



Dexia Capital Investment Services SA

Refund Policy

Dexia Capital will issue a refund to a client for losses caused by its trading platform Errors, if the client provides timely notice of the error to the company as described below.

A Platform Error occurs if a trading request that should have been accepted according to Platform settings, was rejected by the Platform. In order to receive a refund of losses caused by Platform Errors, you must notify Dexia Capital in writing of your potential claim. You must deliver the written notice to us as soon as you knew, or should have known, of the Platform Error, but in any event, no later than forty – eight hours after receiving the daily statement that includes the trade in question.

It is clarified that Dexia Capital accepts the responsibility only for direct losses due to Platform Errors and we are not liable for any Consequential Loss or any Lost Profits due to Platform Errors

If we do not receive such notice from you within the aforementioned time frame, Dexia Capital will not be liable for any losses resulting from the Platform Error. If Dexia Capital confirms that a Platform Error occurred with respect to your account, and you provided the required notice to us within forty-eight hours, you will receive a refund of your losses caused by the Platform Error.

We process all Refunds requests within 20 days following the acknowledgment of the receipt of the Refund request. You are required to review your Account statements and monitor your Account status at least daily to ensure that your trades were properly placed.

Except as expressly provided by this refund policy, neither Dexia Capital, nor our officers, principals, employees or agents shall be liable to any person for any losses, damages, costs or expenses (including, but not limited to, loss of profits, loss of use, direct, indirect, incidental or consequential damages) resulting from any errors on Dexia's trading Platform.