



CREDIT BONUS

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1 Introduction

Trinota Markets (Global) Limited is a company regulated as a Securities Dealer by the Financial Services Authority of Seychelles with license number SD035 (hereinafter referred to as the "**Company**" or "**M4Markets**" or "we" or "us"). The Company invites its Clients to participate in its "Credit Bonus" Promotion (hereinafter referred to as the "**Promotion**") subject to the terms and conditions (the "**Terms and Conditions**") contained herein.

The Promotion is available to all clients excluding MAM/PAMM accounts provided that they are eligible to participate in the Promotion subject to the Company's eligibility criteria as indicated in the Client Services Agreement and these Terms and Conditions.

For participating in the Promotion, the participants should have already completed the steps required for opening an account with the Company, the client's due diligence and know your client procedures, and the account must be activated (the "**Eligible Participants**").

2 Conditions

- 2.1 Only applicable to verified clients of M4Markets trading on the MT4/MT5 trading platforms.
- 2.2 The Promotion offers each verified client the opportunity to earn up to ten thousand United States Dollars (10,000 USD) as credit bonus (the "**Bonus**"). The Bonus will be awarded as credit bonus with each deposit. The accumulated Bonus can reach ten thousand United States Dollars (10,000 USD) on a client level and is not calculated per trading account.
- 2.3 By participating in the Promotion, the Client acknowledges that s/he has read and agreed to be bound by these Terms and Conditions as well as to the Client Services Agreement.
- 2.4 To participate in the competition new clients will need to complete M4Markets' registration form, complete their economic profile and upload the required documents in the Client Portal to verify their profile. Once their profile has been approved, Clients can navigate to their Client Portal, choose "Open Live Account" under the Accounts tab and select the MT4/MT5 Bonus Account type of their preference. The credit bonus will be credited to their account automatically after their first deposit.
- 2.5 Existing clients will need to open a new MT4/MT5 Bonus Trading Account directly from their Client Portal and make a new deposit in the new account or transfer the required funds from an existing account. Their credit bonus will then be credited to their account automatically in case of a new deposit.
- 2.6 The Company will not be liable for any stop-outs or any other consequences that result out of a Bonus cancellation and/or removal.

- 2.7 If your equity is equal with the credit amount, then the Bonus will be instantly cancelled out. For example, if your initial deposit was \$1,000 and the Bonus awarded was \$500, raising your account equity to \$1,500, the stop-out level will be \$500 if you lose. Therefore, you will reach the initial bonus which has been credited to your Account, and the Bonus will be automatically removed.
- 2.8 The minimum deposit for the promotion is fifty United States Dollars (50 USD) or account currency equivalent and the maximum Bonus awarded to each Eligible Participant will be ten thousand United States Dollars (10,000 USD) or account currency equivalent.
- 2.9 Internal funds transferred between trading Accounts within the Company are considered as withdrawals, therefore the Bonus will be removed if the amount being transferred out of the Credit Bonus Account is from the original balance that was awarded a respective Bonus. For internal transfers between Bonus Accounts, note that the Bonus will be transferred proportionally based on the amount being transferred.
- 2.10 The Bonus is made withdrawable once one (1) lot of FX and/or Metals has been traded.
- Clients trading on Standard Account will have two (2) units of currency deducted from the credit Bonus and added to their balance for every lot traded.
 - Clients trading on Raw Spread and Premium Accounts will have one (1) unit of currency deducted from the credit Bonus and added to their balance for every lot traded.
 - Each trade needs to be open for a minimum of three (3) minutes for clients to be eligible for the credit Bonus update.
- 2.11 The Promotion is open only to individuals who are at least 18 years of age and have a solid understanding of FX and CFD trading.

3 M4Markets Rights

- 3.1 M4Markets reserves the right, at its sole discretion, to alter, amend, suspend, or terminate the Promotion at any time. This includes the right to:
- i. Deny participation;
 - ii. Withhold benefits; or
 - iii. Withdraw the Promotion and any profits generated from abusive trading practices.
- 3.2 Abusive trading practices includes, but is not limited to:
- i. Multiple registrations from the same IP address or profile;
 - ii. Participation in the Promotion on behalf of third parties without proper authorization;
 - iii. Fraudulent trading, manipulation, hedging, or attempts to secure risk-free profits.
- 3.3 M4Markets shall not be liable for any consequences arising from amendments, suspensions, or cancellations of the Promotion.

- 3.4 In case of alteration or amendment of the Promotion and these Terms and Conditions, the new version will be uploaded to the Company's Website, and this version will be applicable without the need for any further notification.
- 3.5 In case of suspension or termination of the Promotion and these Terms and Conditions, this will be communicated by email to any Eligible Participant. For any other Client, not being an Eligible Participant, no notification will be provided to them and the Promotion, and these Terms and Conditions will merely be removed from the Company's website.
- 3.6 The Company is not responsible for (a) technical failures affecting participation in the Promotion, and/or (b) delays or errors in Bonus distribution due to circumstances beyond our reasonable control.

4 Miscellaneous

- 4.1 By participating in this Promotion, Eligible Participants acknowledge and understand that CFD trading is complex, leveraged, and carries a high risk of rapid financial loss. Eligible Participants should ensure they understand how CFDs work and assess whether they can afford the associated risks.
- 4.2 In the event of any discrepancy between a translated version of these Terms and Conditions and this English language version, this English language version shall prevail.

5 Governing Law, Dispute Resolutions and Jurisdiction

- 5.1 These Terms and Conditions are governed by the laws of Seychelles.
- 5.2 If an Eligible Participant has a dispute or misinterpretation regarding the Promotion and these Terms and Conditions, they must submit a formal complaint according to the Company's Complaints Handling Policy found on the Company's Website within seven (7) business days of the disputed event.
- 5.3 The complaint must include:
- 5.3.1 Full name and account details;
 - 5.3.2 Description of the issue; and
 - 5.3.3 Relevant evidence (e.g., screenshots, transaction records, communications).
 - 5.3.4 The Company will acknowledge receipt of the complaint within 48 hours.
- 5.4 Internal Investigation
- 5.4.1 The Company's Complaint Handling Officer and Customer Support teams will conduct and complete an internal investigation within thirty (30) business days of

receiving the dispute.

5.4.2 The investigation will involve:

5.4.2.1 Reviewing the Terms and Conditions;

5.4.2.2 Verifying account activities and Promotion eligibility;

5.4.2.3 Checking system logs for technical discrepancies; and

5.4.2.4 If additional information is required, the Eligible Participant will be notified and given three (3) business days to provide the requested details.

5.5 Resolution & Decision

5.5.1 Upon completing the investigation, the Company will issue a formal resolution response via email, outlining:

5.5.1.1 Findings of the investigation;

5.5.1.2 Whether the claim is upheld, denied, or partially approved; and

5.5.1.3 Any corrective actions or compensations (if applicable).

5.5.2 If the Eligible Participant's claim is valid, the Company may offer one of the following resolutions:

5.5.2.1 Credit adjustment or Bonus reinstatement;

5.5.2.2 Recalculation of the Credit Bonus; or

5.5.2.3 Other compensation in accordance with the Company's policies.

5.5.3 If the claim is denied, the Company will provide a clear explanation, citing these relevant Promotion Terms and Conditions.

5.6 The Company will make all reasonable efforts to resolve disputes fairly and in good faith.

5.7 The decision of the Company in this respect will be final and binding.

5.8 If the Eligible Participant is still dissatisfied with the Company's decision, it may refer the dispute to the relevant regulator or supervisory authority or file a lawsuit before the courts of Seychelles.