

## Redpine Capital Ltd General Information

### 1. Name and registered office

Redpine Capital Ltd (“**Company**”) is a Cyprus Investment Firm (HE 393695) regulated by the Cyprus Securities and Exchange Commission, license number 391/20, under the Provision of Investment Services, the Exercise of Investment Activities and the Operation of Regulated Markets L. 87(I)/2017 (“the Law”). The Company provides investment services in accordance with MIFID Directive based on the freedom to provide investment services. The trading name of the Company is XBMARKETS for the provision of investment and ancillary services.

### 2. Contact details

Headquarter:

Redpine Capital Ltd

Areti Tower, Vasili Michaelidi 21-23,

3026 Limassol, Cyprus

Phone no. +35725262527

Email: [info@xbmarkets.com](mailto:info@xbmarkets.com)

### 3. License

Redpine provides its services on the basis of license granted by the Cyprus Securities and Exchange Commission (CySEC), number 391/20.

Contact Details of the Cyprus Securities and Exchange Commission:

Website: <http://www.cysec.gov.cy>

General email: [info@cysec.gov.cy](mailto:info@cysec.gov.cy)

Postal Address: P.O. BOX 24996, 1306 Nicosia, Cyprus

Telephone: +35722506600

Fax: +35722506700

#### 4. Supervision

Redpine is supervised by the Cyprus Securities and Exchange Commission (CySEC).

#### 5. Scope of services

Under its CIF License the Company offers the following Investment Services in relation to the Financial Instruments defined below i.e., Transferable securities and Financial Contracts for Difference (CFDs):

- Reception and transmission of orders in relation to one or more Financial Instruments.
- Execution of orders on behalf of Clients.

Under its CIF License the Company may offer the following Ancillary Services in relation to all Financial Instruments defined above:

- Safekeeping and administration of Financial Instruments for the account of Clients, including custodianship and related services such as cash/collateral management and excluding maintain securities accounts at the top tier level.
- Granting credits or loans to an investor to allow him to carry out a transaction in one or more Financial Instruments where the Company is involved in the transaction.
- Foreign exchange services where these are connected to the provision of investment services.
- Investment research and financial analysis or other forms of general recommendation relating to transactions in financial instruments.

Redpine Capital Ltd deal in the following Financial Instruments

- Transferable securities.
- Financial contracts for differences.

Detailed information about the services provided by Redpine can be found in the following documents on the Company's website:

- Terms and Conditions,
- Risk Disclosure and Warnings Notice,
- Summary of Conflicts of Interest Policy,
- Commissions, Charges and Fees Document,
- Summary of Best Interest and Order Execution Policy,
- Client Categorisation Policy
- Investor Compensation Fund Document

- Clients Complaints Procedure Document

## 6. Website, languages and means of communication

The languages of communication, preparation of documents and provision of information are English.

The website of Redpine is: [www.xbmarkets.com](http://www.xbmarkets.com)

Clients may communicate with Redpine via:

- a) traditional mail (address as above),
- b) email address [support@xbmarkets.com](mailto:support@xbmarkets.com),
- c) telephone (phone no. above).

## 7. Method of placing orders

Client may place the orders electronically using the electronic access to the Client's trading account ("Platform") and in exceptional situations described in Terms and Conditions also by telephone.

## 8. Protection of assets

The protection of Clients' funds kept in Redpine is our priority. We hold client funds in segregated accounts established in reputable banks domiciled in the European Union.

Redpine is legally obliged to keep client assets in bank accounts separate from Redpine's own funds.

Detailed information on Redpine's participation in the compensation scheme is given on the website within the [Investor Compensation Fund Policy](#).

## 9. Conflict of interest

In certain situations, a conflict of interest may arise between Redpine and the Client. The law obliges Redpine to take measures to minimize conflicts of interest.

Detailed information on Redpine's basic rules of conduct is available in the [Summary of Conflicts of Interest Policy](#) on the website.

## 10. Basic rules for handling complaints

A Client has the right to submit a complaint to Redpine regarding the services provided by Redpine. In addition, Redpine is obliged (pursuant to separate provisions of law) to use extrajudicial means of disputes resolution with consumers.

Extrajudicial disputes resolution is carried out before the appropriate Financial Ombudsman.

The detailed rules for handling complaints may be found in the [Complaints Procedure for Clients](#) available at the Company's website.

Contact Details of the Financial Ombudsman of the Republic of Cyprus:

Website: <http://www.financialombudsman.gov.cy>

Email: [complaints@financialombudsman.gov.cy](mailto:complaints@financialombudsman.gov.cy)

Postal Address: PO BOX: 25735, 1311 Nicosia.

Telephone: +35722848900

Fax: +35722660584, +35722660118

### **11. Reports concerning the provided investment services**

Detailed rules concerning for sending reports to the Client are described in the [Terms and Conditions](#) available on the website.

### **12. Fees and commissions**

Redpine charges commission and fees in accordance with Terms and Conditions. Detailed commission and fee rates are available on Redpine's website and may be changed from time to time in accordance with the Terms and Conditions.

### **13. Duration, termination, and withdrawal from the Agreement**

The Agreement is concluded for an indefinite period. The Client may terminate the Agreement upon notice on the terms set out in the Terms and Conditions. Redpine shall not charge any contractual penalties for termination of the Agreement by the Client. The Client is not entitled to withdraw from the Agreement in accordance with Article 40 (6) of the Consumer Rights Act of 30 May 2014.

### **14. Governing law and jurisdiction**

The governing law of this Agreement and jurisdiction of courts are set out in the Terms and Conditions.