

**TRADING MECHANISM FOR MINI & MICRO TRADING ACCOUNTS**

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**NOTE:**  
*This Trading Mechanism is updated regularly. Clients should be informed that it is their duty to check Windsor's website for any amendments that might have occurred within the whole document at any time during the year.*

## 1. **Purpose and Scope**

The purpose of this Trading Mechanism for Mini and Micro trading accounts (“TMMM”) is to give an overview to the clients of all relevant information regarding trading with Windsor Brokers Ltd (‘the Company’ or ‘Windsor’). Details about the financial instruments offered, margin required for trading, leverage, charges etc., prior to clients entering into any transaction, are included within. This TMMM should be treated as the Order Execution Policy of the Company for Mini and Micro trading accounts.

## 2. **Definitions and Interpretations**

Unless the content of this TMMM states otherwise, the definitions and interpretations can be viewed by the clients on the Company’s website.

The advantage given to Windsor’s clients is that financial instruments can be traded in lots and portions of lots rather than with the actual “contract size”.

## 3. **Financial instruments offered for trading by the Company**

The following categories of Mini & Micro financial instruments are offered by the Company to its clients:

- 1) Foreign Exchange (‘Forex’ or ‘FX’)
- 2) Contract For Differences (‘CFDs’)

## 4 **Foreign Exchange (‘Forex’ or “Fx”)**

At Windsor, clients have the ability to trade Forex Currency Pairs in Mini & Micro lots and/or Spot Precious Metals in Mini lots, in separate trading accounts.

All Foreign Exchange financial instruments are traded as ‘Instant Trading’.

### 4.1 **Forex Currency pairs**

Currencies are traded in pairs and exchanged against one another, at a mutually agreed rate.

#### 4.1.1 **Contract Size:**

##### **MINI**

The contract size per Mini lot of each Forex Currency pair can be viewed on Windsor’s website, under the Mini Contract Specification Table under the following link:

[http://www.windsorbrokers.biz/form/pdf/contract\\_specification\\_mini\\_2010\\_en.pdf](http://www.windsorbrokers.biz/form/pdf/contract_specification_mini_2010_en.pdf)

##### **MICRO**

The contract size per Micro lot of each Forex Currency pair can be viewed on Windsor’s website, under the Micro Contract Specification Table under the following link:

[http://www.windsorbrokers.biz/form/pdf/contract\\_specification\\_micro\\_2010\\_en.pdf](http://www.windsorbrokers.biz/form/pdf/contract_specification_micro_2010_en.pdf)

#### **Margin Requirements:**

##### **MINI**

Clients are required to maintain a minimum amount of funds for each open position held in their Mini trading account, in accordance with the leverage as stated in point 9 below. These funds are known as Margin Requirements and are considered to be a guarantee and not a cost.

The Margin Requirement at Windsor is US \$25 per Mini lot, based on a 1:400 leverage.

##### **MICRO**

Clients are required to maintain a minimum amount of funds for each open position held in their Micro trading account, in accordance with the leverage as stated in point 9 below. These funds are known as Margin Requirements and are considered to be a guarantee and not a cost.

The Margin Requirement at Windsor is US \$2 per Micro lot, based on a 1:500 leverage.

#### 4.1.2 **Hedging:**

##### **MINI**

Windsor allows its clients to minimize any unwanted losses that may occur within their Mini trading accounts, by hedging open positions. By hedging, clients enter the market in the opposite direction to their pre-existing positions. Additionally, Windsor may hedge clients’ Mini

trading accounts directly, to protect the equity from falling below the required margin level, based on the condition that each Mini trading account should maintain a Free Margin/available margin (equity to margin level) with a minimum of 100% level on the last trading day of the week (Friday), or in cases of early close, due to market holidays. In cases where the Free Margin level of the client's Mini trading account falls below 100%, Windsor reserves the right to partially or fully hedge any open position (without prior notice) in order to meet the above-mentioned, Free Margin level. In cases where the Mini trading account requires to be hedged but has reached the total permitted number of transactions, Windsor will liquidate directly the required transactions, in order for the Free Margin to reach the required level. This process commences half an hour prior to the closing of the market.

## **MICRO**

Windsor allows its clients to minimize any unwanted losses that may occur within their Micro trading accounts, by hedging open positions. By hedging, clients enter the market in the opposite direction to their pre-existing positions. Windsor's system will automatically close the hedge position against the latest open trade for the same financial instrument, in opposite direction, at the end of the working day.

Closing of the hedged positions is based on "Last in First Out" principle

## **4.2 Spot Precious Metals**

### **MINI**

At Windsor, clients have the ability to trade Spot Gold and/or Silver.

#### **4.2.1 Contract Size:**

The contract size per Mini lot for each Spot Precious Metal can be viewed on Windsor's website, under the Mini Contract Specification Table under the following link:

[http://www.windsorbrokers.biz/form/pdf/contract\\_specification\\_mini\\_2010\\_en.pdf](http://www.windsorbrokers.biz/form/pdf/contract_specification_mini_2010_en.pdf)

#### **4.2.2 Margin Requirements:**

The Margin Requirements can be viewed on Windsor's website, under the Mini Contract Specification Table, under the following link:

[http://www.windsorbrokers.biz/form/pdf/contract\\_specification\\_mini\\_2010\\_en.pdf](http://www.windsorbrokers.biz/form/pdf/contract_specification_mini_2010_en.pdf)

#### **4.2.3 Hedging:**

Windsor allows its clients to minimize any unwanted losses that may occur within their Mini trading accounts, by hedging open positions. By hedging, clients enter the market in the opposite direction to their pre-existing positions. Additionally, Windsor may hedge clients' Mini trading accounts directly, to protect the equity from falling below the required margin level, based on the condition that each Mini trading account should maintain a Free Margin/available margin (equity to margin level) with a minimum of 100% level on the last trading day of the week (Friday), or in cases of early close due to market holidays. In cases where the Free Margin level of the client's Mini trading account falls below 100%, Windsor reserves the right to partially or fully hedge any open positions (without prior notice) in order to meet the above-mentioned, Free Margin level. In cases where the Mini trading account requires to be hedged but has reached the total permitted number of transactions, Windsor will liquidate directly the required transactions, in order for the Free Margin to reach the required level. This process commences half an hour prior to the closing of the market.

## **5. Contract For Difference ('CFDs')**

At Windsor, clients have the ability to trade the following CFDs financial instruments:

5.1 CFD Indices

5.2 CFD Commodities

All CFDs are traded as 'Market Execution'.

### **5.1 CFD Indices**

At Windsor, clients have the ability to trade CFD Indices, specifically Dow Jones with spread. The CFD Dow Jones is based on the prices generated from the Mini Dow Jones with an additional spread. Dow Jones is traded on a quarterly sessions.

### **MINI**

The first two digits of the symbol, after the name of the financial instrument, specify the active month and the last two digits specify the active year and the "!" identifies the Mini Contract, e.g. DJ0909! = Dow Jones September 2009 MINI.

The DJ...! open positions must be closed by the end of the expiration date of the contract. All open positions on DJ that are due to expire, are required to be closed, no later than half an hour prior to the closing of the last trading day's market session. Otherwise, Windsor reserves the right to close all open positions remaining in the Mini trading account (without prior notice).

The expiration and starting dates of the CFD Indices can be viewed on Windsor's website, under the Mini Contract Specification Table, under the following link:

[http://www.windsorbrokers.biz/form/pdf/contract\\_specification\\_mini\\_2010\\_en.pdf](http://www.windsorbrokers.biz/form/pdf/contract_specification_mini_2010_en.pdf)

## **MICRO**

The first two digits of the symbol, after the name of the financial instrument (DJ), specify the active month and the last two digits specify the active year and the "X" identifies the Micro Contract, e.g. DJ0909X = Dow Jones September 2009 MICRO.

The DJ...9X open positions must be closed by the end of the expiration date of the contract. All open positions on DJ that are due to expire, are required to be closed, no later than half an hour prior to the closing of the last trading day's market session. Otherwise, Windsor reserves the right to close all open positions remaining in the Micro trading account (without prior notice).

The expiration and starting dates of the CFD Indices can be viewed on Windsor's website, under the Micro Contract Specification Table, under the following link:

[http://www.windsorbrokers.biz/form/pdf/contract\\_specification\\_micro\\_2010\\_en.pdf](http://www.windsorbrokers.biz/form/pdf/contract_specification_micro_2010_en.pdf)

### **5.1.1 Contract Size:**

#### **MINI**

The contract size per Mini lot for CFD Indices can be viewed on Windsor's website, under the Mini Contract Specification Table, under the following link:

[http://www.windsorbrokers.biz/form/pdf/contract\\_specification\\_mini\\_2010\\_en.pdf](http://www.windsorbrokers.biz/form/pdf/contract_specification_mini_2010_en.pdf)

#### **MICRO**

The contract size per Micro lot for CFD Indices can be viewed on Windsor's website, under the Micro Contract Specification Table, under the following link:

[http://www.windsorbrokers.biz/form/pdf/contract\\_specification\\_micro\\_2010\\_en.pdf](http://www.windsorbrokers.biz/form/pdf/contract_specification_micro_2010_en.pdf)

### **5.1.2 Margin Requirements:**

#### **MINI**

The Margin Requirement can be viewed on Windsor's website, under the Mini Contract Specification Table, under the following link:

[http://www.windsorbrokers.biz/form/pdf/contract\\_specification\\_mini\\_2010\\_en.pdf](http://www.windsorbrokers.biz/form/pdf/contract_specification_mini_2010_en.pdf)

#### **MICRO**

The Margin Requirement can be viewed on Windsor's website, under the Micro Contract Specification Table, under the following link:

[http://www.windsorbrokers.biz/form/pdf/contract\\_specification\\_micro\\_2010\\_en.pdf](http://www.windsorbrokers.biz/form/pdf/contract_specification_micro_2010_en.pdf)

### **5.1.3 Hedging:**

#### **MINI**

Windsor allows its clients to minimize any unwanted losses that may occur within their Mini trading accounts, by hedging open positions. By hedging, clients enter the market in the opposite direction to their pre-existing positions. Additionally, Windsor may hedge clients' Mini trading accounts directly, to protect the equity from falling below the required margin level, based on the condition that each Mini trading account should maintain a Free Margin/available margin (equity to margin level) with a minimum of 100% level on the last trading day of the week (Friday), or in cases of early close due to market holidays. In cases where the Free Margin level of the client's Mini trading account falls below 100%, Windsor reserves the right to partially or fully hedge any open position (without prior notice) in order to meet the above-mentioned, Free Margin level. In cases where the Mini trading account requires to be hedged but has reached the total permitted number of transactions, Windsor will liquidate directly the required transactions, in order for the Free Margin to reach the required level. This process commences half an hour prior to the closing of the market.

#### **MICRO**

Windsor allows its clients to minimize any unwanted losses that may occur within their Micro trading accounts, by hedging open positions. By hedging, clients enter the market in the opposite direction to their pre-existing positions. Windsor's system will automatically close the hedged position against the latest open trade for the same financial instrument, at the end of the working day.

Closing of the hedged positions is based on "Last In First Out" principle

## **5.2 CFD Commodities**

At Windsor, clients have the ability to trade CFD Commodities, specifically the Light Sweet Crude Oil. The Light Sweet Crude Oil contract prices are generated from the **NYMEX** exchange with an additional spread. Light Sweet Crude Oil is traded on monthly sessions.

#### **MINI**

The first two digits of the symbol, after the name of the financial instrument, specify the active month and the last two digits specify the active year and the "!" identifies the Mini Contract, e.g. CL0909! = Light Sweet Crude Oil September 2009 MINI.

The CL...9! contract open positions must be closed by the end of the expiration date of the contract. All open positions on CL, that are due to expire, are required to be closed, no later than half an hour prior to the closing of the last trading day's market session. Otherwise, Windsor reserves the right to close all open positions remaining in the Mini trading account (without prior notice).

The expiration and starting dated of the CFD Commodities can be viewed on Windsor's website, under the Mini Contract Specifications Table, under the following link:

[http://www.windsorbrokers.biz/form/pdf/contract\\_specification\\_mini\\_2010\\_en.pdf](http://www.windsorbrokers.biz/form/pdf/contract_specification_mini_2010_en.pdf)

## **MICRO**

The first two digits of the symbol, after the name of the financial instrument, specify the active month and the last two digits specify the active year and the X identifies the Micro Contract, e.g. CL0909X = Light Sweet Crude Oil September 2009 MICRO.

The CL...9X open positions must be closed by the end of the expiration date of the contract. All open positions on CL, that are due to expire, are required to be closed, no later than half an hour prior to the closing of the last trading day's market session. Otherwise, Windsor reserves the right to close all open positions remaining in the Micro trading account (without prior notice).

The expiration and starting dated of the CFD Commodities financial instruments can be viewed on Windsor's website, under the Micro Contract Specifications Table, under the following link:

[http://www.windsorbrokers.biz/form/pdf/contract\\_specification\\_micro\\_2010\\_en.pdf](http://www.windsorbrokers.biz/form/pdf/contract_specification_micro_2010_en.pdf)

### **5.2.1 Contract Size:**

#### **MINI**

The contract size per Mini lot for CFD Commodities can be viewed on Windsor's website, under the Mini Contract Specification Table, under the following link:

[http://www.windsorbrokers.biz/form/pdf/contract\\_specification\\_mini\\_2010\\_en.pdf](http://www.windsorbrokers.biz/form/pdf/contract_specification_mini_2010_en.pdf)

#### **MICRO**

The contract size per Micro lot for CFD Commodities can be viewed on Windsor's website, under the Micro Contract Specification Table, under the following link:

[http://www.windsorbrokers.biz/form/pdf/contract\\_specification\\_micro\\_2010\\_en.pdf](http://www.windsorbrokers.biz/form/pdf/contract_specification_micro_2010_en.pdf)

### **5.2.2 Margin Requirements:**

#### **MINI**

The Margin Requirement can be viewed on Windsor's website, under the Mini Contract Specification Table, under the following link:

[http://www.windsorbrokers.biz/form/pdf/contract\\_specification\\_mini\\_2010\\_en.pdf](http://www.windsorbrokers.biz/form/pdf/contract_specification_mini_2010_en.pdf)

#### **MICRO**

The Margin Requirement can be viewed on Windsor's website, under the Micro Contract Specification Table, under the following link:

[http://www.windsorbrokers.biz/form/pdf/contract\\_specification\\_micro\\_2010\\_en.pdf](http://www.windsorbrokers.biz/form/pdf/contract_specification_micro_2010_en.pdf)

### **5.2.3 Hedging:**

#### **MINI**

Windsor allows its clients to minimize any unwanted losses that may occur within their Mini trading accounts, by hedging open positions. By hedging, clients enter the market in the opposite direction to their pre-existing positions. Additionally, Windsor may hedge clients' Mini trading accounts directly, to protect the equity from falling below the required margin level, based on the condition that each Mini trading account should maintain a Free Margin/available margin (equity to margin level) with a minimum of 100% level on the last trading day of the week (Friday), or in cases of early close due to market holidays. In cases where the Free Margin level of the client's Mini trading account falls below 100%, Windsor reserves the right to partially or fully hedge any open position (without prior notice) in order to meet the above-mentioned, Free Margin level. In cases where the Mini trading account requires to be hedged but has reached the total permitted number of transactions, Windsor will liquidate directly the required transactions, in order for the Free Margin to reach the required level. This process commences half an hour prior to the closing of the market.

#### **MICRO**

Windsor allows its clients to minimize any unwanted losses that may occur within their Micro trading accounts, by hedging open positions. By hedging, clients enter the market in opposite direction to their pre-existing positions. Windsor's system will automatically close the hedged position against the latest open trade for the same financial instrument, at the end of the working day.

Closing of the hedged positions is based on "Last In First Out" principle

## **6. Multiterminal**

Multiterminal is offered for simultaneous management of multiple trading accounts; helpful for those who manage clients' trading accounts and for clients working with many trading accounts simultaneously. Multiterminal allows clients to request quotes for any financial instrument tradable on Windsor Direct, place orders, view history for all trades executed by, using Multiterminal, for all trading accounts, at the same time.

### **6.1 Terms and Conditions:**

- a) Request for orders and/or transactions might be delayed in confirmation.
- b) Request for orders and/or transactions might be executed in a different manner.
- c) Requests for orders and/or transactions might be re-quoted or rejected partially or in full.
- d) Request for orders and/or transactions in total, for all trading accounts, should not exceed the maximum number of lots, per financial instrument, as specified in the Contract Specification Table. Otherwise, Windsor reserves the right to:
  - reject, partially or in full, the request for orders and/or transactions;
  - might not execute in the same manner the request for orders and/or transactions;
  - might reverse, partially or in full, the request for orders and/or transactions;
- e) Request for orders and/or transactions, per trading account, should not exceed the maximum number of lots, per financial instrument, as specified in the Contract Specification Table. In cases where the number of lots for orders and/or transactions requested exceeds the permitted number, system will automatically confirm the maximum allowed number.
- f) Request for orders and/or transactions, per trading account, should not exceed the maximum number of lots allowed to be traded in accordance with the equity of the trading account. In cases where the number of lots for orders and/or transactions requested exceeds the number of lots allowed to be traded, based on the equity of the trading account, the request will be rejected automatically by the system.

## **7. Trading Methods**

The Trading Methods at Windsor are the following:

- 7.1 Instant Trading (Forex);
- 7.2 Market Execution (CFDs);

### **7.1 Instant Trading**

Instant Trading is a trading method based on the concept of buying/selling a financial instrument at the "current" market price offered by Windsor Direct. The client initially requests to buy or sell a financial instrument at the market price, as displayed on Windsor Direct. In cases where the price changes before the confirmation, the client has the option to accept the new price (re-quote) and complete the trade, or to reject the new re-quoted price and request again. Instant Trading gives the client the opportunity to adjust his trading strategy in accordance with market movements.

### **7.2 Market Execution**

Market Execution is a trading method based on the concept of buying/selling a financial instrument at the market, i.e. price offered by the market at the time that the request was received by Windsor. The client is obliged to accept the confirmation price given by Windsor, on the requested financial instrument, even if the price displayed on Windsor Direct changes during the time interval between the request, reception and transmission/execution of client's request.

**Note:** Despite of the Trading Method used for trading, clients should note that while confirming clients' requests, delay may occur. This delay may arise due to the following reasons:

- Volatile markets;
- Internet connection.

Clients acknowledge that Windsor is not liable, whatsoever, in such circumstances.

## **8. Orders**

Order is an instruction for a transaction, requested by the client, to be executed at a pre-determined price. The order is executed only when the market price reaches the price level that is specified in the order. There are a number of different order types that can be placed, to fit the client's needs.

Orders must be placed within a certain amount of pips/ticks away from the current Market Price. The level varies for each instrument individually and can be viewed on the Contract Specification Table on Windsor's website under the following link:

## MINI

[http://www.windsorbrokers.biz/form/pdf/contract\\_specification\\_mini\\_2010\\_en.pdf](http://www.windsorbrokers.biz/form/pdf/contract_specification_mini_2010_en.pdf)

## MICRO

[http://www.windsorbrokers.biz/form/pdf/contract\\_specification\\_micro\\_2010\\_en.pdf](http://www.windsorbrokers.biz/form/pdf/contract_specification_micro_2010_en.pdf)

### 8.1 Types of Orders

#### MINI

8.1.1 GTC (Good Till Cancelled) Order is valid until it is executed, cancelled by the client or until the expiration of the financial instrument.

#### MICRO

8 Day Order expire automatically at the end of the trading session of each day unless the orders are filled or cancelled by the client. Day Order means orders that are good or valid during that trading day. Orders which have been placed but not executed during a particular day's regular trading hours, will not automatically be carried over into the next trading day. Similarly, day orders placed during trading hours can only be executed during the trading session. If an order is not executed during a particular trading session, the order will be cancelled automatically at the end of the trading day and a new order must be placed in the next trading session. Windsor does not guarantee to accept any orders placed within few minutes of any major announcement.

### 8.2 Placing Orders - Mini and Micro

1) *New position:*

- Buy Limit, Sell Limit
- Buy Stop, Sell Stop

The Buy Limit and Sell Stop Orders are placed below the current market level of the financial instrument, whereas the Buy Stop and Sell Limit Orders are placed above the current market level of the financial instrument.

2) *Closing an existing position:*

- Take Profit (T/P)
- Stop Loss (S/L)

After entry into the market, a limit for profit taking order and a protective stop loss order may be placed. As such, losses can be minimized and profits can be determined at a pre-established price.

Note: Orders can be placed only in cases where the equity of the trading account is above the minimum amount required for holding open positions. (see Contract Specification Table).

### 8.3 Modifying Orders - Mini and Micro

In relation to the modifications of working orders, Windsor Direct offers the following options:

- a. Placing a S/L or T/P on an existing trade
- b. Placing a S/L or T/P on an existing order
- c. Changing the price level of Buy Limit, Sell Limit, Buy Stop, Sell Stop, T/P and S/L
- d. Cancelling the order

Note: Clients' requests to modify or cancel orders at the time when the level has already been triggered will not be fulfilled.

### 8.4 Filled Orders - Mini and Micro

#### 8.4.1) Limit Orders or Take Profit Orders

Limit or take profit orders are filled at the price originally placed by the client, even in cases of big market moves or in cases where the market opens with a Gap.

In cases where the market price only "hits" the level of a limit order and then reverses, Windsor does not guarantee to fill such order.

#### 8.4.2) Stop Orders

A stop order is an order to buy (or sell) a financial instrument at a higher or lower price than the current market price, once the price level mentioned in the order is reached. Once the level of the stop order is reached, the stop order becomes a market order (not limit). As such, a stop order becomes an order to buy or sell a financial instrument, at the current market price prevailing at the time that the stop order was triggered. Client does not have a control over the price at which the order will be executed.

## 9. Leverage

Leverage is defined as borrowed capital, such as margin, used to increase the potential return of an investment. In cases where the client uses leverage for an investment and the market moves in the opposite direction to the client's expectation, the loss on the investment is much greater than what it would have been if the investment had not been leveraged. Leverage magnifies both profits and losses. The higher leverage, the higher the level of risk and the higher possibility of a profitable return or loss.

The following Leverage groups are offered to Windsor's clients:

Contract	Leverage	Margin Call	Stop Out Level	Margin Requirement
MINI	1:400	100%	10% or below	US \$25/ Mini lot
MICRO	1:500	100%	50% or below	US \$2/ Micro lot

## 10 Margin Call - Mini and Micro

Once the Free Margin/available margin of a trading account falls below Margin Call level, as specified in point 9 above, the trading account is considered to be on Margin Call. The client is recommended to add new funds to his/her trading account in order to bring the Free Margin of the trading account to its required level. In cases where the trading account is not supported with additional funds and the Free Margin falls below the stop out level (as specified in point 9 above), the trading account will be stopped out.

## 11 Maximum Account Transaction – Mini and Micro

The maximum number of "open" transaction, including orders, permitted to be performed per Mini & Micro trading account is 30 transactions. In cases where the number of transactions of trading account reaches 30 transactions, the system will not permit the client to "open" new transactions i.e. client is obliged to reduce the number of "open" transactions.

## 12. Stop Out

### MINI

Once the Mini trading account is on Margin call and the client fails to support the Mini trading account with additional funds or partially or fully hedge his/her open positions, in order to bring the margin level back to its required level, Windsor will Stop Out the Mini trading account as soon as the margin level reaches or drops below the necessary threshold (as specified in point 9 above).

The Stop Out process will be performed as followed:

- All "hedged" positions will be liquidated
- All remaining open positions will be liquidated at the stop out market level alerted
- All pending orders will be deleted

### MICRO

In cases where a Micro trading account's equity falls below the required equity to margin level, the account is considered to be on 'Margin Call'. This means that the client should place additional funds into the account or minimize the open positions, as to bring the margin level back to its required level otherwise Windsor will Stop Out the Micro trading account as soon as the margin level reaches or drops below the necessary threshold. In such circumstances, Windsor will partially liquidate the open positions held by the trading account as to bring the margin level back to its required level. Windsor will liquidate all open positions held by the Micro trading account in cases where the partial liquidation of open positions does not bring the margin level back to the required 50% level.

## 13 Strong Hedge – Mini

Strong Hedge is applicable to Mini trading accounts only, were the action of unhedging a position requires the Mini trading account to have at least the full margin requirement in its equity, currently \$25, otherwise the system will not permit the client to close the hedged position. This action is to ensure that the Mini trading account will not break a hedged position and place the Mini trading account into a deficit.

## 14 Charges

### 14.1 Rollovers / Swaps (MINI trading accounts Only)

Rollover or SWAP is an exchange of interest rate between the Forex Currency pairs and Spot Precious Metals, applied on open positions, when held open overnight. SWAP charges can be a positive or a negative charge for the client, depending on the Forex Currency pair and on the Spot Precious Metal traded and on the direction of open position(s) (selling or buying).

#### 14.1.1 Calculation of SWAP per day

For Forex Currency pairs:

$(\text{SWAP value}) \times (\text{pip value in US\$}) \times (\text{no. of lots}) = \text{US\$}$

The latest SWAP values can be viewed on Windsor's website, under the MEMBERS AREA, under the following link:

<http://www.windsorbrokers.biz/en/content/rollovers-swaps>

Note 1: Charges are updated on a regular basis without prior notice to the client.

Note 2: SWAP charges are applied to each Forex and Spot Precious Metal open position not taking into consideration if positions are partially or fully hedged.

## **14.2 Storage**

### **MINI**

Storage is a charge applied to clients' Mini trading accounts, carrying Forex Currency pairs and Spot Precious Metals open positions, which are not charged rollovers (swaps). Forex Currency pairs positions held open for more than 10 days, have the Storage charge applied. Storage takes effect as of the 11<sup>th</sup> day of the opening of the position and is charged on a daily basis, until the position is closed. Opposite to Rollovers, Storage is always a negative charge for the client and it is not affected by the open position type (buy or sell).

Calculation of the Storage charge per day:

*Storage = Total number of Mini lots of open positions per financial instrument (both selling and buying) x Storage value*

The latest Storage charges can be viewed on Windsor's website, under the MEMBERS AREA, under the following link:

<http://www.windsorbrokers.biz/en/content/storage-charges>

Note 1: Charges are updated on a regular basis without prior notice to the client.

Note 2: Storage charges are applied to each Forex and Spot Precious Metals open position not taking into consideration if positions are partially or fully hedged.

### **MICRO**

Storage is a charge applied to clients' Micro trading accounts, carrying Forex Currency pairs open positions, which are not charged rollovers (swaps). Forex Currency pairs positions held open for more than 5 days, have the Storage charge applied. Storage takes effect as of the 6<sup>th</sup> day of the opening of the position and is charged on a daily basis, until the position is closed. Opposite to Rollovers, Storage is always a negative charge for the client and it is not affected by the open position type (buy or sell).

Calculation of the Storage charge per day:

*Storage = Total number of Micro lots on open positions per financial instrument (both selling and buying) x Storage value*

The latest Storage charges can be viewed on Windsor's website, under the MEMBERS AREA, under the following link:

<http://www.windsorbrokers.biz/en/content/micro-storage-charges>

Note 1: Charges are updated on a regular basis without prior notice to the client.

Note 2: Storage charges are applied to each Forex open position not taking into consideration if positions are partially or fully hedged.

#### Example 1

- Predetermined period for EURUSD is 5 days
- Storage charge per day US\$0.15 (charged from the sixth day and may vary in value)
- Total number of Micro open positions: 2 lots

Calculation: 2 X US\$0.15 = US\$0.30 (storage charge is applied per day, as from the sixth day)

#### Example 2

- Predetermined period for EURGBP is 5 days
- Storage charge per day US\$0.10 (charged from the sixth day and may vary in value)
- Total number of Micro open positions: 3 lots

Calculation: 3 X US\$0.10 = US\$0.30 (storage charge is applied per day, as from the sixth day)

**The above two examples on the two Forex Currency Pairs, EURUSD and EURGBP, shows that client's Micro trading account, who keeps positions open for 5 days, will be charged from the sixth day, a US \$0.30 storage, per day. This amount will be charged irrespective of the open position type of the client i.e. buying or selling.**

**Windsor reserves the right, if it is deemed necessary, to change the amount of storage charges, without prior notice.**

### 14.3 **Commission – Mini and Micro**

Commission for financial instruments is applied in accordance with the Confirmation Letter and/or Windsor Direct Trading Platform.

### 15 **Errors – Mini and Micro**

Errors may occur in the prices of financial instruments quoted by Windsor. In such occasions, without prejudice to any rights it may have under Cyprus Law, Windsor shall not be bound by any contract which purports to have been made (whether or not confirmed by Windsor) at a price which:

- a) Windsor is able to substantiate to the client that was manifestly incorrect at the time of the transaction;  
or
- b) Was, or ought to have reasonably been known by the client to be incorrect at the time of the transaction.

Windsor reserves the right to either 1) cancel the trade altogether or 2) correct the erroneous price at which the trade was confirmed to either the price at which Windsor hedged the trade or alternatively to the historic correct market price.

### 16 **Snipers - Mini and Micro**

Trading strategies aimed at exploiting errors in prices and/or concluding trades at off-market prices (commonly known as 'sniping') are not accepted by Windsor.

Provided that Windsor can document that at the time of the conclusion of the trade there were errors in prices, commissions or in the Trading Platform and provided that Windsor can determine that the client, deliberately and/or systematically based on its trading strategy or other probable behaviour has exploited or attempted to exploit such an error, Windsor is entitled to take one or more of the following counter measures:

- a) adjust the price provided to the client;
- b) adjust the price spreads available to the client;
- c) delay in price confirmation;
- d) restrict the client's access to streaming, instantly tradable quotes by providing manual quotation only;
- e) retrieve from the client's trading account any historic trading profits provided that Windsor can document that such trading profits have been gained through such abuse of liquidity at any time during the client relationship;
- f) terminate the client's relationship with Windsor immediately by way of written notice.

### 17. **Payment Mechanism**

Different payment methods are offered to Windsor's clients for funding their trading accounts held with Windsor. The main purpose for offering different payment methods, by the Company, is the simplicity and speed related to each payment method in relation to transferring funds into clients' trading accounts. Clients may choose one of the following payment methods to transfer funds into their trading accounts:

- 17.1 Bank transfers (Local Wire Transfers);
- 17.2 Online Payment

#### 17.1 **Bank Transfers (Local Wire Transfers)**

Details regarding the Bank transfers (Local Wire Transfers) are provided to clients by our Back Office Department in accordance with the Bank used when transferring funds.

The charges related to Bank transfers are subject to charges applied by each Bank, used by the clients for transferring funds into their trading accounts held with Windsor.

Banks situated in Cyprus: Windsor does not apply any charges on the net amount received by the Banks that the Company is holding accounts with.

Banks situated outside Cyprus: Windsor shall apply charges on the amount received by the Banks that the Company is holding accounts with. Clients are required to contact our Back Office Department for further information.

#### 17.2 **Online Payment**

Details regarding online payment methods are provided on the Company's website and are updated on a regular basis. Clients are acknowledging their acceptance to terms and conditions related to each Online Payment method, each time that the payment is executed.

The charges related to Online Payment(s) are clearly specified on Windsor's website (subject to charges applied by Windsor's service provider).

Regardless of the payment method that clients may choose, funds are credited into clients' trading account(s) within 2 working days from the time of receipt of the funds. Windsor does not guarantee crediting clients' trading account(s) in cases of margin call (see point 11).

Clients are required to contact Windsor's Back Office Department for further information and/or clarification regarding the available payment methods.

## **18      Complaints**

In cases where the client has a complaint, the client is obliged to advise Windsor within one business day. Windsor is hereafter obliged to investigate the complaint promptly and fully.

Methods of contact concerning complaints:

Clients may file a complaint by the following three methods:

**a-** Fax on 00357 25 500999 or using the numbers provided on the Windsor website.

**b-** Electronic mail to **complaints@windsorbrokersltd.com**.

**c-** Post, addressed to:

**Windsor Brokers Ltd**

**P.O.Box 54478**

**3724 Limassol–Cyprus**

**The client is obliged to confirm the submission of the written complaint by telephone on 00357 25 500500 or using the numbers provided by Windsor through Windsor Direct or on Windsor's website.**