



TENTRADE LOYALTY PROGRAM TERMS & CONDITIONS

APPLICABLE FROM 01.06.2024

By participating in the loyalty Program, you agree to be bound by the current Terms and Conditions as well as the Client Agreement, Introducing Broker Agreement, and any other legal documents that are available on our website at www.tentrade.com

1. The program is free and available to any individual who: (a) possesses the legal authority to agree to the Program Terms & Conditions; (b) resides in a jurisdiction that legally permits participation in the Program; (c) is not a resident of certain jurisdictions in which TenTrade doesn't offer and doesn't provide services; (d) provides valid and accurate personal information when enrolling in the Program. To be eligible for the Loyalty Program, a client's identity and current residential address must be thoroughly validated.
2. For the purpose of evaluating a Client's eligibility for the prize, the term "qualified trading volume" will be used. Qualified trading volume is calculated for each client from the 1st June 2024 for both new and existing clients. Volume generated by clients in funded trader account types is not considered as "qualified trading volume".

Trading volume is considered as qualifying if it meets the criteria of Minimum Trade of 1 loyalty point per 1 lot traded on FX or XAU pairs, regardless of it being profitable or not. Open trade time must be at least 5 minutes long to be considered as qualified to earn loyalty points.

3. In order to receive a prize, the Client should satisfy the following prize qualification requirements:
 - Clients' qualified trading volume should reach the target of each prize
 - Clients can cash out one prize at a time
 - Clients cannot transfer loyalty points between accounts
 - Clients cannot transfer loyalty points to other clients
 - Loyalty points are not applicable on Funded Trader Accounts, CENT or PAMM accounts
 - Open position time should be at least 5 minutes to receive the loyalty points
4. Clients should refer to their cabinet area on TenTrade.com to check the exact qualification criteria for each prize.
5. TenTrade reserves the right to disqualify a client from the Loyalty Program under the following circumstances:



- If the client violates any laws and/or applicable regulations and/or the current Terms and Conditions.
- If the Client acts in bad faith and/or abusively and/or fraudulently and/or in a manner that is not in line with the terms of the trading terms and conditions between the Client and TenTrade.
- If there is reasonable suspicion that the trading volume corresponding to a Client is derived by error and/or fraud and/or any doubtful operations.

Respectively, in case a Client's account is closed/blocked due to violation of our Client Agreement, all generated qualified trading volume will be nullified and forfeited; thus, the Client will not be able to claim any of the prizes.

6. Without prejudice to paragraph 12 below, Client Loyalty Program prizes will start being processed within 2 weeks from the date of a Client's qualification for the aforesaid prizes. Eligible Clients who have fulfilled all qualification requirements for receiving a prize shall be contacted by the relevant TenTrade Key Account Manager in relation to discussing further details about the prize issuing at the beginning of each month
7. Upon contact, the Client will be asked to select the prize. Details about how to claim the prize and information regarding the delivery of the prize will be provided directly to the eligible Client.
8. In the event that the Client cannot be contacted or does not respond within a period of 28 days, the prize will be canceled.
9. Client Loyalty Program prizes may vary depending on the Client's country of residence. Where the specific prize is unavailable, the Client will be offered an alternative prize of the same value.
10. The following prizes are available as part of the Loyalty Program:

Prize name	Prize description	Cash alternative, \$
USD 100 Cash	USD 100 cash transfer to client's account.	-
Smart watch	An Apple Watch SE	USD 500 or local currency equivalent
Ipad or iphone	Apple iPhone or iPad	USD 1,500 or local currency equivalent



Macbook	Laptop, desktop computer, worth up to USD 3 000.	USD 2,500 or local currency equivalent
EPL Football Match	VIP Match Day Experience for two people. All expenses paid	USD 5,000 or local currency equivalent
Holiday	1 week holiday in Dubai for 4 persons	USD 20,000 Cashback
Luxury Car	Mercedez G Class/Ferrari or luxury car equivalent.	USD 200,000 or local currency equivalent

11. Where the cash alternative is available and the Client opts to receive it instead of the prize, such cash alternative will be transferred to the Client account registered in the TenTrade. Cash prizes and cash alternatives can be withdrawn at any time using any locally available withdrawal methods.
12. Should the prize issued to the Client be of less value than the maximum prize value listed above, the difference will not be paid additionally.
13. In case the Company changes requirements to the current milestones or adds additional milestones, it is not possible for one Client to receive the same prize more than once.
14. All local taxes and delivery costs will form a part of the overall prize budget and, as such, the full (total) prize price should be within the maximum prize value listed above.
15. All electronic products will be delivered in the original packaging via a courier service company to the nominated mailing address submitted by the Client . The Client agrees to comply with and be bound by all terms and conditions which the delivery of such prize may be subject to.
16. The dates and exact itinerary for all travel prizes will be discussed directly with the eligible Client . Travel prizes should be used within 12 months after being awarded to the eligible Client.
17. TenTrade reserves the right to, at any time and without notice, substitute any prize with another prize of similar value and/or specification as determined by TenTrade. Prizes are given out on an “as it is” basis, and are not transferable, exchangeable, or redeemable for anything else. All warranties and representations in relation to the prizes are expressly excluded to the extent not prohibited by law.



18. TenTrade and its associates and/or employees and/or affiliates take no responsibility for any product defects, damage, theft, delays, or loss in transit, once the prize has been paid for by TenTrade.
19. Except for any liability that cannot be excluded by law, TenTrade (including its officers, employees, and agents) excludes all liability (including negligence), for any personal injury; or any loss or damage (including loss of opportunity); whether direct, indirect, special or consequential, arising in any way from the participation in the Program, including, but not limited to, where arising from the following: (a) any technical difficulties or equipment malfunction (whether or not under TenTrade' control); (b) any theft, unauthorized access or third party interference; (c) any entry or prize claim that is late, lost, altered, damaged or misdirected (whether or not after their receipt by TenTrade) due to any reason beyond the reasonable control of TenTrade; (d) any variation in prize value to that stated in these Terms and Conditions; (e) any tax liability incurred by the Client ; or (f) use of a prize including attendance at events included as part of the prize.
20. TenTrade Client Loyalty Program is set to run indefinitely. TenTrade reserves the right at any time at its absolute discretion to terminate the Client Loyalty Program. Should this happen, TenTrade will notify Client s within 5 working days in advance.
21. Any situation not described in these Terms shall be subject to TenTrade own discretionary decision.
22. TenTrade reserves the right to change and update these Terms at any time without prior notice.