

AXA Business Solution Ltd.
Registered number 24448 IBC 2018
Suite 305, Griffith
Corporate Centre Beachmont,
Kingstown P.O. Box 1510
Saint Vincent and the Grenadines
Email: Info@lionfxm.com



Client Agreement

This Customer Agreement (hereinafter – the Agreement) is concluded between AXA Business Solution Ltd (hereinafter – the Broker), having its registered office at: Suite 305, Griffith Corporate Centre Beachmont, Kingstown P.O. Box 1510, St. Vincent and the Grenadines, Registration Number 24448 IBC 2018 and an individual or a legal entity, excluding stateless persons and persons under 18 years old (hereinafter – the Customer).
The Parties agree that the place of the Agreement is understood to be the Broker’s domicile.

1. General Provisions

1.1 This Agreement shall define the terms and conditions, on which the Broker shall provide to the Customer services on carrying out transactions on financial markets. The Agreement shall stipulate mutual obligations of the Parties that arise in the course of the said transactions in pursuance accordance with the Trading Rules.

1.2. The Broker shall provide the following services to the Customer:

- Brokerage account opening
- “Personal Account” service
- transactions opportunity envisaged by Personal Account, the trading terminal and regulatory documents

1.3 The following regulatory documents shall constitute an integral part of this Agreement:

- Trading Rules;
- Rules of Non-Trading Transactions;
- Notice of Risk;
- Privacy Policy;
- Know Your Customer Policy;
- all documents published on the Broker’s Web site.

The Customer shall read the regulatory documents carefully as they specify the conditions under which the Customer conducts trading and non-trading transactions. By accepting this Agreement, the Customer also accepts the terms of all regulatory documents listed above.

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1.4 The terms and conditions of this Agreement shall be deemed as unconditionally accepted upon the first replenishment of the account by the Customer in pursuance hereof. The Customer hereby confirms that it shall transfer funds to the brokerage account opened with the Broker's company solely for the purpose of carrying out trading transactions on the financial market.

1.5 Once the Broker receives the Customer's payment, each transaction carried out by the Customer in the Personal Account or on the trading platform shall be subject to a corresponding agreement and appendixes constituting integral parts thereof.

1.6 The Customer acknowledges the Broker's right to unilaterally change (shorten, supplement, modify) the list of the services provided, as specified in Clause 1.2 hereof, and this Agreement including all appendixes hereto.

1.7 Each financial instrument traded by the Customer within the framework of this Agreement and in pursuance hereof shall be deemed as clearing. Performance of a contract with the use of a certain financial instrument does not imply physical delivery of currency or an asset underlying the contract (the underlying asset). Trading transactions do not imply physical delivery of assets. The revenue received from trading transactions shall be credited to the Customer's brokerage account immediately upon transaction closing.

2.The Customer's Brokerage Account

2.1 The account currency shall be US Dollars or Euro; All transactions related to the account replenishment and withdrawal shall be carried out in the account's currency.

2.2 To open an account, the Customer shall fill in a registration form on the Broker's Web site. The Customer accepts the terms and conditions of this Agreement and appendixes hereto.

2.3 The Customer may close transactions only after the Customer accepts the terms and conditions hereof, whereupon an individual login and password shall be assigned to the Customer for the Customer's authorization and for closing transactions hereunder.

2.4 The Customer hereby agrees that monetary funds transferred by the Customer to the Company in pursuance hereof shall be used by the Broker for the proper fulfillment of the Customer's obligations hereunder. The Customer hereby authorizes the Broker to allocate monetary funds transferred by the Customer to the Broker as advances for the discharge of the Customer's obligations to the Broker hereunder, without any additional instructions of the Customer.

2.5 Funds credited by the Customer to the account opened with the Broker are legally acquired.

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3.Communications

3.1 The Customer shall give instructions and orders solely via the customer terminal. For certain types of accounts, it may be allowed to give instructions and orders by telephone via the Customer Support Centre.

3.2 The Customer represents that all information stated in the registration form is reliable, accurate and up- to-date.

3.3 Communication by the Customer of any false information at any time shall entail unilateral termination of the Agreement and/or brokerage account blocking.

3.4 The Broker shall bear no responsibility for the Customer's actions or omission. Information communicated by the Broker shall be provided for information only, shall be subjective and shall not be deemed as instructing the Customer to carry out any specific trading transactions.

3.5 Information may be communicated to the Customer to any address, telephone and/or fax number or e- mail indicated by the Customer in the registration form. The Customer shall guarantee that the Broker and/or its representatives are able to contact the Customer or its representative at any time by telephone, facsimile, e-mail and other communicated address details.

4.Brokerage Fee

4.1 The brokerage fee payable to the Broker in form of spread and swap is variable depending on market's conditions and it set by the Broker at it's sole discretion from time to time.

5.Risks

5.1 When trading on margin, a comparatively inconsiderable change of course can result in a significant profit or loss. If the market conditions are unfavourable to the Customer, the Customer may lose all of the funds in its account. The Customer is responsible for the use of its financial resources, the chosen trading strategy, and shall take into account all the risks associated with the leverage.

5.2. The Customer assumes cost exposures caused by the failure of information, communication, electronic and other systems.

5.3. When conducting transactions via the customer terminal the Customer assumes cost exposures which may arise as a consequence of:

- failures in hardware and software, and poor connection caused by the Customer;
- improper operation of the Customer's equipment;

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- Customer's ignorance of the Trading Rules and other regulatory documents posted on the Broker's website.

6.Security

6.1 The Customer shall be responsible for the status of its brokerage account and security of passwords.

6.2 Should the Customer breach at least one of the provisions of this Agreement and appendixes hereto, the Broker has the right to deem any instruction as invalid or to close one or several positions of the Customer at any time at the current price.

6.3 The Broker may cancel an order or an instruction that has been processed due to an apparent error of the dealer or has been executed at a non-market quote. Upon detecting errors in quotation, the Broker may cancel the execution of the Customer's instructions. The Broker may recognize transactions on the trading server to be non-market ones if the Broker has objective reasons to do so.

6.4 The Broker may block an account that is not used by the Customer for the intended purpose (specifically, for currency conversion purposes).

6.5 The Broker may unilaterally discontinue at any time the Customer's trading activity at discretion and without explanation.

7.Liabilities of the Parties

7.1 Activities performed by the Customer in pursuance hereof do not infringe laws, orders and other rules and regulations applicable to the Customer or to the Customer's jurisdiction.

7.2 The Broker shall bear no liability for the Customer's actions or omission.

7.3 The Broker shall bear no liability for default on obligations due to failure in communication channels, technical problems of the Internet service provider. The Broker shall bear no liability for losses incurred to the Customer due to the ignorance of the instructions outlined in the MetaTrader customer terminal user manual.

7.4 Claims for lost profits shall not be accepted for review. The Broker shall not be liable for compensating moral damages.

8.Force Majeure

8.1 The Broker shall bear no liability for losses incurred to the Customer due to force majeure (hostilities, terrorist attack, acts of God, suspended trading on financial markets, exchange market interventions, government decisions, instability on financial markets with a sharp reduction in liquidity, and other material changes in the operational environment of counterparties).

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9. Final Provisions

9.1 The Broker shall have the right to amend this Agreement with a notice to the Customer's email, on the Broker's Web site and/or in the Customer's Personal Account.

9.2 The Customer hereby acknowledges that it accepts the terms and conditions of this Agreement and appendixes hereto as specified in Clause 1.3 hereof, by its free will, under no necessity or constraint, and with no commitments and agents represented by legal entities or individuals.

9.3 The Broker may unilaterally terminate at its discretion contractual relations with the Customer, by restricting, in full or in part, any further use of a particular service for the Customer. Such decision shall take effect immediately, with no prior notice to the Customer, if the Broker has objective and good reason to do the foregoing. In such case, the Broker shall be under no obligation to notify the Customer of the reason for its decision.

9.4 The Customer hereby acknowledges that it has received and is fully aware and agree with the terms and conditions of this Agreement and appendixes hereto as specified in Clause 1.3 hereof.

9.5 All disputes and controversies hereunder shall be subject to consideration in accordance with the effective laws of St. Vincent and the Grenadines. The proceedings between the parties shall be conducted by the judicial authorities of St. Vincent and the Grenadines.

9.6. In the event of discrepancies, the English version of this Agreement and the relevant regulatory documents shall prevail over the versions of this Agreement and the relevant regulatory documents in other languages.

10. Promotions

10.1 The number of protected positions is agreed with the customer at the moment of opening the account and it depends on the amount deposited by the customer and the current promotions made by the broker.

10.2 If protected positions result in a loss they will be refunded once all of the protected positions are closed, if the customer holds protected positions for more than 72 hours the position is considered as a normal position and it will not be refunded.

10.3 The profit made with the bonus granted to customers to open and verify the account without deposit cannot be withdrawn unless the customer deposits an equal amount as the profit that he wishes to withdraw please note that the minimum amount to deposit to benefit from this promotion is 200 euros.

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Risk Disclaimer

Activities on the financial market are inevitably related to numerous risks that derive out of the very nature of the market. Prior to starting such activities it is essential to acquaint oneself with this Risk Disclaimer as well as with articles of Client Agreement in regards to certain aspects of User Agreement.

This Disclaimer aims to inform Client about risks related to activities at FOREX market, operations with CFD and futures contracts as well as to warn Client of losses they can potentially incur due to such activities.

Risk is interpreted as a possibility of an event that can result in significant financial losses for Client.

Risks listed in the text of this Disclaimer, Client Agreement, User Agreement and other documents are not comprehensive. Due to the specifics of financial market activities and great versatility of trading situations, there is a potential for new risks that may arise that are not included into the text of this Disclaimer, Client Agreement or User Agreement.

Marginal trade by its very nature can increase both profits and losses. Client can incur significant losses if the price for the position he opens changes unfavorably.

Leveraged trading on the financial market implies a very high risk and may not be suitable for all Clients. Large leverages can work both for Client and against them. Before Client makes a decision about trading in financial market they must carefully examine their investment goals, experience and acceptable risks. There is a chance to lose original investment, partially or entirely.

AXA Business Solution Ltd does not provide any guarantees or does not make any statements concerning the receipt of financial profits or any other desirable outcome of trading activity at FOREX international currency market or futures contracts and CFD markets.

Client accepts that information received from Broker, employees or agents of AXA Business Solution Ltd can not be perceived as recommendation to carry out a transaction nor a guarantee of receiving profits from of trading activity at FOREX international currency market or futures contracts and CFD markets.

Technical risk is interpreted as a possibility for Client to incur significant losses due to malfunction of technical devices or communication channels used to operate at FOREX international currency market or futures contracts and CFD markets. The aforementioned malfunction can be both hardware or software related and can be caused by both external reason or by Client's failure to follow the usage guidelines.

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Client accepts the possibility of interrupted connection with operators of AXA Business Solution Ltd agent for instance during publications of significant economic news that results in difficult processing of trade operations using telephone communication.

Client acknowledges the importance of security of passwords protecting the brokerage account and personal information from unsanctioned third party access and takes full responsibility of risks related to passwords being compromised.

Client accepts the possibility of loss of confidential information or unsanctioned third party access to the Brokerage account in case of failure to use technical devices and communication channels guidelines as well as confidentiality recommendations negligence.

AXA Business Solution Ltd collects a fee for the services provided to Client. Client must obtain information of any fees, commissions or costs that are their responsibility. Client is responsible for awareness of any changes in fees.

Client acknowledges that a trading transaction made using the services of AXA Business Solution Ltd may lead to total loss of original investment.

Client must not invest the funds they can not afford to lose. Investments in the financial market are considered high risk and there is a possibility that due to rate fluctuations the investor may lose part or the whole of the invested funds.

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Non-Trading Operations Policy

This Policy has been designed within the framework of an international cooperative effort to reduce financial abuse, identify and prevent law infringement as well as to establish the procedure for funds deposit and withdrawal on Client's accounts with AXA Business Solution Ltd.

1. General.

1.1 The purpose of this Policy is to describe measures intended to reduce financial abuse, identify and prevent law infringement as well as to clarify the procedures for non-trading operations on Client accounts with AXA Business Solution Ltd.

1.2 This document is an integral part of the Client Agreement.

1.3 In case certain articles of this Policy come in contradiction with articles of Client Agreement and its policies, this Policy shall prevail. However, this circumstance does not lead to nullifying other articles of the aforementioned documents.

1.4 Client guarantees the legitimacy of origin, ownership and rights to the funds transferred to AXA Business Solution Ltd.

1.5 Client recognizes David & Rosenberg Ltd's right to investigate the nature of questionable non-trading operations covered in article 2 of this Policy and halt such operations until their origins are clarified.

1.6 AXA Business Solution Ltd is entitled to request the Client to provide identification, fiscal and other documents proving legitimacy of origin and ownership of funds in question.

1.7 Client is informed that, in case questionable non-trading operations are identified, AXA Business Solution Ltd is entitled to:

- Ø Refuse to complete questionable operations;
- Ø Limit withdrawal of funds from client's brokerage accounts, should AXA Business Solution Ltd deem it necessary;
- Ø Return the funds previously transferred to the brokerage account back to Client's accounts of origin;
- Ø Discontinue business relationship with Client.

1.8 This Policy identifies that questionable non-trading operations are deemed absolutely unacceptable and can lead up to discontinuation of business relationships with Client. However, this situation cannot constitute grounds for holding AXA Business Solution Ltd accountable for breaching any contracts.

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2. Questionable operations

2.1 AXA Business Solution Ltd can deem any non-trading operation questionable in case of:

- ∅ abusing fund transferring without operations on trade accounts (less than 3 lots per every wired thousand USD or equivalent);;
- ∅ confusing or unusual type of operation that does not carry any evident economical sense or does not seem to have an obvious legal objective;
- ∅ circumstances coming to light that provide grounds to believe that the operations are carried out in order to legalize (launder) funds received in a criminal fashion or through financing terrorism;
- ∅ client failing to provide information for self-identification or providing false information while client is out of reach at the provided contact details;
- ∅ client providing falsified or expired documentation.

These operations shall be identified based on regular analysis of non-trading operations and its subjective assessment by AXA Business Solution Ltd.

2.2 The list of indicators pointing to questionable operations and their criteria listed in Article is not complete or mandatory. AXA Business Solution Ltd can deem an operation questionable based on the analysis of the economic situation, surrounding circumstances as well as interaction with Client or their representatives.

2.3 In case a questionable non-trading operation is identified, AXA Business Solution Ltd is entitled to make a decision regarding Client and their non-trading operations.

2.4 Each non-trade operation of depositing or withdrawing funds from a brokerage account is confirmed by a record in the Client's Trader's Room. In case Client notices a mistake in a non-trading operation on depositing or withdrawing funds, they must file a claim according to Article 8 of this Policy.

2.5 In case Client notices a mistake to their own credit, they must notify AXA Business Solution Ltd as soon as possible.

2.6 Client must immediately notify AXA Business Solution Ltd of any changes to their contact information.

3. Funding a brokerage account

3.1 Client has the right to transfer to AXA Business Solution Ltd funds for depositing to trading accounts using any method provided for by AXA Business Solution Ltd.

3.2 Client has the right to pay for any services rendered by David & Rosenberg by debiting funds off their trading accounts in favor of AXA Business Solution Ltd.

3.3 In the event that Client has transferred funds in favor of AXA Business Solution Ltd through a non-automated payment system, Client is obliged to:

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- Ø indicate in the 'Reference' field the number of the trading account for depositing funds;
- Ø notify AXA Business Solution Ltd of the payment made via e-mail.

3.4 Wire transfers made by AXA Business Solution Ltd's accounts and/or agents authorized by it shall meet the requirements and comply with the limitations set by applicable laws and other legal acts effective in the countries within whose jurisdictions such wire transfers fall.

3.5 Client understands and accepts that Client pays all costs arising from the chosen type of transfer.

3.6 Funds shall be deposited to Client's brokerage account in the same currency the brokerage account is open in, regardless of the currency of transfer. In case the currency of the transfer is different from the currency of the brokerage account, the amount shall be converted into the currency of the brokerage account according to the internal exchange rate of AXA Business Solution Ltd on the date of depositing the funds to the AXA Business Solution Ltd's bank account.

3.7 David & Rosenberg reserves the right to limit maximum and minimum amounts of funds depending on type of deposit and transfer currency. AXA Business Solution Ltd may change the limitations on depositing and/or withdrawing funds at any time.

3.8 AXA Business Solution Ltd shall not charge any additional commissions off the amount transferred to the brokerage account except commissions and costs listed in this Policy.

3.9 In case Client is not able to deposit funds through their Trader's Room, they need to contact AXA Business Solution Ltd to have the matter reviewed on an individual basis.

3.10 Funds take five (5) days from their arrival to AXA Business Solution Ltd's bank accounts to get deposited to the Client's brokerage account.

3.11 In case the funds are not deposited to the brokerage account within seven (7) days of the funds arriving to AXA Business Solution Ltd's bank accounts Client is entitled to request AXA Business Solution Ltd to investigate that transaction. Client agrees that the bank investigation may incur additional costs that Client will compensate either by transferring the required amount to AXA Business Solution Ltd's bank account or by having the amount deducted from the brokerage account (the amount may be withdrawn by AXA Business Solution Ltd without notice).

3.12 For the investigation to take place, the Client has to send a request in accordance with Article 8, as well as provide AXA Business Solution Ltd with:

- Ø In case of a bank transfer: a copy of SWIFT document confirming the transfer in foreign currency;
- Ø In case of electronic funds transfer: a screenshot of the transfer or a notification of payment in the system confirming the fact of a transfer to the brokerage account;
- Ø In case of bank card transfer: a copy of an identification document and a copy of a bank card.

3.13 AXA Business Solution Ltd is not responsible for the time it takes to deposit the funds and for the circumstances surrounding the technical malfunction during the transfer if it was caused by electronic payment system or agents of AXA Business Solution Ltd rather than AXA Business Solution Ltd.

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4. Methods of funding a brokerage account

4.1 Client can fund their brokerage account by a bank transfer at any time as long as AXA Business Solution Ltd accepts this type of funding at the time of transfer.

4.2 Client can only use this type of funds transfer upon their account being opened.

4.3 Client can make a foreign currency transfer to the AXA Business Solution Ltd's bank account listed in Client's Trader's Room only from Client's personal bank account.

4.4 Prior to making a currency bank transfer Client creates a payment invoice in their Trader's Room. Having created a payment order for a currency transfer, the Client shall correctly indicate AXA Business Solution Ltd's account details, purpose of payment and observe the invoice due date.

4.5 AXA Business Solution Ltd is entitled to decline to credit transferred funds if the transfer came from a third party or the purpose of payment is not the same as stated in the invoice. In the aforementioned case, AXA Business Solution Ltd returns the funds to sender's account. Client shall compensate all costs pertaining to the return of funds.

4.6 Client's brokerage account can be funded using electronic money as long as AXA Business Solution Ltd accepts this type of funding at the time of transfer. Client can only transfer electronic money to the accounts of AXA Business Solution Ltd or authorized agents of David and Rosenberg Ltd from their personal electronic account.

4.7 Client can fund their brokerage account using a bank card as long as this type of funding is available in their Trader's Room. Client can only make a transfer from a card registered in their name or in the name of a co-owner. Third party transfers shall not be accepted. AXA Business Solution Ltd reserves the right to decline to credit a brokerage account if the transfer came from a third party. In that case, AXA Business Solution Ltd shall return the funds to sender's account. Client shall compensate all costs pertaining to the return of funds.

4.8 Client understands and agrees that AXA Business Solution Ltd is not responsible for the period of time it takes to return the funds and for the circumstances entailing the technical malfunction caused through no fault of AXA Business Solution Ltd but through the fault of its authorized agent or an international payment system.

4.9 Depending on the method of funding and the payment system, Client may be requested to produce additional information or undergo whatever procedures AXA Business Solution Ltd may deem necessary in order to effect payment in a proper manner.

5. Withdrawing funds from a brokerage account

5.1 Client has the right, at any time, to dispose, in part or in full, of their funds available on their brokerage accounts re-calling the funds by filling out and confirming the form in the Funds Withdrawal section or to send the funds to the other trading account opened with the Broker company by filling out the form in Internal Transfer section.

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5.2 Withdrawal of funds and external transfers are handled per the following terms:

- Ø AXA Business Solution Ltd processes a received Order for withdrawal from a brokerage account strictly within the free margin available on the brokerage account at the time of executing the Order. If the amount being withdrawn (including payment commission and other costs listed in this Policy and Client Agreement) exceeds the amount of free margin on the Client's brokerage account, AXA Business Solution Ltd is entitled to decline this Order.
- Ø Client's instructions to withdraw funds from the brokerage account must comply with requirements and consider the limitations imposed by this Policy and other documents Client has agreed to observe including norms and regulations of the countries within whose jurisdiction this transfer falls.

5.3 Where there are open positions and/or pending orders, Client has the right to withdraw funds.

5.4 An authorized agent of AXA Business Solution Ltd may execute the Order through transferring the funds to Client's external account. AXA Business Solution Ltd not responsible for the delays in funds processing caused by payment systems or company's authorized agents.

5.5 AXA Business Solution Ltd only withdraws funds from Client's accounts to Client's personal payment details owned exclusively by Client. It is mandatory that the personal payment details are confirmed by the Company based on the document copies provided by Client.

5.6 In the event that Client has not provided sufficient proof of their owning payment details, AXA Business Solution Ltd has the right to decline to withdraw funds until Client has provided reliable proof of owning payment details.

5.7 Withdrawal of funds is only possible to the same payment details as those used for depositing most of the funds.

5.8 Currency in which AXA Business Solution Ltd effects payments to Client's accounts depends on the deposit currency and withdrawal method.

5.9 AXA Business Solution Ltd reserves the right to limit maximum and minimum amounts of funds depending on type of withdrawal.

5.10 The amount of commission and other costs per each withdrawal type are available in the Trader's Room and are subject to change per decision by AXA Business Solution Ltd.

5.11 Withdrawal of funds from Client's trading account is effected upon receipt by AXA Business Solution Ltd of a Funds Withdrawal Request.

5.12 The Request is considered as accepted by AXA Business Solution Ltd if it has been submitted through Client's Trader's Room and has been registered in the client request system.

5.13 AXA Business Solution Ltd shall not execute requests submitted using any method other than the one specified in para 5.12.

5.14 Funds shall be withdrawn from Client's trading account within 5 (five) business days of AXA Business Solution Ltd receiving a duly executed Funds Withdrawal Request; said period may be extended depending on the sum being withdrawn and the method used.

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5.15 If the transferred funds have not reached Client within ten (10) business days, Client is entitled to request AXA Business Solution Ltd to investigate the transaction. Client understands and agrees that a bank investigation and documents inquiry may incur commission fees that Client will compensate. The means of compensation shall be determined individually and may be covered either by transferring the required amount to AXA Business Solution Ltd's bank account or by debiting the amount from the brokerage account (the amount may be withdrawn by AXA Business Solution Ltd without notice).

5.16 If Client has made a mistake in the withdrawal Order leading to a failure to credit funds to Client's external account, the costs of resolving the situation shall be covered by Client.

5.17 It is assumed that Client will withdraw funds from the brokerage account using the same method as they did to fund the brokerage account. If Client intends to use a method different from the one they used to fund the brokerage account, AXA Business Solution Ltd reserves the right to either decline a request for such transaction or extend the timeframe for funds withdrawal.

5.18 AXA Business Solution Ltd reserves the right to extend the timeframe for withdrawing funds from a brokerage account whenever additional time is required (for instance, withdrawal of a large amount, need to fund AXA Business Solution Ltd' account with the Agent or if the transaction qualifies as questionable - until a final clarification is obtained in a disputable situation concerning trade and non-trade operation or where reaching Client for a clarification of the situation concerning trade and non-trade operations is not possible).

5.19 Client understands and agrees that AXA Business Solution Ltd is not responsible for Client's mistakes during filling in the withdrawal Order, the period of time it takes to deposit the funds and for the circumstances surrounding the technical malfunction during the transfer not caused by AXA Business Solution Ltd.

6. Using the Trader's Room

6.1 Client agrees with all requirements of this Article concerning the usage of the Trader's Room.

6.2 While registering at AXA Business Solution Ltd website Client shall provide correct and truthful information for identification in accordance with client's registration form requirements on the AXA Business Solution Ltd website.

6.3 Upon successful registration on AXA Business Solution Ltd website Client gets access to the Trader's Room to make advanced payments for AXA Business Solution Ltd services.

6.4 Client must immediately notify AXA Business Solution Ltd of any changes to their contact information.

6.5 In order to identify a client AXA Business Solution Ltd has the right at any time to request the client to provide a document confirming their identity: confirmation of the registered address and/or current place of residence; diploma and proof of income source.

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6.6 AXA Business Solution Ltd reserves the right to suspend non-trading operations on Client's brokerage account if it is discovered that Client's identification information is incorrect or false or if Client failed to provide requested documents.

6.7 Entrance to Trader's Room is password-protected. Client assumes responsibility for keeping it safe from unauthorized access by third parties. AXA Business Solution Ltd is not responsible for any losses that may be incurred due to theft, loss or disclosure of password to the third parties.

7. Investigation and dispute settlement in non-trading operations

7.1 Where there is a disputed situation concerning non-trading operations, Client is entitled to file a claim with AXA Business Solution Ltd or send a request for a transfer investigation. Claims and requests shall be accepted within ten (10) business days of said situation arising.

7.2 Client needs to send a written claim to the financial department at finance@lionfxm.com. A claim shall contain the brokerage account information and details of the claim.

A claim shall not contain obscene language, insults and emotional description of the situation. Failure to comply may result in a dismissal of the claim.

7.3 The moment of dispute shall be considered the timestamp displayed in the Trader's Room.

7.4 AXA Business Solution Ltd reserves the right to request additional documents to investigate the claim.

7.5 AXA Business Solution Ltd is entitled to dismiss the claim in case of failure to comply with Article 7 of this Policy.