



**KNOW YOUR CUSTOMER
POLICY**

Quality FX (Pty) Ltd, operating under the trading name QF Markets, is an Authorised Financial Services Provider registered and existing in the Republic of South Africa under registration number 2014/148132/07. The registered office is at 4 Haven Lane, Queensburgh, Durban, Kwazulu Natal, 4093, South Africa. The Company is regulated by the Financial Sector Conduct Authority under license number 46087, pursuant to the Financial Intermediary and Services Act 37 of 2002 ('FAIS').

The objective of Know Your Customer policy is to prevent Quality FX (Pty) Ltd from being used, intentionally or unintentionally, by criminal elements for money laundering activities or terrorist financing activities. Know Your Customer procedures shall also enable the Quality FX (Pty) Ltd to know and understand its Customers and its financial dealings better which in turn will help Quality FX (Pty) Ltd to manage its risks prudently. Any fraudulent activity will be documented and all related accounts to it will be immediately closed. Quality FX (Pty) Ltd will report any fraudulent activity to the Financial Intelligence Centre in compliance with QF Markets' Risk Management and Compliance Programme.

PREVENTION

1. To ensure the integrity of sensitive data Quality FX (Pty) Ltd obtains from the Customer's account information and the transactions they make.
2. To prevent criminal elements from using Quality FX (Pty) Ltd for money laundering activities.
3. To enable Company to know and understand its Customers and their financial dealings better which, in turn, would help the Company to manage risks prudently.
4. To put in place appropriate controls for detection and reporting of suspicious activities in accordance with applicable laws/laid down procedures.
5. To comply with applicable laws and regulatory guidelines.

WHICH DOCUMENTS ARE REQUIRED WHEN A CUSTOMER OPENS AN ACCOUNT?

❖ For individuals:

- A copy of Customer valid National ID or Passport with the signature page.
- A copy of a recent Utility Bill in the Customer's or Bank Statement or Residence Certificate all showing Customer's name and address not older than 6 months.

- Any other documents which the company may deem necessary.

If, for any reason, the client cannot provide us with a recent utility bill during the account opening procedure, he has a thirty-day period to submit the utility bill to the Company. During this period, the account will be considered as a partially verified account and the client is only allowed to make deposits and trading in his account.

In case that the thirty-day period is completed, and the client does not provide the Company with the utility bill, then the account will be closed and any remaining amount in this account will be refunded to the client.

The account is considered fully verified once all the documents are provided to the Company.

❖ For Companies:

- Certificate of Incorporation
- Memorandum and Articles of Association
- Confirmation of Company Address
- Business plan
- Resolution of the board of directors to open an account and confer authority on those who will operate it.
- A search of the file at the Companies Registration Office.
- List of all Shareholders with 25% or more of voting rights at the Annual General Meeting of the Company.
- List of all Directors
- Identification documents of the Directors and Shareholders
- Proof of Address of Directors and Shareholders
- Certificate of Good Standing.
- Certificate of Incumbency.

- Any other documents which the Company may deem necessary.

Enquiries made by us will extend as far as practicable to identify those who ultimately own and control the company.

If at any later stage, any changes occur in the structure or the ownership status or to any details of the legal person, or any suspicions arise emanating from changes in the nature of the transactions performed by the legal person via its account, then it is imperative that further enquiries should be made for ascertaining the consequences of these changes on the documentation and information held by the Company for the legal person and all additional documentation and information for updating the economic profile of the legal person is collected.

Copies should be certified by notaries, diplomatic officials, lawyer or equivalent independent professionals.

Standards of control vary between different countries and close attention will be paid to the place of origin of the documents and the background against which they are produced.

WHICH DOCUMENTS ARE REQUIRED WHEN A CUSTOMER DEPOSITS FUNDS?

- ✓ A Copy of your credit/debit card, used to make the deposit (front side with only the 6 last digits visible, back side with the CVV covered).
- ✓ Bank statement of the account used to send the deposit having other transactions covered.

If you have any questions please do not hesitate to contact our customer support: support@qfmarkets.com.

WHEN DOES THE CUSTOMER NEED TO PROVIDE THESE DOCUMENTS?

We highly appreciate you taking the time to provide us with all the necessary documents in the first seven days after first deposit, to avoid any delays in processing your transactions. We require the receipt of all the necessary documents prior to making any transactions to your benefit. Some circumstances may require us to request these documents before allowing any other activities in your account, such as deposits or trades. Please note that if we will not receive the required documents on file, your pending withdrawals will be cancelled and credited back to your trading account. We will notify you on such event via our system.

HOW CAN THE CUSTOMER SEND THESE DOCUMENTS?

Please scan your documents, or take a high-quality digital camera picture, save the images and then upload them in the relevant section of the Client Area in your QF Markets client login area.

The Customer may also send these documents via email to backoffice@qfmarkets.com.

HOW DO I KNOW MY DOCUMENTS ARE SAFE WITH YOU?

Quality FX (Pty) Ltd holds the security of documentation at highest priority and treats all documents it receives with utmost respect and confidentiality. All files that Quality FX (Pty) Ltd obtains are fully protected using the highest level possible of encryption at every step of the review process.