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14.13. If the claim is found to be justified, the settlement takes place in the form of a compensation payment credited to the Client's trading account. The Company does not reimburse the profit lost by the Client, including the case when the Client had the intention to perform an action, but did not perform it for any reason. The company does not compensate any indirect damages and moral injury.

14.14. In case of making a positive decision for the Client regarding a disputable situation, the Company charges a compensation payment to the Client's trading account within one working day.

14.15. In the event of a dispute that is not described in this Agreement and its annexes, the final decision on the claim is made by the Company based on the generally accepted market practice, the Company's internal policy and the Company's vision of a fair settlement of the dispute. For comparison of quotations, it is allowed to use quotations of any other market-maker, which are used to conduct a comparative analysis based on them.

14.16. In case of failure to reach an agreement during the negotiations and (or) disagreement of the Client with the decision made by the Company, the disputes shall be referred to the competent judicial authorities in accordance with the procedure established by the law.

14.17. This Agreement is drawn up and operates in accordance with the legal regulations of the Bulgaria. For all matters not regulated by this Agreement, the Parties are guided by the applicable rules of the law of the Bulgaria. All disputes and controversies not settled by the Parties through negotiations are referred by them to the judicial authorities of the Bulgaria.

14.18. The parties agree:

14.18.1. That the judicial authorities of the Bulgaria have the right of exclusive jurisdiction in relation to this Agreement.

14.18.2. That they refuse any protest in relation to dispute settlement procedure (arising from this Agreement) in the judicial authorities of the Bulgaria.

## **15. Closure of the Account and Termination of the Agreement**

15.1. Closing an account is the Client's desire to completely withdraw money from all trading accounts owned by the Client.

15.2. To completely close the account, the Client is obliged to contact the Company at the email address [info@wft.group](mailto:info@wft.group), providing a written statement of intent. The minimum period for consideration of such an

application is five working days, while the Client will not be able to perform trading and non-trading operations.

15.3. Complete closure of the Client's trading account and withdrawal of funds can take up to six calendar months. At the same time, the opportunity to perform any operations (trading and (or) non-trading) will not be available to the Client.

15.3.1. The Client has the right to notify the Company about the change in his decision by sending a corresponding email to [info@wft.group](mailto:info@wft.group).

15.4. In the event that the Client violates the terms of this Agreement and (or) desires to close the Trading Account completely, as well as in cases established by the rules of law, the Company has the right to terminate this Agreement unilaterally in accordance with the rules for the complete closure of the account specified in paragraphs 15.2., 15.3. of this Agreement. This action is possible only after notifying the Client within five working days by sending a message to the registered email of the Client. Moreover, if the Client has open positions at the time of termination of the Agreement, the Company has the right to close them at the current market price. The Company returns to the Client or his legal representative the remaining balance in his accounts, but not more than the sum of the net receipt of funds in the Client's accounts (the sum of all deposits, minus the sum of all withdrawals by the Client). After that, the balance in the Client's accounts is cancelled without the right to be funded in the future.

