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LEGAL DOCUMENTS / SOUTH AFRICA

Order Transmission Policy

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Eurotrade SA (Pty) Ltd

South Africa / English

Order Transmission Policy

Eurotrade SA (Pty) Ltd

This policy explains the intermediary order-handling role of Eurotrade SA (Pty) Ltd. Eurotrade International Ltd in Mauritius is the trading provider under its separate agreement. Transmission of an instruction and execution of a transaction are distinct events.

1 Company and service

1.1 Eurotrade SA (Pty) Ltd, registration K2017223774, FSP number 44351, is at 74 Walmer Street, Sydenham, Johannesburg, 2192, South Africa. We provide the intermediary service agreed for your account within our authorisation and applicable law.

1.2 Eurotrade International Ltd, registration 197389 GBC, FSC licence GB22201125, of 3 Emerald Park, Trianon, Quatre Bornes 72257, Mauritius, supplies trading and investment services under its accepted Client Agreement. It is the CFD counterparty and the broker for actual or fractional shares under the applicable arrangement.

1.3 We do not issue your CFDs, undertake share custody or promise direct exchange execution under our intermediary agreement. Our FSP status is not represented as an OTC derivative issuer permission. Each company remains responsible for its own conduct; a supplier contract does not remove our South African duties.

1.4 Read this policy with the SA Intermediary Agreement, the supplier's Client Agreement and Order Execution Policy, relevant product terms and the Risk Disclosure Notice. Choosing a legal-page company view does not move an account or change the order route.

2 Receiving and transmitting instructions

2.1 Use only approved account channels and act within your verified authority. We may request clarification of incomplete, inconsistent or suspicious instructions. A representative's authority must be documented and accepted; trading authority does not automatically authorise a withdrawal to the representative.

2.2 Where we receive an instruction for transmission, we handle it fairly and promptly within the agreed process, subject to necessary checks and lawful restrictions. A platform may send an instruction directly to the supplier; in that case a separate message to our support team does not replace it.

2.3 Receipt, acknowledgement and transmission do not guarantee acceptance or execution by the supplier. Check the final order status and transaction confirmation. A requested cancellation or amendment can arrive too late to stop execution.

2.4 Email or a support conversation is not a trade instruction unless an authorised alternative channel expressly accepts it. During a connection or platform problem, use the stated support or outage process and preserve times and error messages. We cannot promise that an alternative route will always be available.

3 Choice of supplier and relevant factors

3.1 The agreed service provides access to Eurotrade International Ltd. We do not represent that every instruction is compared across all brokers or exchanges. Before you accept, the account information must make the supplier relationship and scope clear.

3.2 We assess and review the transmission arrangement within our duties, considering execution capability, price and costs, speed, likelihood of execution and settlement, reliability, instrument and order characteristics, material risks and conflicts. We address identified deficiencies within our responsibility.

3.3 Applicable intermediary remuneration and material interests must be disclosed for the service. A commercial relationship must not override fair client treatment or justify concealing a transmission failure. The supplier's execution policy explains its execution factors and arrangements.

4 Product and order risks

4.1 CFDs and leveraged foreign exchange are OTC contracts with the supplier and do not provide ownership of an underlying asset. The supplier may hedge its exposure; its liquidity provider does not automatically become your counterparty. OTC quotes can differ from an exchange or another dealer.

4.2 Actual and fractional share services are distinct. The Mauritius broker's share terms and pre-service information explain the execution, ownership, custody, settlement and fractional allocation arrangements. We do not become the broker or custodian by facilitating access.

4.3 Market and triggered stop orders can experience slippage. Limit orders can remain unfilled. Liquidity, trading hours, price or size rules, available funds, margin, outages and restrictions affect acceptance. A stop-loss is not a guaranteed loss limit unless an expressly agreed feature says so.

4.4 Copy trading instructions remain subject to account permissions and execution constraints. Your timing, balance, allocation and fills can differ from the copied account. A copied strategy is not guaranteed by our transmission service.

4.5 Margin and close-out settings are those disclosed for the supplier account. A payment in transit does not prevent closure. The supplier's contractual CFD negative balance protection is governed by its agreement and is not a South African statutory guarantee or protection of invested funds.

5 Specific instructions and restrictions

5.1 A lawful specific instruction can constrain how we handle an order and the factors we can consider. We explain a material limitation where appropriate. We may decline an instruction that exceeds authority, conflicts with legal restrictions or cannot reasonably be carried out.

5.2 A security, financial-crime, legal or serious operational concern may require proportionate restriction or investigation. We communicate the position where lawful, review the basis and do not use a supplier referral to justify indefinite inaction on our own duties.

5.3 Exceptional market conditions can require action by the supplier under its terms. We relay material information within our role and coordinate assistance; we do not guarantee a particular price, closure sequence or market outcome.

6 Errors records and complaints

6.1 Report missing, duplicate, incorrect or disputed instructions promptly to support@eurotrader.com, subject South Africa order enquiry. Give the account and order reference, instrument, date, time, intended instruction and supporting evidence. Never send passwords or authentication codes.

6.2 We investigate our receipt, authority checks, transmission and communications and coordinate with the supplier on execution records. The responsible entity must explain a material correction where lawful. Profitability or a price difference alone is not proof of misconduct.

6.3 Relevant records support investigation, regulatory duties and dispute resolution and are handled under the Privacy Policy. We do not treat our own conclusion or a supplier decision as excluding a lawful complaint to an ombud, regulator or court.

6.4 Our South Africa Complaints Handling Policy explains the free process and FAIS Ombud route where eligible. Supplier execution matters can also require the Mauritius process. We help

identify the issues without removing either company's responsibilities. This policy is reviewed when the service or arrangements materially change.