

FXNX CLIENT CONDUCT & PROFESSIONAL INTERACTION POLICY

(Moral Standards, Abuse Prevention, and Disciplinary Measures)

This Policy forms an integral part of the FXNX Global Markets Ltd. Client Agreement and is binding upon all clients, users, and any authorized third parties acting on their behalf.

1. Purpose and Scope

FXNX Global Markets Ltd. (“FXNX”, “the Company”, “we”, “us”) is committed to maintaining a professional, respectful, and ethical working environment for its employees, account managers, support agents, compliance officers, and all representatives.

This Policy establishes the behavioral standards required of all clients and specifies the disciplinary measures applicable in the event of misconduct. It applies to **all forms of communication**, including but not limited to:

- Email
- Live chat
- Telephone calls
- Messaging applications
- Social media interactions
- Any written or verbal correspondence with FXNX staff

2. Definition of Prohibited Conduct

**MAIL**admin@fxnx.com**WEBSITE**www.fxnx.com

The following behaviors are strictly prohibited and constitute a material breach of this Policy:

a. Verbal Abuse

Including insults, humiliation, threats, harassment, intimidation, profanity, or degrading language directed at any FXNX staff member.

b. Written Abuse

Including abusive, threatening, defamatory, discriminatory, or aggressive messages sent via any FXNX communication channel.

c. Disrespectful or Coercive Behavior

Including attempts to pressure employees through aggression, emotional manipulation, blackmail, or repeated hostile conduct.

d. Discriminatory Conduct

Any form of discrimination based on race, nationality, gender, religion, disability, or personal beliefs.

e. Threats of Harm or Retaliation

Any direct or implied threats against the Company or its employees.

3. Zero-Tolerance Principle

FXNX enforces a **zero-tolerance policy** toward abusive, threatening, or disrespectful behavior. Clients are required to communicate in a civil, lawful, and professional manner at all times, regardless of dispute status, market conditions, or account performance.

4. Disciplinary Procedure

In the event of a violation of this Policy, FXNX shall apply the following graduated enforcement procedure:



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4.1 First Violation – Written Warning

- The client shall receive a **formal written warning** sent to the registered email address.
- The warning will describe the misconduct, reference the violated provisions, and require immediate behavioral correction.
- The warning shall be permanently recorded in the client’s compliance file.

4.2 Second Violation – Account Suspension

- Upon any subsequent violation after a written warning, FXNX reserves the absolute right to **suspend the client’s trading accounts** without further notice.
- **Suspension applies strictly to trading access and platform usage. Client funds shall not be confiscated or seized.**
- During suspension, the client:
 - Shall not be able to open or close positions.
 - Shall not access trading platforms.
 - May only communicate with the Compliance Department regarding fund withdrawal.

4.3 Reinstatement

- Reinstatement, if granted, is at the **sole discretion of FXNX Compliance.**
- FXNX may require:
 - A formal written apology.
 - A behavioral undertaking.
 - Additional verification steps.

FXNX is under **no obligation** to reinstate any suspended account.

5. Severe Misconduct

FXNX reserves the right to **bypass the warning stage and immediately suspend or permanently terminate** all client accounts in cases involving:



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- Threats of violence
 - Hate speech
 - Extortion or blackmail
 - Repeated harassment
 - Coordinated abuse by third parties
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6. No Waiver of Legal Rights

Disciplinary actions taken under this Policy **do not limit FXNX's right to pursue civil or criminal remedies** where applicable under governing law.

7. Client Responsibility

Clients acknowledge and agree that:

- All communication with FXNX staff must be conducted in a professional and respectful manner.
 - Market volatility, trading losses, delays, or technical issues do **not** justify abusive conduct.
 - Responsibility for personal behavior rests solely with the client.
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8. Evidence & Recordkeeping

FXNX reserves the right to:

- Record and store communications.
 - Use chat logs, call recordings, and written correspondence as evidence of misconduct.
 - Provide such records to regulators, legal authorities, or courts where required.
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9. Governing Law & Jurisdiction

This Policy shall be governed by and construed in accordance with the laws applicable to FXNX Global Markets Ltd. under its licensing jurisdiction. Any disputes arising under this Policy shall fall under the exclusive jurisdiction defined in the FXNX Client Agreement.

10. Acceptance & Binding Effect

By opening an account, accessing FXNX services, or communicating with FXNX employees, the client:

- Confirms that they have **read, understood, and accepted** this Policy.
- Acknowledges that violation of this Policy constitutes a **material breach of the Client Agreement**.

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