



Regulations for Non-Trading Operations

非交易业务的规则

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1. General terms.

1.1. These Regulations on Non-Trading Operations have been developed within the framework of International cooperation measures aimed to fight against financial irregularities, expose and prevent legal violations, and set principles for performing non-trading operations on a Client's Account with ALPARI NZ LIMITED (hereinafter referred to as the "Company").

1.2. The Financial Monitoring Department (hereinafter referred to as the "Department") will exercise control over the implementation of these Regulations on Non-Trading Operations within the Company.

1.3. The Client shall guarantee the legal source, lawful possession and right to use the funds being transferred to the Company's Account.

1.4. The Company reserves the right to investigate the nature of any suspicious non-trading operations listed in clause 2 of these Regulations on Non-Trading Operations, whereupon such operations will be suspended until the reasons for their occurrence are clarified and the investigation is completed.

1.5. During the course of an investigation, in accordance with clause 1.4. of these Regulations, the Department shall have the right to request that the Client provide proof of identity, payment and other documents confirming the lawful possession and legal source of the funds.

1.6. If suspicious non-trading operations should be exposed, the Company shall have the right to:

- refuse to perform these operations;

1.一般条款。

1.1. 本合同是在国际合作框架之内制定的，其目的是反抗金融的非法使用、找出和预防违法行为以及解释在ALPARI NZ LIMITED公司（下称“公司”）的客户交易账户中所进行的非交易业务的原则。

1.2. 财务检查部（下称“部门”）管理在我公司中本规则的实施办法。

1.3. 客户保证向公司银行账户中所划拨的资金合法来源和使用权。

1.4. 公司保有对本规则的第 2 项中所描述的有疑问的非交易业务进行调查之权。因此，调查结束和查明有疑问的非交易业务出现的原因之前，这种业务暂时暂停处理。

1.5. 根据本规则的第 1.4 项，当进行调查时，部门有权要求客户提供身份证、支付凭证以及其他确认资金的使用权和合法来源的证件。

1.6. 当找出有疑问非交易业务时，公司有权：

- 拒绝执行这些业务；

- limit fund withdrawal from the Client's Account through any method at the Company's discretion;
- return any funds deposited earlier from the Client's Account to any requisites from which the deposit was made to this trading account;
- write off any commissions or bonuses owed to the Client for non-trading operations;
- terminate relations with the Client.
- 以任何方式限制客户从交易账户中提取资金;
- 把客户向交易账户添加的资金退回到在客户名下注册的银行账户;
- 向客户交易账户中扣除按非交易业务所赔偿的佣金和赠金的数额;
- 终止合作关系。

1.7. Refusal to perform suspicious non-trading operations or termination of relations with the Client shall not warrant the imposition of civil liability upon the Company for a breach of concluded agreements.

1.7. 公司拒绝执行有疑问的非交易业务或者与客户终止关系不能被视为因违背双方签名协议条款的原因而必须承担民事责任。

1.8. The Company shall have the right to amend at its sole discretion the terms of these Regulations at any time giving the Client 5 (five) business days prior notification in one or several ways described in clause 3.1 of these Regulations. Such amendments will become effective on the date specified in the notification.

1.8. 公司有权在提前 5 天以本规则的第 3.1 项中列出的方式公告修正案的条件下对本规则的条款进行修正。公司所进行的修正自通知书中填写的日期起生效。

1.9. These Regulations are transparent and are an integral part of any agreement concluded between the Company and the Client.

1.9. 本规则是具有透明度的而且作为客户与公司之间所签订的协议必须履行的一部分。

1.10. In the case that certain clauses of these Regulations do not correspond to certain clauses of the Client Agreement or the Terms of Business, the clauses of these Regulations shall prevail. This circumstance shall not render other terms of the aforementioned documents invalid.

1.10. 如果本协议的规定与《用户合同》和《交易规则》的条款不一致，那么应该以本规则的规定为准。这并不意味着上述合同文件的条款无效。

1.11. The content of these Regulations shall be disclosed without limitation upon the request of any interested party.

1.11. 我公司按照任何当事人的请求披露本规则的内容。

1.12. Should there be no clear definition of a term set out in the text of these Regulations, the interpretation of the term shall be

1.12. 如果本规则中使用的术语没有清楚的定义，那么其定义首先应该用《用户合同》的规

governed firstly by the Client Agreement, and then by other Company Regulations.

定，然后其它公司合同文件的规定。

2. Detection Criteria and Characteristics of Suspicious Non-Trading Operations.

2. 有疑问的非交易业务的特征以及其评价的原则。

2.1. The Department can declare a non-trading operation suspicious in the event of:

2.1. 部门在下列情况下可以把非交易业务视为无效:

- exposure of abuse of transfers without completing trading operations on the trading account;
- revelation of unusual nature of operations that do not have obvious economic substance or obvious legal purpose;
- revelation of circumstances implying that the operations are performed for the purpose of money laundering or financing terrorism;
- failure of the Client to provide identification information, submission of inaccurate information and/or the impossibility to contact the Client at the addresses and telephone numbers specified;
- failure of the Client to provide identification information for the beneficiary, i.e. a person for the benefit of whom the Client acts (in particular, on the basis of an agent contract, commission and trust management contracts, while carrying out non-trading operations);
- submission of false or invalid documents;
- 当客户在交易账户中未进行交易时，滥用转账服务；
- 公司发现，客户所进行的操作奇怪本质并且它们没有明显的经济意义或者合法的目的；
- 公司发现的情况表示客户所执行的业务目的是进行洗黑钱或者提供恐怖资助；
- 客户提供不正确的个人信息和/或公司无法按照客户提供的联系方式与客户联系；
- 客户没有提供受益人的个人信息（尤其，根据代理、佣金和委托管理协议，客户为受益人进行非交易业务）；
- 客户向公司提供虚假或者无效的证件；

- absence of a regulatory body or another body or person at the location of the legal entity that has the right to act on behalf of the legal entity without power of attorney.

- 法人注册地位中没有任何被授权代表法人的管理机构、任何单位或者人。

2.2. The operations specified shall be detected by subjective evaluation of Department employees through a daily analysis of non-trading operations.

2.2. 上述的非交易业务的找出原则由公司按每天的非交易业务分析来确定。

2.3. The criteria for detection and characteristics of suspicious non-trading operations specified in clause 2.1. are neither mandatory nor comprehensive.

2.3. 第 2.1 项中列出的有疑问非交易业务原则和特征不能被视为彻底或必不可少的。

The Department can declare a non-trading operation suspicious on the basis of analysis of the nature of a non-trading operation, its components, attending circumstances and interaction with the Client or the Client's representative.

部门基于非交易业务的性质、当时的情况和客户或其代理与公司之间的关系的分析来确定非交易业务是否有疑问的。

2.4. In the case that suspicious non-trading operations are exposed, the decision made regarding further actions in relation to the Client and non-trading operations shall be at the sole discretion of the Department.

2.4. 当找出有疑问的非交易业务时，部门自主作出关于客户和其非交易业务的决定。

3. Communications.

3. 沟通。

3.1. In order to communicate with the Client, the Company may use:

3.1 公司可以适用下列方式联系客户：

- a) MetaTrader trading platform internal mail;
- b) email;
- c) facsimile transmission;
- d) telephone;
- e) post;
- f) news in the "Company News" section on the Company's website;

- a) MetaTrader交易平台内置的电子邮箱；
- b) 电子邮件；
- c) 传真；
- d) 电话；
- e) 邮政通信；
- f) 公司网站上的“公司新闻”项目中的通知；

g) notifications in myAlpari;

g) 私人空间中的通知。

3.2. The Company will use the Client's contact details, specified when registering or updated in accordance with clause 3.4 of these Regulations. The Client shall agree to accept any notifications from the Company at any time.

3.2. 公司使用客户注册时提供的联系方式或者客户依据本规则第 3.4 项所更正的联系方式, 以便及时联系客户。客户承认随时收到来自公司的任何通知。

3.3. Any communications sent to the Client (documents, notifications, confirmations, news, statements, etc.) are deemed to be received:

3.3. 来自公司的任何文件(如文件、通知、确认函、报道等)被视作已被客户收到:

a) if sent by email, within 1 (one) hour after emailing it;

a) 向客户的电子邮箱发送通知一个小时以后;

b) if sent by trading platform internal mail, immediately after sending it;

b) 在立即向客户的交易平台内置的电子邮箱发送通知后;

c) if sent by fax, at the completion of transmission;

c) 在立即向客户发送传真后;

d) if by telephone, once the telephone conversation has been finished;

d) 在立即电话谈结束后;

e) if sent by post, 7 (seven) calendar days after posting it;

e) 在向客户的邮政通信地址发送信件形式的通知七个日历日后;

f) if posted on the "Company News" webpage, immediately after the news is published;

f) 在立即网站的“公司新闻”项目中出现该通知后;

g) if in myAlpari, immediately after the notification is published.

g) 在立即私人空间中出现该通知后。

3.4. The Client shall notify the Company immediately of any change in the Client's contact details either by updating the information in myAlpari or through any other method offered by the Company.

3.4. 当联系方式发生变化时, 客户应该在私人空间中或者通过公司提供其他方法之一更新联系方式。

3.5. The Client understands and accepts that the Company reserves the right to terminate relations with the Client unilaterally shall the Client behave inappropriately in communications with a Company employee.

3.5. 客户承认, 在客户行为举止不妥的情况下, 公司保有终止协议权。

3.6. Every non-trading operation of a Client shall be confirmed by a log in the "Payment

3.6. 每一笔非交易业务由私人空间的“付款历史记录”记录下来。如果客户在交易历史记录

History” of myAlpari. If the Client has reason to believe that the log is inconsistent, the Client shall have the right to lodge a complaint in accordance with clause 9 of these Regulations.

3.7. If the Client has reason to believe that there has been a mistake in their own favour in the log, the Client is obligated to inform the Company Payments Department (hereinafter referred to as the “Payments Department”) about the mistake as soon as possible using the contact information provided on the “Contacts” page of the Company website.

4. Depositing Funds to the Client's Account.

4.1. The Client may only be rendered Company services at the expense of funds available on the Client's Account. Funds can be deposited to the Client Account by transferring the funds to the Company Accounts or to accounts of Agents authorized by the Company. The list of authorized Agents and their banking details are located in myAlpari.

4.2. Transfer of funds to the Company Account shall meet the requirements and take into account restrictions established by the laws in force and other legal acts of countries within the jurisdiction of which the fund transfer takes place.

4.3. The Company will credit the sum deposited to the Company Account to the Client's Account. The Client understands and accepts that any commissions or other charges¹ incurred by the transfer of funds shall be at the Client's expense.

4.4. Funds shall be credited to the Client's Account in the deposit currency, independent

中发现错误，那么根据本协议的第 9 项，应该向公司提出投诉。

3.7. 如果客户认为交易记录中的错误对其有利，那么客户应通过公司网站的“与我们联系”项目中列出的方式尽快通知客户付款部（下称“付款部”）。

4. 向客户账户中进行充值。

4.1. 客户只能用自己账户中的资金以便使用我公司提供的服务。客户可以向公司或者公司授权人账户进行汇款。我公司授权人的名单和其银行账户信息都罗列在私人空间中。

4.2. 客户执行的汇款业务应该符合我公司的要求并且考虑其国内法律或其他法律文书所设置的汇款限制。

4.3. 公司把注入公司银行账户中的金额转到客户的交易账户。客户承认与汇款所有关的费用和手续费²由客户本人承担。

4.4. 不管汇款货币如何，公司把资金汇入客户交易账户的时候，总是以交易账户的存款货币

¹ Commissions and other charges (in accordance with the table of charges) of the paying banks, correspondent banks, electronic payment systems or processing centers involved in the transfer of funds.

² 进行汇款的银行、中介银行、电子付款系统或者信用卡处理中心的手续费和佣金（根据费用表）。

of the currency in which the transfer is made. If the transfer currency differs from the deposit currency, the transfer amount shall be converted into the deposit currency.

4.5. Currencies accepted by the Company for credit to the Client's Account, dependent on the deposit currency and deposit method, are indicated in the Client's myAlpari account.

4.6. Exchange rates and fees, as well as other charges for each fund deposit method, shall be published in myAlpari and are subject to change by the Company.

4.7. The Company shall have the right to impose restrictions on minimum and maximum deposit, differentiated by the deposit method and transfer currency.

4.8. The Company shall be obliged to not charge any additional commission for crediting funds to the Client's Account, except for the commissions and other expenses described in these Regulations.

4.9. Funds, not related to compensation payments³, will be credited to the Client's Account if :

- a) funds, transferred by the Client, are credited to the Company Account specified in myAlpari in the "Company Details" section;
- b) funds are transferred to the Client's Account from another Account the Client has open with the Company;
- c) funds which had been transferred to the Client are returned to the Company Account and the Company is unable to contact the Client in order to resolve the problem and resend the funds.

的币种为准。如果汇款的币种与存款货币的币种不同，那么公司把汇款的金额将兑换存款货币的币种。

4.5. 公司受理的与汇款方式和存款货币的币种有关的货币都列出与私人空间。

4.6. 兑换率、佣金以及其他费用都罗列在私人空间中。公司有权随时对它们进行修正。

4.7. 公司有权按照汇款方式和汇款币种向汇款最大和最小的金额设置限制。

4.8. 公司把资金转到客户交易账户中的时候，除了本合同约定的费用外，不应该扣除任何补充的手续费。

4.9. 除了赔偿支付⁴以外，其他资金在下列情况下应该注入到客户账户中：

- a) 资金汇入私人空间的“收款人银行账户的信息”项目里列出的公司银行账户中；
- b) 客户向自己的另一个在我公司中开立的账户中进行转帐；
- c) 如果客户取款后，资金退回到公司帐户中，并且公司未能联系客户，在这种情况下，公司把退回的资金注入到客户在公司中开立的账户。

³ See clause 8 of the Terms of Business.

⁴ 请见《交易规则》的第 8 项。

4.10. Unless directly related to compensation payments, funds shall be credited to the Client's Account on the basis of a Deposit Notification (hereinafter referred to as the "Notification"). The Notification shall be considered accepted by the Company if it is displayed in the "Payment History" of the Client's myAlpari account and in the Company's records of client requests.

4.11. If the Client cannot send a notification from myAlpari, the Client must contact the Payments Department to address this question on an individual basis.

4.12. Funds shall be credited to the Client's Account within one business day, but no later than at the end of the transaction day after the day funds were credited to the Company Account, or upon receiving the "Internal Fund Transfer Request" if the funds are being transferred from another Account open within the Company.

4.13. If funds sent through bank transfer have not been credited to the Client's Account within five business days, the Client shall have the right to request that the Company make a bank inquiry on the transfer. The Client understands that the bank inquiry may involve paying commission⁵, which shall be at the Client's expense. The payment method for such expenses shall be determined on an individual basis and may be carried out through transferring the necessary amount to the Company Account or by deducting the amount from the Client's Account.

4.14. To make an inquiry on a bank transfer, the Client shall make a request in accordance with clause 9 of these Regulations and provide the Payments Department with the following documents:

4.10. 根据客户入金的通知书（下称通知），公司把与赔偿支付无关的资金注入到客户交易账户。如果客户发送的通知列出于私人空间的“付款历史记录”栏目和公司的客户请求记录系统，那么这就意味公司收到了该通知。

4.11. 如果客户无法通过私人空间提交通知，那么客户需要与我公司的付款部联系，以便解决这个问题。

4.12. 资金到账的时间一般为 1 个工作日，但不会超自资金汇入公司帐户之日起接下来的工作日。在客户执行公司内部转账的情况下，资金到账的时间一般为 1 个工作日，但不会超过自公司收到来自客户的“内部转账”的请求之日起接下来的工作日。

4.13. 如果客户通过银行汇款方式发送的资金 5 个工作日之内没有到账，那么客户有权请求公司办理银行核对业务。与银行核对业务所有有关费用⁶由客户本人来承担。费用的支付方式是个别执行的，如客户可以把推算金额转到公司的账户中或者公司可以把推算的金额扣除于客户的交易账户。

4.14. 客户应按本规则的第 9 项提交办理银行核对业务的请求，并且为公司提供下列文件：

⁵ In accordance with tariffs of the bank.

⁶ 根据银行的费用。

- a) for an inquiry on a bank transfer: a SWIFT copy confirming the bank transfer's execution;
- b) for an inquiry on a RUR bank transfer: a copy of the payment order, confirming the bank transfer's execution in the currency of the Russian Federation⁷.

- a) 客户进行银行汇款的时候，必须提供 swift 汇款的凭证；
- b) 客户进行卢布汇款的时候，应该提供以卢布⁸进行支付凭证的复印件。

4.15. If funds sent by an electronic transfer or by credit/debit card via the Processing Center are not credited to the Client's Account within 2 (two) business days, the Client shall have the right to request that the Company make a bank inquiry on the transfer. The Client understands that the bank inquiry may involve paying commission⁹, which shall be at the Client's expense. The payment method for such expenses shall be determined on an individual basis and may be carried out by transferring the necessary amount to the Company Account or by deducting the amount from the Client's Account.

4.15. 如果客户通过电汇或者信用卡方式发送的资金在两个工作日之内还未到账，那么客户有权请求公司办理银行核对业务。与银行办理业务所有关费用¹⁰由客户本人承担。费用的支付方式是个别执行的，如客户可以把推算金额转到公司的账户中或者公司可以把推算的金额扣除于客户的交易账户。

4.16. To make an inquiry on an electronic transfer or a credit/debit card transfer via the Processing Center, the Client must make a request in accordance with clause 9 of these Regulations and provide the Payments Department with the following documents:

4.16. 客户应按本规则的第 9 项提交办理银行核对业务的请求并且为公司的付款部门提供提供一系列文件：

- a) for an inquiry on an electronic transfer: a screenshot of the transfer or payment notification in the payment system, confirming the fact of the transfer to the Company Account;
- a) for an inquiry on a credit/debit card transfer via the Processing Center: proof of identity and a copy of the

- a) 客户电汇的时候，必须提供汇款电子回单的截图，以便证明汇款的事实；
- b) 客户用信用卡通过处理中心进行充值的时候，必须提供身份证的复印件和信用卡正面的复印件。

⁷ Under Regulation 2-P CB RF (c. 3.5.) the bank must provide the payer with a copy of the payment order.

⁸ 根据《2-P CB RF》（第 3.5 项），银行应该为付款人提供付款单的复印件。

⁹ In accordance with the tariffs of the payment system or processing center.

¹⁰ 根据支付系统或者处理中心的手续费。

credit/debit card.

5. Methods of Fund Deposit to the Client's Account.

5. 客户账户入金的方式。

5.1. Bank transfer.

5.1. 银行汇款。

5.1.1. The Client may deposit to an Account through bank transfer at any time, provided that this method is supported by the Company at the moment the transfer is executed.

5.1.1. 客户可以通过银行汇款方式向账户中进行充值，如果公司当时提供这种入金方式。

5.1.2. This transfer method shall be available for the Client's use once the Company has been provided the signed Client Registration Form and a copy of the Client's passport¹¹.

5.1.2. 客户只有提供开设个人/企业账户的申请表和身份证¹²的复印件，才可以通过此方式进行充值。

5.1.3. The Client may only deposit funds through bank transfer to the Company bank account specified in myAlpari from the Client's own bank account.

5.1.3. 客户只能从自己的银行账户中向私人空间中列出的公司银行账户进行汇款。

5.1.4. Before carrying out a bank transfer, the Client shall order a payment invoice in myAlpari. Invoice parameters, such as the Company bank details, purpose of payment, and invoice validity should be observed meticulously by the Client.

5.1.4. 汇款之前，客户需要在私人空间中收到发票。客户应该按照发票的参数，如公司银行账户的信息、支付用途以及发票的日期进行汇款。

5.1.5. The Company shall have the right to deny the deposit of funds transferred to the Company Bank Account if the parameters of the invoice have been violated or in the case that funds have been transferred on the behalf of a third party. In this case, the Company shall return the funds back to the bank account from which they have been transferred. All costs incurred by returning the funds shall be at the Client's expense.

5.1.5. 在客户填写的支付用途与发票中的支付用途不一致或客户以第三方的名义进行汇款的情况下，公司有权决绝把汇入公司外汇账户中的资金注入到客户交易账户。在这种情况下，公司把已收到的资金退回到进行汇款的银行账户。与本汇款业务所有关的费用由客户本人承担。

5.1.6. The Client understands and accepts that the Company shall not hold responsibility for

5.1.6. 客户承认，公司对银行汇款¹⁴的日期不

¹¹ The Client shall provide the Payments Department with an original, fascimile or scanned copy of their passport/ID and their signed Client Registration Form.

¹² 客户为公司的付款部门必须提供身份证的复印件和签名的在线开设个人/企业账户申请表的扫描件。

the time required to execute a bank transfer¹³. 承担任何责任。

5.2. Bank transfer (RUR).

5.2. 银行汇款（卢布）。

5.2.1. The Client may deposit to an Account through bank transfer (RUR) at any time, provided that this method is supported by the Company at the moment the transfer is executed.

5.2.1. 客户可以通过银行汇款（卢布）方式向交易账户进行充值，如果公司当时提供这种入金方式。

5.2.2. The Client may only carry out a bank transfer (RUR) to the Company Account in the Russian Federation, indicated in myAlpari, from the Client's own bank account or execute the payment on their own behalf without opening a bank account.

5.2.2. 客户只能从自己的银行账户或者未开立账户向私人空间中列出的公司银行账户中亲自进行汇款（卢布）。

5.2.3. The Client understands and accepts that the Company shall have the right to decline a transfer if the requirements for the transfer, as specified in myAlpari, are violated.

5.2.3. 客户承认，在客户违背私人空间中所列出的要求的情况下，公司有权拒绝来自客户这笔汇款。

5.2.4. The Client may only carry out a bank transfer (RUR) to the Company's bank details in a foreign bank from the Client's own bank account.

5.2.4. 客户只能从自己的银行账户中向公司外汇银行账户进行转帐（卢布）。

5.2.5. Before carrying out a bank transfer (RUR) the Client shall be obliged to check the bank details and purpose of payment in myAlpari. In case the Client can not make a transfer with the specified purpose of payment, the Client must contact the Payments Department to address this issue on an individual basis.

5.2.5. 汇款之前，客户必须核对公司银行帐的信息和私人空间中的支付用途。如果客户无法按照上列的支付用途进行汇款，那么客户需要与我公司的付款部门联系，以便解决这个问题。

5.2.6. The Company shall have the right to deny the deposit of funds, transferred to the Company's RUR Account, if the purpose of payment differs from that specified in myAlpari, or if funds have been transferred from a third party. In this case, the Company shall return the funds to the bank account from which they were transferred. All costs incurred by returning the funds shall be at the Client's

5.2.6. 在客户填写的支付用途与发票中的支付用途不一致或客户以第三方的名义进行汇款的情况下，公司有权决绝把汇入公司卢布账户的资金注入到客户的交易账户。在这种情况下，公司把已收到的资金退回到进行汇款的银行账户。与本汇款业务所有关的费用由客户本人承担。

¹⁴ 银行汇款的日期一般为 2-5 个工作日。

¹³ A bank transfer usually takes about 2-5 business days.

expense.

5.2.7. The Client understands and accepts that the Company shall not hold responsibility for the time required to execute a bank transfer¹⁵.

5.2.7. 客户承认，公司对银行汇款¹⁶的日期不承担任何责任。

5.3. Electronic transfer.

5.3. 电子汇款。

5.3.1. The Client may deposit to an Account through electronic transfer at any time, provided that this method is supported by the Company at the moment the transfer is executed.

5.3.1. 客户可以通过电汇方式向交易账户进行充值，如果公司当时提供这种入金方式。

5.3.2. The Client may make an electronic transfer to the Company Account from the Client's own electronic account or from the electronic account of the Client's Authorized Person.

5.3.2. 客户可以从自己或者自己的授权人的电子帐户中向交易账户进行充值。

5.3.3. The Client shall be obliged to check the details of the Company Account in myAlpari¹⁷ before carrying out an electronic transfer.

5.3.3. 电汇之前，客户应该核对私人空间¹⁸中列出的公司银行账户的信息。

5.3.4. The Client understands and accepts that the Company shall not hold responsibility for the time required to carry out an electronic transfer and that circumstances, resulting in technical failure when making a transfer occur not at the fault of the Company, but at the fault of the electronic payment system.

5.3.4. 客户承认，我公司对由于电子付款系统，而非我公司原因造成的汇款耽误、汇款指令未执行不承担任何责任。

5.4. Credit/Debit Card Transfer via Processing Centre.

5.4. 通过处理中心以信用卡进行充值。

5.4.1. The Client may deposit to an Account by credit/debit card transfer at any time, provided that this method is supported by the Company at the moment the transfer is executed.

5.4.1. 客户可以以信用卡通过处理中心向交易账户中进行充值，如果公司当时提供这种入金方式。

5.4.2. The types of international payment system cards accepted for credit/debit card

5.4.2. 我公司接受的信用卡的类型都在私人空

¹⁵ A bank transfer (RUR) usually takes about 2-5 business days.

¹⁶ 银行汇款（卢布）的日期一般为 2-5 个工作日。

¹⁷ In case the transfer is not executed automatically from myAlpari.

¹⁸ 在客户不是在私人空间中进行转帐的情况下。

transfer are specified in myAlpari.

间中列出。

5.4.3. The Client may only carry out a transfer from a credit/debit card in the Client's own name. Transfers from credit/debit cards of third parties are not accepted by the Company.

5.4.3. 客户可以以同名下办的信用卡进行账户充值。公司不处理以第三方的信用卡进行的充值业务。

5.4.4. The Client understands and accepts that when using this type of transfer, the Client will only be able to withdraw funds from the Account after 30 calendar days¹⁹ and to a bank account registered in the Client's name. The funds may be transferred through the Post of Russia or by the payment system "Contact." In this case, a "Withdrawal Request" by means of electronic transfer shall not be executed by the Company.

5.4.4. 客户承认，当使用这种入金方式时，客户进行充值 30 天²⁰后，只能向自己的银行账户中取款。在这种情况下，客户提交通过电子资金划拨方式“取款的请求”不给予处理。

5.4.5. The Company shall have the right to deny the deposit of funds transferred to the Company Account in the Processing Centre if the funds have been transferred on the behalf of a third party. In this case, the Company shall return the funds to the account from which they were transferred. All costs incurred by returning the funds shall be at the Client's expense.

5.4.5. 如果客户以第三方的名义进行汇款，那么公司有权拒绝处理这一笔钱。在这种情况下，公司把已收到的资金退回到客户使用进行汇款的账户中。与本汇款业务所有关的费用由客户本人承担。

5.4.6. The Client understands and accepts that the Company shall not hold responsibility for the time required to execute the transfer and that circumstances, resulting in technical failure when making a transfer occur not at the fault of the Company, but at the the fault of the Processing Centre or international payment system.

5.4.6. 客户承认，我公司对由于处理中心和国际付款系统，而非我公司原因造成的汇款耽误、汇款指令未执行不承担任何责任。

5.5. Deposit to the Client's Account through the Moneybookers electronic payment system.

5.5. 客户通过Moneybookers电子付款系统进行充值。

5.5.1. The Client may deposit to an Account through Moneybookers electronic payment system at any time, provided this method is supported by the Company at the moment the

5.5.1. 客户可以通过Moneybookers系统添加资金，如果公司那时候提供这种入金方式。

¹⁹ This term may be reduced in the case that the Client provides documents confirming their lawful possession of the card.

²⁰ 如果客户能够提供确认信用卡的合法使用权，那么公司能够减少取款期限。

transfer is executed.

5.5.2. The Client may only carry out electronic transfers through Moneybookers under their own name. Transfers from third parties are not accepted by the Company.

5.5.3. The Client understands and accepts that when using this type of transfer, the Client will only be able to withdraw funds from the Account after 30 calendar days²¹ to a bank account registered in the Client's name or to the Moneybookers²² account the money was deposited from. In this case, a "Withdrawal Request" shall not be executed by the Company.

5.5.4. The Company shall have the right to deny the deposit of funds transferred to the Company Account via Moneybookers if the transfer has been completed by a third party. In this case, the Company shall return the funds back to the account from which they have been transferred. All costs incurred by returning the funds shall be at the Client's expense.

5.5.5. The Client understands and accepts that the Company shall not hold any responsibility for the time required to execute an electronic transfer and that circumstances, resulting in a technical failure, when making a transfer occur not at the fault of the Company, but at the fault of the Moneybookers electronic payment system.

5.5.2. 客户只能以自己的名义通过Moneybookers系统进行账户充值。以第三方进行的充值业务不给予处理。

5.5.3. 客户承认，当使用该入金方时，客户进行充值 30 天²³后，只能向自己的银行账户或者向客户原来使用的Moneybookers²⁴系统中的电子帐户中进行取款。在这种情况下，客户提交通过电子资金划拨方式“取款的请求”不给予处理。

5.5.4. 如果客户以第三方的名义通过Moneybookers系统进行汇款，那么公司有权拒绝处理充值业务。在这种情况下，公司把已收到的资金退回到客户进行汇款的账户中。与本汇款业务所有关的费用由客户本人承担。

5.5.5. 客户承认，我公司对由于Moneybookers系统，而非我公司原因造成的汇款耽误、汇款指令未执行不承担任何责任。

²¹ This term may be reduced in the case that the Client provides the documents (a passport or ID if transferring from a Moneybookers purse or through a bank transfer, and a passport or ID card and a credit/debit card if transferring from a credit/debit card).

²² Under the condition that funds were not deposited to the Account using a credit/debit card through another payment system.

²³ 如果客户为公司提供所必要的证件（如果通过Moneybookers电子钱包进行转账或者通过银行汇款进行充值，那么客户需要提供身份证的复印件，如果客户用信用卡向账户添加资金，那么客户需要提供身份证的复印件和信用卡的扫描件），那么公司可以减少取款期限。

²⁴ 如果客户通过其他付款系统用信用卡充值账户。

6. Withdrawal of Funds from the Client's Account.

6.1. The Client shall have the right to withdraw funds from the Client's Account at any time by sending the Company the "Withdrawal Request" or the "Internal Fund Transfer Request", to another account belonging to the Client, containing the Client's instruction to withdraw funds from the Client's Account or an instruction to transfer funds to another of the Client's Accounts with the Company, and fulfilling the following requirements:

- a) the instruction is executed solely within the limits of the free margin on the Client's Account at the moment of order execution. The execution of an instruction on different types of Client Accounts open within the company are carried out within the limits of the Client's Account balance. If the sum the Client wants to withdraw (including commissions and other charges under these Regulations) exceeds the size of the free margin on the Client's trading Account or the balance on other types of Accounts the Client has open in the Company, the Company shall have the right to decline this instruction explaining the reason for declination;
- b) the Client's instructions for fund withdrawal from an Account shall meet the requirements and take into account restrictions established by the laws in force and other legal acts of countries within the jurisdiction of which the fund transfer takes place;
- c) the Client's instructions for fund withdrawal from the Client's Account should be in accordance with the requirements and heed the restrictions set out in these Regulations and all other documents signed between the Client and the Company.

6. 从客户账户中进行取款。

6.1. 客户向公司提交“取款的请求”或者“向另一个账户中进行转账的请求”后，有权按照下列的要求随时从账户中提取所有的资金或者资金的一部分：

- a) 公司在当时的客户交易账户中的可用保证金框架之内执行客户的请求。公司以客户交易账户中的余额执行客户对其他交易账户类型发送的请求。如果客户想要提取的金额（包括被规则约定的佣金和其他的费用）超支客户交易账户中可用的保证金或者客户在我公司中注册的其他交易账户中的余额，那么公司有权解释原因后拒绝处理客户提交的取款请求；
- b) 客户的取款请求应该符合我公司的要求并且其国内法律或其他的法律文书设置的汇款限制；
- c) 客户的取款请求应该符合我公司的要求并且规则和其他的客户与公司之间签订的文件规定的限制。

- 6.2. Execution of an “Withdrawal Request” to the Client’s External Account may be carried out by an Agent authorised by the Company. A list of authorised Agents shall be placed in myAlpari.
- 6.3. The Client shall fill out the “Withdrawal Request” or the “Internal Fund Transfer Request” to another account of the Client in the deposit currency. If the deposit currency differs from the transfer currency, the transfer amount shall be converted into the transfer currency.
- 6.4. Currencies available for transfer to the Client’s External Account, dependent on the deposit currency and withdrawal method, are indicated in myAlpari.
- 6.5. Exchange rates and fees, as well as other charges for each fund withdrawal method, shall be published in myAlpari and are subject to change by the Company.
- 6.6. The Company shall have the right to impose restrictions on minimum and maximum withdrawal, differentiated by the withdrawal method and transfer currency. These restrictions shall be published in myAlpari.
- 6.7. The Client understands and accepts that any commissions or other charges²⁵ associated with the transfer method chosen by the Client shall be at the Client’s expense.
- 6.8. The Company shall be obliged to not charge any additional commission for withdrawing funds from the Client’s Account, except for the commissions and other expenses described in these Regulations.
- 6.9. Funds shall be withdrawn from the Client’s Account once the Company receives the
- 6.2. 公司委托的人可以按照“取款请求”向客户的银行账户中进行转账。公司委托人的名单列出于私人空间。
- 6.3. 客户以存款货币的币种填写“取款请求”或向客户另一个交易账户“进行公司内部转账的请求”。如果存款货币的币种与转账的币种不同，那么公司把转账的金额兑换为被转账账户的存款货币的币种。
- 6.4. 公司按照存款货币的币种和出金方式向客户外部账户进行取款的币种均列出于客户的私人空间。
- 6.5. 兑换的利率、佣金以及其他的费用都列出于私人空间。公司有权随时修正其。
- 6.6. 公司有权按照取款方式和取款的币种向取款最大和最小的金额设置限制。本限制都列出于客户私人空间。
- 6.7. 客户承认，与其选择的取款方式有关的佣金和其他的费用²⁶由客户本人承担。
- 6.8. 公司从客户账户中提取资金的时，除了本规则约定的佣金外，不应该收取任何补充的手续费。
- 6.9. 公司收到来自客户的“取款请求”或向客户另一个交易账户中“进行公司内部转账的请

²⁵ Commissions and other charges (in accordance with the table of charges) of paying banks, correspondent banks, electronic payment systems or processing centers involved in the transfer of funds.

²⁶ 进行汇款的银行、中介银行、电子付款系统或者信用卡处理中心的手续费和佣金（根据费用表）。

“Withdrawal Request” or the “Internal Fund Transfer Request” to another account belonging to the Client.

6.10. An instruction shall be considered accepted by the Company if it was filled out in myAlpari and is displayed in the “Payment History” of myAlpari and in the Company’s records of client requests.

6.11. Instructions filled out in any other way than specified in clause 6.10. shall not be executed by the Company.

6.12. Funds shall be withdrawn from the Client’s Account within 1 (one) business day but no later than the end of the transaction day after the day the “Instruction to Withdraw Funds” is received.

6.13. If funds sent through bank transfer have not been credited to the Client’s Account within 5 (five) business days, the Client shall have the right to request that the Company make a bank inquiry on the transfer²⁷. The Company may provide the Client with a document to confirm the transfer of funds:

- a) for an inquiry on a bank transfer: a SWIFT copy confirming the bank transfer’s execution;
- b) for an inquiry on a RUR bank transfer: a copy of the payment order, confirming the bank transfer’s execution in the currency of the Russian Federation.

6.14. If funds sent by an electronic transfer or by credit/debit card via the Processing Center are not credited to the Client’s Account within 2 (two) business days, the Client shall have the right to request that the Company make an inquiry on the transfer. The Company may provide the Client with a screenshot

求”后，才从客户账户中提取资金。

6.10. 如果客户的取款请求列出于私人空间的“付款历史记录”栏目和公司的客户请求记录系统，那么这就意味公司收到了本请求。

6.11. 客户按照其他，而非本规则的第 10 项中列出的方式提交的请求不给予处理。

6.12. 资金到账的时间一般为 1 个工作日，但不会超自公司收到来自客户的“取款请求”之日起接下来的工作日。

6.13. 如果公司通过银行汇款方式发送的资金 5 个工作日之内没有到账，那么客户有权请求公司办理银行核对业务²⁸。公司为客户可以提供资金转账的凭证：

- a) 汇款的时候：保证外汇转账的swift的复印件；
- b) 汇款（卢布）的时候：保证卢布转账的汇款单的复印件。

6.14. 如果公司通过电汇方式发送的资金在两个工作日之内还未到账，那么客户有权请求公司办理银行核对业务。公司为客户可以提供保证向客户外部账户进行转账的屏幕截图。

²⁷ In accordance with clause 9 of these Regulations.

²⁸ 根据本规则的第 9 项。

confirming the transfer of funds to the Client's Account.

6.15. The Client understands that the bank inquiry and request for documents may involve paying commission²⁹, which shall be at the Client's expense. The payment method for such expenses shall be determined on an individual basis and may be carried out through transferring the necessary amount to the Company Account or by deducting the amount from the Client's Account.

6.16. If a Company employee should make a mistake when carrying out a transfer, which results in funds not being credited to the Client's External Account, the sum of the request shall be indemnified to the Client at the Company's expense.

6.17. If the Client should make a mistake when filling out the "Withdrawal Request", which results in funds not being credited to the Client's External Account, the sum of the request shall not be indemnified to the Client.

6.18. The Client can activate the "Withdrawal Restriction" service in myAlpari. Once this service has been confirmed, funds withdrawn from the Account can only be transferred to:

- the bank account registered under the name of the holder of the Client Account upon which the restrictions are placed;
- another Client Account registered to the holder of the Account upon which these restrictions are placed, provided that equal restriction are placed on the Account to which the funds have been transferred;

6.19. A Client may remove the "Limitation of Withdrawal only to one's own Account" restriction through the following procedure:

6.15. 客户承认，因公司办理银行核对业务和为客户提供文件的原因所引起的费用³⁰都由客户本人承担。费用的支付方式是个别执行的，如客户可以把推算金额转到公司的账户中或者公司可以把推算的金额扣除于客户交易账户。

6.16. 由于公司员工在进行汇款时犯错误的原因造成资金未到帐的情况，那么与解决本问题所有有关的费用由公司承担。

6.17. 如果因客户疏忽致“取款的请求”填写错误原因造成资金未到账，那么这个问题处理方式所有有关的费用由客户本人承担。

6.18. 客户在私人空间中可以设置“向第三方进行取款的限制”。该服务经公司确认后，客户只能进行以下转帐：

- 从被设置限制的交易账户中向在同名下开设的银行账户中进行取款；
- 从被设置限制的交易账户中向在同名下开立的交易账户进行转账，在这种情况下，向第三方进行转帐的限制将设置于被转帐的交易账户。

6.19. 为了注销“向第三方进行取款的限制”，客户需要完成以下步骤：

²⁹ In accordance with the tariffs of the paying bank, chosen by the Company to make a transfer.

³⁰ 根据公司选择的汇款银行的手续费。

-bring one's passport to the nearest Company office and voluntarily fill out the form for removing the restriction "Limitation of Withdrawal only to one's own Account."

- 往来公司办公室并在办公室中填写注销“向第三方进行取款的限制”申请表。

7. Methods of Fund Withdrawal from the Client's Account.

7. 从客户账户中的出金方式。

7.1. Bank transfer.

7.1. 银行汇款。

7.1.1. The Client may send a "Withdrawal Request" for a bank transfer at any time, provided that this method is supported by the Company at the moment the transfer is executed.

7.1.1. 根据“取款的请求”，客户可以通过银行汇款随时提取资金，如果公司那时候提供这种出金方式。

7.1.2. The Client may only fill out the "Withdrawal Request" to be transferred to the Client's own bank account. Requests filled out to be transferred to bank accounts of third parties shall be declined by the Company.

7.1.2. 客户只能以其个人的银行账户的信息来填写“取款的请求”。我公司不予考虑以第三方的银行账户的信息填写的请求。

7.1.3. The Company shall be obliged to transfer money to the bank account of the Client in accordance with the details provided in the "Withdrawal Request", provided that the conditions in clause 7.1.2 of these Regulations are observed.

7.1.3. 当本规则的第 7.1.2 项的条件被满足时，公司应按“取款请求”中填写的信息向客户银行账户进行转账。

7.1.4. When transferring funds, the Company shall indicate the payment details as provided in myAlpari. In the case that the payment details are changed, the Company shall be obliged to inform the Client about the new payment details immediately by publishing them in myAlpari.

7.1.4. 当取款时，公司填写私人空间中列出的支付用途。如果支付用途发生任何变化，公司应该在私人空间中立即列出新的支付用途。

7.1.5. The Client understands and accepts that the Company shall not hold responsibility for the time required to execute a bank transfer³¹.

7.1.5. 客户承认，公司对银行汇款的期间³²不承担任何责任。

7.2. Bank transfer (RUR).

7.2. 银行汇款（卢布）。

7.2.1. The Client may send a "Withdrawal

7.2.1. 根据“取款的请求”，客户可以通过银

³¹ A bank transfer usually takes about 2-5 business days.

³² 银行汇款的日期一般为 2-5 个工作日。

Request” for a bank transfer (RUR), provided that this method is supported by the Company at the moment the transfer is executed.

行汇款（卢布）随时提取资金，如果公司那时候提供这种出金方式。

7.2.2. The Client may fill out the “Withdrawal Request” to be transferred to the Client’s own RUR bank account.

7.2.2. 客户可以以其个人的卢布账户的信息来填写“取款请求”。

7.2.3. The Company shall be obliged to transfer money to the Client’s bank account in accordance with the details provided in the “Withdrawal Request”.

7.2.3. 公司应按照“取款请求”中填写的信息向客户银行账户中进行取款。

7.2.4. When transferring funds, the Company shall indicate the payments details as provided in myAlpari. In the case that the payments details are changed, the Company shall be obliged to inform the Client about the new payments details immediately by publishing them in myAlpari.

7.2.4. 当取款时，公司填写私人空间中列出的支付用途。如果支付用途发生任何变化，公司应该在私人空间中立即列出新的支付用途。

7.2.5. The Client understands and accepts that the Company shall not hold responsibility for the time required to carry out a bank transfer³³.

7.2.5. 客户承认，公司对银行汇款的期间³⁴不承担任何责任。

7.3. Electronic Transfer³⁵.

7.3. 电子资金划拨³⁶。

7.3.1. The Client may send a “Withdrawal Request” for an electronic transfer at any time, provided that this method is supported by the Company at the moment the transfer is executed.

7.3.1. 根据“取款的请求”，客户通过电子资金划拨方式可以随时取款，如果公司那时候提供这种出金方式。

7.3.2. The Client may fill out the “Withdrawal Request” to be transferred to the Client’s own electronic account or to the electronic account of the Client’s Authorized Person.

7.3.2. 客户可以以其个人或者其委托人的电子账户的信息来填写“取款的请求”。

7.3.3. The Company shall be obliged to transfer money to the Client's electronic account in accordance with the details provided in the

7.3.3. 公司应按“取款请求”中填写的信息向客户电子账户进行取款。

³³ A RUR bank transfer usually takes about 2-5 business days.

³⁴ 银行汇款的日期一般为 2-5 个工作日。

³⁵ If the trading account has not been deposited to from a credit/debit card via the Processing Centre (see clause 5.4.4.) or via the Moneybookers system.

³⁶ 如果客户不是通过信用卡（请见第 5.4.4.项）或者Moneybookers系统进行充值。

“Withdrawal Request”.

7.3.4. The Client understands and accepts that the Company shall not hold responsibility for the time required to complete an electronic transfer and that circumstances, resulting in a technical failure when making a transfer occur not at the fault of the Company, but at the fault of the electronic payment system.

7.4. Internal Fund Transfer.

7.4.1. The Client may send the “Internal Fund Transfer Request” at any time, provided that this method is supported by the Company supports at the moment the transfer is executed.

7.4.2. The Client may fill out an “Internal Fund Transfer” request to another account (trading or transitory) registered in his/her name. “Withdrawal Requests” to the accounts of third parties shall not be executed by the Company.

7.4.3. When transferring funds internally from a Client Account that was deposited to with a credit/debit card, using the Moneybookers system or if the account has a set “Withdrawal Restrictions”, these restrictions will be transferred onto the Client Account on which the internal transfer is deposited.

7.4.4. If a Company employee should make a mistake when carrying out an internal transfer resulting in funds being credited to the wrong account, the sum of the request shall be indemnified to the Client at the Company’s expense.

7.4.5. If the Client should make a mistake when filling out the “Internal Fund Transfer Request”, which results in funds being credited to the wrong account, the sum of the request shall not be indemnified to the Client.

7.3.4. 客户承认，因非我公司原因造成电汇耽误或者电子资金划拨指令未执行，我公司不承担任何责任。

7.4. 公司内部转账。

7.4.1. 客户可以随时提交“公司内部转账的请求”，如果公司那时候提供这种转账方式。

7.4.2. 客户可以提交“公司内部转账的请求”，以便向自己的另一个账户（交易账户或者转账账户）进行转账。客户提交的向第三方进行“公司内部转账的请求”不给予处理。

7.4.3. 如果客户用信用卡、Moneybookers电子交易系统来充值账户或者在本交易账户中设置“向第三方进行转账的限制”，那么相关的限制将设置于被转账的交易账户。

7.4.4. 如果由于公司员工在客户账户中进行转账的时候犯错误的原因造成资金未到帐的情况，那么公司向客户赔偿请求的金额。

7.4.5. 如果因客户疏忽致“公司内部转账的请求”填写错误原因造成资金未到账，那么公司不赔偿请求的金额。

8. Usage of the myAlpari Secure Zone.

8.1. The Client agrees with the clauses of these Regulations concerning usage of myAlpari.

8.2. When registering on the Company website, the Client shall provide accurate and valid information to identify themselves in accordance with the requirements of the Client Registration Form on the Company website.

8.3. After successfully registering on the Company website, the Client shall open a Transitory Account to carry out advance payments on Company services.

8.4. The Client shall inform the Company about changes in identification information in due time.

8.5. To identify the Client, the Company shall have the right to request the following documents at any time from the moment the Client registers:

- a) for an individual: proof of identity;
- b) for a legal entity: registration, foundation documents and documents confirming the status of the Company.

The Company reserves the right to suspend execution of non-trading operations on the Client's Account if it is discovered that the Client's identification information is incorrect or false, as well as in the case that the Client does not provide the required documents.

8.6. myAlpari is password-protected.

8.6.1. The Client confirms and agrees that myAlpari is password-protected. The password shall be chosen by the Client upon the Client's registration.

8.6.2. The Client shall take full responsibility for the security of their password and its protection from unauthorized access by third

8. 私人空间的使用规则。

8.1. 客户认同本规则中所涉及到私人空间使用的条款。

8.2. 根据公司网站上的在线开户申请表的要求，客户注册交易账户的时候，应该提供正确的个人信息，用以确认其个人的身份。

8.3. 客户在网站上完毕注册后，公司为客户开设转账账户，用以对公司的服务预付款。

8.4. 个人信息发生变化的时候，客户应该及时通知公司。

8.5. 为了确认客户的身份，公司自客户注册交易账户之日起有权要求客户提供以下证件：

- a) 自然人应该提供其个人的身份证；
- b) 法人应该提供注册文件、组成文书和确认公司法人资格的文件。

如果公司发现客户提供不正确或者虚假的个人资料或者客户未提供公司要求的证件，那么公司在客户交易帐户中有权暂停执行非交易业务。

8.6. 私人空间受密码保护。

8.6.1. 客户承认私人空间受密码保护。客户注册交易账户的时候，自己设置进入私人空间的密码。

8.6.2. 客户应该负责密码的保护和对密码未授权的预防。

parties.

8.6.3. All instructions completed through myAlpari after entering the password are considered to be executed by the Client.

8.6.3. 登录私人空间后所提交的请求，公司均视为被客户亲自办理。

8.6.4. Any party who has gained access to myAlpari by entering the password shall be considered to be the Client.

8.6.4.通过输入密码方式登录私人空间的第三方被视为客户亲自登录。

8.6.5. The Company shall not be responsible for any losses endured by the theft, loss or disclosure of the password to third parties.

8.6.5.因密码被失掉、偷取或泄露原因造成的损失，公司不承担任何负责。

8.7. The Client shall have the right to change the password to myAlpari individually or follow the password recovery procedure.

8.7. 客户有权修改进入私人空间的密码或者使用恢复密码的过程。

To recover a myAlpari password, the Client shall come to the nearest Company office with their passport and fill out the set Company application to change a password or send the following documents to the Company's postal address:

为了恢复进入私人空间的密码，客户需要以其个人的身份证往来公司最近的办公室和填写恢复密码的申请书或者把下列文件寄给公司：

- a) a copy of the Client's passport/ID (main page with photo);
- b) the notarized password change application.

- a) 身份证的复印件（照片和个人资料的那一页）；
- b) 公证的变更密码的申请书。

8.8. The Client will see in successive order the following request statuses in myAlpari once a Fund Deposit Notification has been sent:

8.8. 提交入金的通知后，客户在私人空间中可以参见以下通知状态：

- a) The "Processing" status means that the funds have been transferred to the Company Account;
- b) The "Funds deposited to account" status means that the funds have been deposited to the Client's Account.

- a) "正在处理"的状态意味着资金已注入公司帐户中；
- b) "资金已到账"的状态意味着资金已注入客户账户中。

8.9. The Client will see in successive order the following request statuses in myAlpari once an "Withdrawal Request" or an "Internal Fund Transfer Request" is sent:

8.9.提交“取款的请求”和“公司内部转账的请求”后，客户在私人空间中可以参考下列的请求状态：

- a) The “Processing” status means that the instruction has been received by the Company;
- b) “Funds sent” status means that the funds have been transferred to the Client’s External Account that was specified in the instru;
- c) The “Denied” status means that the instruction has been denied by the Company. The reason the instruction has been refused is in the comments to the instruction.

- a) “正在处理”的状态意味着公司正在处理来自客户的请求；
- b) “资金已寄出”的状态意味着公司把资金汇入客户外部帐户中；
- c) “拒绝”的状态意味着公司拒绝来自客户的请求。请求注释中有拒绝的原因。

8.10. The “Fund Deposit Notification”, “Withdrawal Request” and “Internal Fund Transfer Request”, which are filled out in myAlpari, may be changed or canceled by the Client before they are executed.

8.10. 当公司还未执行客户在私人空间中填写的“入金的通知”、“取款请求”和“公司内部转账的请求”时，客户有权变更或者撤销它们。

8.11. The “Fund Deposit Notification”, “Withdrawal Request” and “Internal Fund Transfer Request”, which are filled out in myAlpari, may be denied by Company employees, specifying the reason for refusal.

8.11. 公司以解释拒绝原因有权拒绝客户在私人空间中填写的“入金的通知”、“取款请求”和“公司内部转账的请求”。

9. Inquiries and Dispute Resolution

9. 用户争议处理规范

9.1. If any dispute should arise, the Client shall have the right to lodge a complaint with the Company or send a request for an inquiry. Complaints and requests should be received by the Company within 5 (five) business days of the grievance arising.

9.1. 双方履行本规则的过程中，如发生争议，那么客户有权向公司投诉。公司自发生有争议情况之日起 5 个工作日之内接收来自客户的意见。

9.2. To lodge a complaint, the time when the dispute arises shall be considered the moment when the log appears in the “Payment History” of the Client’s myAlpari account. To send a request, the time when the dispute arises shall be considered the moment as described in clauses 4.13, 4.15, 6.12 and 6.13.

9.2. 私人空间的付款历史记录中之时被视争议发生之时。本规则的第 4.13、4.15、6.12 和 6.13 条款中列出的时刻被视为有争议发生的时刻。

9.3. To file a request to make an inquiry into a transfer, the Client shall:

9.3. 为了提出投诉，客户需要：

- a) complete the standard form in the “Payment History” of myAlpari. All

- a) 在私人空间的“付款历史记录”中应该填写标准的申请上投诉。其他方式传递

requests filed through any other method (forum, email, telephone, etc.) will not be taken under consideration;

- b) attach the documents specified in clauses 4.14. and 4.16, to the complaint form in myAlpari.

9.4. To file a complaint on non-trading operations, the Client should complete the standard form in myAlpari. All complaints filed through any other method (forum, email, telephone, etc.) will not be taken under consideration.

9.5. Any complaint or request filed in accordance with clauses 9.3. and 9.4. is automatically assigned a unique number (TID). The Client shall receive this confirmation in an email sent from payments@alpari.ru.

9.6. The complaint must not include:

- a) emotional description/appraisal of the dispute;
- b) offensive language;
- c) obscenities or expletives.

9.7. The Company shall have the right to request that the Client provide additional documents to make an inquiry.

9.8. The Company shall have the right to refuse a complaint if clause 9 of these Regulations has been breached.

9.9. The Client shall have the right to appeal to the KROUFR Dispute Committee in the case that the Client disagrees with the Company's decision regarding the complaint.

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的意见（论坛、电话投诉等）不给予受理；

- b) 在私人空间中的投诉申请表上附上本规则的第 4.14、4.16 项中列出的文件。

9.4. 客户在私人空间相关的栏目中应该填写标准的申请上投诉。其他方式传递的意见（论坛、电话投诉等）不给予受理。

9.5. 客户按照本规则的第 9.3 和 9.4 项填写的申请上投诉带特殊的号码（TID），我公司把确认函将从 payments@alpari.ru 邮箱地址发送给客户。

9.6. 客户意见内容不应包含：

- a) 对争议性情况的情感；
- b) 有攻击性及侮辱性的语言；
- c) 非标准语言。

9.7. 客户有权要求客户提供补充的文件，以便进行调查和处理来自客户的意见。

9.8. 如果客户违反本规则的第 9 项，那么公司有权拒绝客户提出的意见。

9.9. 如果客户不同意公司按照争议做出的决议，那么客户有权向 KROUFR 争端委托会上诉。

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