

RULES OF WORKING WITH ORDERS OVER THE TELEPHONE

- 1.** The operations below take place according to the rules of working with orders over the telephone:
- Request to conclude a deal;
 - Placing, changing or canceling a stop/limit order;
 - Receiving information of account balance, withdrawals, orders, open positions, market exchange rates and news.

2. Each time **the Client** calls, he/she must tell the dealer on duty their first and last name, user name and password for telephone deals. When the authenticity of the provided information is confirmed by the dealer on duty, **Client** has the right to give instructions or to receive information in accordance with the operations set out in Section 1 of this Appendix.

3. Concluding deals and working with orders may be executed only at the following telephone numbers: **02/4893 715 и 02/4893 798.**

4. To conclude a deal, the Client names the financial instruments details and the amount of deal, considering the trading conditions.

5. To place, change or cancel the stop/limit order, the Client names the financial instruments details, the amount of deal and the order type (buy/sell).

6. When **requesting a quote**, the dealer on duty must provide a 2-way price quote (buy/sell) of the instrument which the Client wants to trade.

7. When concluding or canceling a deal, **the Client should explain his request briefly and clearly.** The foreign exchange dealer has the right to change the given quote with a new one, only if the Client did not respond, regardless of the time passed after the first quote was given. When the Client wants to conclude a deal, the foreign exchange dealer confirms the information of the concluded deal.

8. The Client pledge to observe the principled system of trading over the telephone, to place, change or cancel the stop/limit order which looks like the following:

Client: Hello! My name is John Smith, client No 2251, my password for concluding deals over the telephone is „12220“

Dealer: Hello! Wait a moment, please, till I check the information.

- The information is correct. Please continue:
- The information is not correct. Could you repeat it please? If the **Client** has not provided correct information, the foreign exchange dealer will not provide any information of the **Client's** accounts.

Client: I would like a price on **1 CFD on SP500.**

Dealer: **1176/1177**

Client:

- „I buy“ – if he/she wants to buy the **CFD on SP500** at the provided exchange rate;
- „I sell“ - if he/she wants to sell the **CFD on SP500** at the provided exchange rate;
- „Nothing“ – if they do not wish to deal at the quoted levels;

Dealer: You bought/sold **1 CFD on SP500** at **1176/1177** on account No 2251 (the deal is concluded and confirmed by both parties).

Client: Thank you, good day!

Dealer: Good day!

9. Bulbrokers has the right to reject concluding a deal if **the Client** does not confirm his wish in accordance with the specified terms.

10. When **Client** has declared their intentions to conclude a deal or to change orders, their requests are accepted by the dealer for execution.