

The logo for CFH, consisting of the letters 'CFH' in a bold, white, sans-serif font. The background of the entire page is a dark blue, low-angle photograph of a modern skyscraper with a glass facade, featuring several large, light blue geometric shapes (arrows and rectangles) overlaid on it.

KIID

Key Investor Information Document

This Key Investor Information Document (“KIID”) is effective from 3 January 2018 and shall remain effective until a more recent version is released. This KIID was reviewed on 24 June 2020. CFH Clearing Limited reserves the right to amend the KIID at any time as and when it sees fit. The KIID does not replace our Standard Terms of Business (“Terms”) or any other client agreement. Please ensure that you familiarise yourself with our Terms and that you fully understand your client trading agreement.

Risk Warning: Trading Foreign Exchange and Contracts for Difference is highly speculative and carries a high level of risk. Trading in these products is not appropriate for every investor. You may suffer a loss of some or all of your invested capital. You should therefore not speculate with capital that you cannot afford to lose. Please review and ensure that you fully understand our Risk Warning available on our website at www.cfhclearing.com

CFH CLEARING LIMITED

The information contained herein is the property of CFH Clearing Limited and its associated entities and may not be copied, used or disclosed in whole or in part outside of the group of companies without prior written permission.

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CFH Clearing Limited

11th Floor · Broadgate Tower
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EC2A 2EW · United Kingdom
+44 (0) 20 3455 8751
info@cfhclearing.com

Risk Notice

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Authorised and regulated by the UK Financial Conduct Authority (FRN 481853).

About CFH Clearing

CFH Clearing Limited (“CFH”, “we”, the “firm”, “our” or “us”) is authorised and regulated by the Financial Conduct Authority (“FCA”) under registration number 481853. For further detail concerning the extent of CFH’s regulatory license please visit the Financial Services Register or available from us on request.

CFH is based at 11th Floor, Broadgate Tower, 20 Primrose Street, London, EC2A 2EW.

CFH is committed to providing the highest levels of standard and care. As such, we provide our clients with clear information about the products and services we offer, including any fees and charges. CFH is a subsidiary of Playtech Plc., a company traded on the London Stock Exchange’s Main Market, which is included within the FTSE 250 Index.

Treating Customers Fairly

CFH is committed to treating customers fairly and to encouraging best practice in the provision of financial services and for the market as a whole. Treating customers fairly is central to our corporate culture and ethos. The FCA outlines in Principle 6 of the FCA Handbook that firm’s must pay due regard to the interest of its customers and treat them fairly. Further to this the Senior Managers

and Certification Regime (“SMCR”) re-emphasises this regulatory requirement under conduct rule 4.

We have a duty to act honestly, fairly and professionally and in the best interests of our clients. Our key objective is to display the highest professional standards towards our clients at all times.

Our Products and Services

CFH is an investment firm and as such provides investment services to its clients. In particular, CFH provides one or more of the following investment services:

- Receiving and transmitting orders;
- Execution of orders; and
- Dealing on own account.

Clients may also trade on margin. CFH offers its services through electronic platforms, such as MT4 Metatrader

(“MT4”), Clear Pro, Clear Web and Netstation.

CFH does not provide the services of investment advice and/or portfolio management; nor does CFH underwrite financial instruments.

CFH may also, at times, take proprietary positions. This means that CFH may not simultaneously hedge each client trade with a back-to-back Liquidity Provider (“LP”) trade, but rather trade against its proprietary capital.

CFH offers the following products:

| Product | Link to Product Guide |
|---------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|
| Foreign Exchange (“FX”) | http://www.cfhclearing.com/products/#fx |
| Commodities | http://www.cfhclearing.com/products/#commodities |
| Index Contracts for Differences (“CFDs”) | http://www.cfhclearing.com/products/#cfds |
| Single Stock CFDs | http://www.cfhclearing.com/products/#stocks |
| Cryptocurrency CFDs | http://www.cfhclearing.com/products/#cryptos |
| Indices & Cryptocurrency CFD Financing Cost | http://www.cfhclearing.com/products/#cfd_crypto_calc |
| FX & Commodity Rollovers | http://www.cfhclearing.com/products/#fx_com_calc |

Guidance for Commodities, Cryptocurrencies, Equities and Indices generally are provided later in this KIID.

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Applicable Law and Regulation

CFH conducts its business in accordance with the Markets in Financial Instruments Directive 2004/39/EC ("MiFID"), the Markets in Financial Instruments Regulation ("MiFIR") and further measures implementing specific aspects such as Product Governance (the implementing "Measures") as well as a large number of regulatory and technical standards (the "RTS" and "ITS"), which together are referred to as the Markets in Financial Instruments Directive II ("MiFID II").

CFH offers its services across the European Economic Area ("EEA") and third countries, as per the rules outlined under MiFID, MiFID II and by the FCA.

CFH also adheres to the rules set out by its regulator, the FCA, and further applicable rules as outlined by, for example the Companies Act 2006, the General Data Protection Regulation ("GDPR"), as well as applicable rules and regulations concerning the prevention of market abuse (such as the Market Abuse Regulation ("MAR")) and in

respect of combating financial crime and money laundering (such as The Money Laundering and Terrorist Financing and Transfer of Funds (Information on the Payer) Regulations 2017 ("MLR17")), and any subsequent relevant amendments to any of these.

A KIID is a document that provides key information about investment products and services in order to help a potential client compare different investment products and services and assess which meets their specific requirements.

KIIDs will outline a number of key pieces of information for financial products, including (if applicable):

- Investment objective;
- Risk and reward profile;
- Associated charges and costs; and
- Other information, such as the providers authorisation status.

Applicable Language

CFH's official language is English. While the Onboarding Application form and Sales conversations may be conducted in various languages, this is for information

purposes only. The English version of our Terms as well as any other agreed English client agreements prevail and supersede any other previously provided versions.

Our Prices

We quote a two-way price for each Contract for Difference ("CFD") we offer. This two-way price consists of a "Bid" (the lower price which is the price at which you as a client may "Sell" the CFD) and an "Ask" (the higher price which is the price at which you as the client may "Buy" the CFD).

The difference between our Bid and our Ask price is commonly referred to as our "Spread". For example, if the quote for the EUR/USD currency pair is 1.29100 against 1.29103, then the Spread is 0.3 pips. Our Spreads are either fixed or variable.

Leverage Trading

Trading on leveraged capital means that you can trade amounts significantly higher than the funds you invest with CFH. Your initial capital will therefore only serve as the margin. High leverage may significantly increase the potential return, but it may also significantly increase potential losses. The leverage is specified as ratio, i.e. as 1:25, 1:50, 1:100, 1:200 or 1:300. This means that clients may trade with amounts substantially higher than invested in a particular CFD.

Sometimes the leverage is expressed in percentage terms and referred to as Margin requirement. A leverage of 1:100 represents a requirement of 1%.

CFH offers leverage pending on the currency and type of client and the leverage ratio is decided on an individual basis. Clients will be informed of their available leverage ratio by CFH's Client Services Department ("CS").

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Initial/Required Margin

Initial Margin or Required Margin refers to the amount needed in order to open and maintain a position, in addition to the initial loss that will occur due to the Spread. The Required Margin is derived from the following formula:

$$\frac{(Amount \times Instrument Price)}{leverage} + (Amount \times Spread)$$

If the stop out level is breached, then your position will be liquidated either partially or fully. Please however refer to our Terms and/or your client agreement as CFH reserves the right to fully liquidate where margin requirements are not met.

You should be aware that if your margin level reaches or falls below the agreed Margin Close Out level, you will receive a stop out or margin call and your positions will be liquidated, without notice by us to you.

Charges and Commission

Depending on the instrument and/or the client set up, CFH will charge commissions. Commissions may consist of mark-ups on Spreads, minimum fees or may be based on the amount of volume traded.

Additionally, CFH may charge you for a daily overnight rollover

charge for open positions if held overnight. The method of calculation of the overnight charge varies according to the type of asset to which it applies. Moreover, the amount of the overnight charge will vary between different assets as it is linked to interest rates related to each asset and in addition to an extra financing charge defined by us.

Deposit

CFH's minimum deposit is USD 50,000. Deposits can be made via BACS only. CFH only accepts inward remittances from bank accounts held solely in the name of the client.

This is due to CFH's requirements to ascertain clients' source of funds.

Trading Account

CFH will provide its clients with a personalised log in, consisting of a username and password, for its relevant platforms. Please keep your password and access to your trading account protected at all times.

on the phone. Instead, clients will have been asked to set a security password at the account opening phase, which will be used to confirm one's identity. Please keep this security password safe at all times.

Please note that CFH will never ask its clients to provide their password to confirm clients' identities when speaking

CFH does not bear any responsibility for any unauthorised use of your trading account, password or security password.

Trade Reports

Clients are able to download trade reports of their trade activities as and when they see fit, on a live basis, using their log in details for the CFH Online Back Office Website. Clients, for whom MT4 prevails, will be able to download trade activity reports using their MT4 platform.

CFH will provide quarterly email notifications to its clients to remind them of the availability of accessing these reports.

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Your Capital

CFH maintains its clients' funds in a bank account in its own name. Client accounts are reconciled on a daily basis and follow strict accounting rules, credit risk assessment and

our own due diligence processes. CFH regularly assesses the credit standing, regulatory oversight and reputation of the banking institution it banks with.

Withdrawals

Withdrawals will be processed by our Finance Department ("Finance") on the same day if the request has been received by 1pm GMT and if it was submitted by an approved and authorised signatory.

The minimum amount required for a withdrawal is 1,000 USD, or less if the lesser amount represents the client's full

balance. On rare occasions, CFH may charge 25 USD per withdrawal, on its own discretion, if a client makes regular, small withdrawals.

CFH does not charge any withdrawal fees. However, some banks may charge a transaction fee. These fees are not covered by CFH.

Complaints Procedure

We apply a comprehensive complaints management policy. You are entitled to submit a complaint at any time in your trading experience with us, where you may feel that our service has not met your satisfaction. When you wish to submit a formal complaint, you can do so by sending an email to compliance@cfhclearing.com or in writing to *CFH Clearing Limited, 11th Floor, Broadgate Tower, 20 Primrose Street, London EC2A 2EW*.

If upon receipt of our final response to your complaint you are not satisfied, or in case no response is received within the 8 weeks' timeframe, you may refer your complaint to the Financial Ombudsman. See www.financial-ombudsman.org.uk for further information.

Conflicts of Interest

Situations may arise where our interests, or those of our staff, conflict with your interests or where your interests compete with those of our other clients.

Our Conflicts of Interest Policy is a policy we maintain in order to set out the circumstances which may constitute or may give rise to a conflict of interest. The procedures we will follow and the measures we adopt to prevent or manage such conflicts, are also outlined in the Conflicts of Interest Policy.

Whilst we take all appropriate steps to identify and to prevent or manage conflicts of interest, where we are not

reasonably confident that our arrangements are sufficient to ensure that risk of damage to your interests will be prevented, we will disclose to you the nature of the conflict and the step that we have taken to mitigate the risk before undertaking business with you.

At your request, we will provide to you a copy of our Conflicts of Interest Policy by email. If you would like to receive a copy, please let us know by submitting a written request to our Compliance Department. Otherwise you can find a link to the Conflicts of Interest Policy on our website – www.cfhclearing.com.

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Commodities

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What are Commodities?

A commodity is a basic physical asset, often used as a raw material in the production of goods or services.

To be traded on the markets, a commodity must be interchangeable with another commodity of the same type or grade. No matter how or where it is obtained, the commodity is considered fungible. Some types of commodity include, metals (such as Gold) or energy resources, mined or extracted and are called hard commodities. Others such as wheat, that are agricultural, farmed and grown are called a soft commodity. CFH only works with hard commodities.

What is the Objective of trading in Commodities?

The platforms that CFH provide allow clients to speculate on the price movements of any of the commodities listed by CFH. By spread betting or CFH trading, a client can choose between short-term trading or future contracts trading.

CFH Commodities Products available

<http://www.cfhclearing.com/products/#commodities>

http://www.cfhclearing.com/products/#fx_com_calc

Risk Warning Indicator

As outlined below, CFH considers this product to be high-risk and gives it a score of 7 as per the Risk Warning Indicator measure in the Risk Warning section.

Performance Scenarios

You should refer to the performance of the individual underlying instruments to have regard to past performance and performance scenarios as these cannot be presented herein. However, you are cautioned that such products can be very volatile. For more information, please refer to our Order Execution Policy.

Other relevant information

We recommend that you read the Order Execution Policy and the Client Agreement and our policies available on our website at all times, which sets out all details of your trading and overall relationship with us.

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Cryptocurrencies

Alert

Please be aware that this product is not simple and may be difficult to understand.

What are Cryptocurrencies?

Cryptocurrencies are digital or virtual currency that are secured by cryptography, which makes it nearly impossible to counterfeit or double-spend. Many cryptocurrencies are decentralised networks based on blockchain technology. Blockchain is a distributed ledger enforced by a disparate network of computers which ensure the integrity of transactional data. A defining feature of cryptocurrencies is that they are generally not issued by any central authority, which renders them theoretically immune to governmental interference or manipulation.

Cryptocurrencies markets are determined by supply and demand only. The cryptocurrencies market is a dynamic arena and their respective prices are often highly unpredictable and volatile. The prices are usually not transparent and highly speculative and susceptible to market manipulation.

What is the Objective of trading in Cryptocurrencies (CFDs)?

By trading a CFD you gain an indirect exposure to the underlying financial instrument without owning it. Though your trading with us, you receive exposure to the performance of the underlying asset.

CFH Crypto Products available

<http://www.cfhclearing.com/products/#cryptos>

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Equities

Alert

Please be aware that you are about to purchase a product that is not simple and may be difficult to understand.

What are Equities?

In trading, equity can have a number of meanings. However, it ordinarily comes down to the ownership of an asset without any debt involved. When engaging in leveraged margin trading, the client's equity is that total value of their open positions minus the total amount of debt used to open those positions.

Equity can also refer to an asset class, or the shares of companies' that together add up to its total ownership. This is also known as the company's stock(s). Share trades can be known as equity traders, and the buying of shares in a company can be described as taking part of its equity.

What is the Objective of trading in Equities?

By trading a CFD you gain an indirect exposure to the underlying financial instrument without owning it. Though your trading with us, you receive exposure to the performance of the underlying asset.

CFH Equities Products available

<http://www.cfhclearing.com/products/#stocks>

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Indices

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What are Indices?

Indices trading is speculating on price movements in stock Indices such as the FTSE 100, the Dow Jones, NASDAQ 100, CAC 40 and the DAX. These renowned indices are essentially baskets of individual shares which are often ranked by independent institutions like major banks or specialist companies like Standard & Poor's, the FTSE Group and Deutsche Börse.

Indices price movements and volatility are impacted by factors like political or global events which affect companies in a particular sector, economic data (such as employment figures) and big changes in markets. It is worth noting that a major shift in the fortune of a large global company which is part of a wider index can disproportionately impact on its performance.

Global Indices markets are dominated by what is sometimes referred to as 'benchmark indices. These are the stock indices which has an outsize impact on economies and are generally held as reliable indicators of the economic health of a particular area or country.

What is the Objective of trading in Indices?

Trading with indices allows you to go both long and short on price movements in major indices from the UK, US, Asia, Australasia and Europe.

Guidance on how to trade Indices

1. Find an index you are comfortable with. It is recommended that you choose a Stock Index that you have some prior knowledge of. Research, news and analysis can help you identify what type of trading opportunities difference indices offer, as well as how volatile the price movements within these markets can be.
2. Choose whether to Spread bet or trade CFDs.
3. Decide whether the market is bullish or bearish. In other words, this means choosing a trading direction. This means either (as explained above) that you buy (go long) or sell (go short).
4. Placing your indices trade. It is crucial that you act to protect yourself against volatility and losses beyond what you are comfortable with. Remember to choose a trade size that fits your budget and doesn't over-leverage your account.
5. Monitoring and closing your trade. Once you have opened a position on your chosen index, staying on top of the market can help ensure you lock in any profits and minimise any potential losses.

CFH Commodities Products available

<http://www.cfhclearing.com/products/#stocks>

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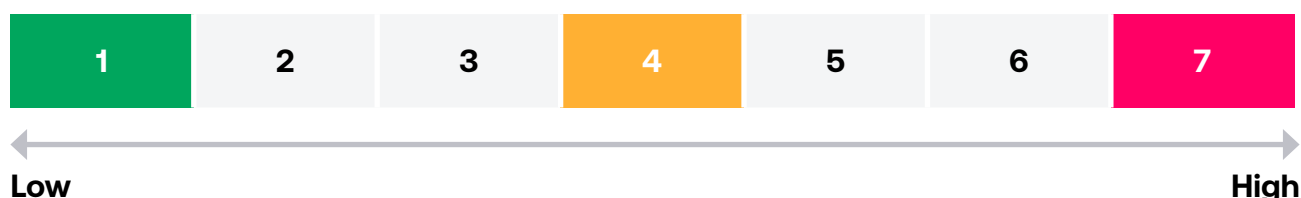
Please be aware of currency risk. It is possible to buy or sell CFDs on an equity/index in a currency which is different to the base currency on your account. The final return you may get depends on the exchange rate between the two currencies.

In some circumstances you may be required to make further payments to pay for losses. The total loss you may incur may significantly exceed the amount invested.

General CFD risks:

- CFDs are complex financial instruments and are traded Over the Counter (“OTC”). You can only exit a position by trading with us, during the trading hours of the underlying instrument as stated on our website. You cannot transfer your open positions/trades to any other firm.
- You do not own the underlying asset. Through your trade with us, you receive by us exposure to the performance of the underlying asset, but you do not receive any ownership or other rights to such underlying asset.
- CFDs are leveraged products. You only need a small margin for getting exposure to the underlying asset. Leverage can magnify both your profits as well as your losses.
- Statistically, because of leverage, a significant number of clients lose because leverage amplifies losses, leading to margin calls and closures of clients’ open positions and you risk losing the capital invested with us.
- CFD trading is undertaken on electronic platforms. There may be times that system or other breakdowns arise. This may affect your ability to trade, or our ability to offer continuous prices or create a need for subsequent adjustment of prices to reflect underlying exchange prices.
- Prices of CFDs as well as their commercial terms like the spreads and overnight fees maybe varied to reflect periods of actual or expected heightened market volatility.
- Depending on the currency your trading account is denominated in and the currency of the underlying instrument you trade, your final return may be exposed to the exchange rate risk between the two currencies.
- The tax legislation of your home Member State may have an impact on your return.

Risk Warning Indicator



The summary risk indicator is a guide to the level of risk of each product compared to other products. It shows how likely it is that the product will lose money because of

movements in the markets or because we are not able to pay you. CFD products carry a high risk.

Please note: All of the products above have a high-risk factor and are considered to have a score of 7 by CFH.

How You Can Help Us

In order to assist us with providing you with the best possible services, please kindly:

- Review the information contained in this document;
- Keep us informed of any changes of your license; and
- Inform us if you think of ways to improve our service.

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