fills or accrued rights. A switch of contracting entity requires the separate legal steps applicable to that transfer, rather than being treated as a minor policy update.

12.5 Application and version control

The Company must provide this Policy and the account-specific Execution Schedule before the relevant trading service starts. The version and commencement date applicable to the Client must be identified in the delivery or acceptance record. Account specifications, execution arrangements and the Client Agreement must remain consistent. Where a required execution disclosure has not been supplied, the Company must provide it before enabling the affected service.

ACCOUNT-SPECIFIC INFORMATION

Your account Execution Schedule

The Company must provide a separate Execution Schedule for your account before enabling trading. This page explains the information that schedule must contain; it does not replace the account-specific disclosures or establish an undisclosed execution arrangement.

1. Contracting entity and scope

The full contracting entity, registration and applicable permissions; relevant jurisdiction, client category and covered products. The schedule must identify the applicable policy version and service commencement date.

2. Dealing capacity and destinations

Whether the Company acts as principal, agent or transmitter for each product; the contractual counterparty and named execution destinations; any single-destination reliance, affiliation or material conflict. Company hedging must be distinguished from Client execution.

3. Pricing, costs and factor priorities

The quotation method, relevant reference sources, markups, commissions and conversion basis. The schedule must explain the priority given to price, costs, speed, likelihood, size and other relevant factors, including material exceptions.

4. Supported orders and channels

Order types, trigger reference, durations, fill conditions, partial-fill rules and cancellation mechanics. Identify authorised platforms, APIs and any accepted fallback dealing route, with operating hours and time zone.

5. Margin and account protections

Leverage, margin calculation, margin-call and close-out conditions, calculation basis and liquidation sequence. Identify any negative balance protection and its scope. Marketing percentages must not substitute for an unambiguous account rule.

6. Complaints, changes and delivery

The complaint submission route, applicable response deadlines and any available external escalation body. Material amendments must be notified appropriately. The Company must retain evidence that the applicable policy and schedule were provided to the Client.

UNDERSTANDING AND USING THIS POLICY

Client guidance and contact details

Before you trade

Read your Client Agreement, Execution Schedule, product specifications, charges and risk disclosures together. Ask the Company to clarify any missing or inconsistent execution information before submitting orders. A product displayed on a website is not necessarily available to every client.

When submitting an order

Check the instrument, direction, size, price conditions, available margin and order duration. A submitted request is not necessarily an executed trade. Confirm the accepted status and any residual quantity before resubmitting after a connection failure.

If execution appears incorrect

Retain the account and order reference, relevant time and time zone, platform journal, screenshots and a description of the concern. Contact support@erixglobal.com for assistance and escalation. Do not send passwords, authentication codes or unrelated personal information.

Contact details

Erix Global Ltd
Website: erixglobal.com
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Support and dealing are different

Published support contact details do not by themselves establish an authorised order-execution channel. An email or telephone enquiry does not place, amend or cancel a trade unless the Company expressly accepts that route and confirms the instruction under the applicable account procedure.

Your rights remain protected

Receipt or acceptance of this Policy does not waive mandatory rights, prevent a complaint or establish suitability for leveraged trading. Applicable law prevails over inconsistent terms. The Company must investigate execution concerns fairly and explain its conclusions and any appropriate remedy.