MitraMarkets

Terms and Conditions

Mitra Markets LLC

Effective Date: 24 June 2026
IBC Registration: 2025-00913
Jurisdiction: Saint Lucia
Contact: support@mitramarkets.com

TRUSTED FAST CONNECTED PRECISE

IMPORTANT NOTICE

Trading contracts for difference (CFDs) and margin foreign exchange involves a high degree of risk and is not suitable for all investors. Leveraged trading means losses may exceed your initial deposit. Please read this document carefully before opening an account or placing any trades with Mitra Markets LLC.

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1. Introduction and Agreement

1.1 These Terms and Conditions (the **"Terms"**) set out the agreement between you (**"Client," "you,"** or **"your"**) and Mitra Markets LLC (**"Mitra Markets," "we," "our,"** or **"us"**). They govern your relationship with us concerning your Account and the use of our products and services.

1.2 Mitra Markets operates an online trading Platform through which clients may trade margin foreign exchange (**Margin FX**) and contracts for difference (**CFDs**), along with related financial products and services.

1.3 You must hold an Account before you are able to trade with us. To open an Account you must complete our application form and agree to these Terms and any other documents forming the Agreement. We will review your application and may accept or reject it at our discretion. If accepted, we will open your Account and may require you to deposit Margin before you may begin trading.

1.4 By applying for, being approved for, or using an Account, you agree to be bound by this Agreement and acknowledge the following:

(a) You have received, read, and understood all documents provided by Mitra Markets under this Agreement, including these Terms, any Product Disclosure Statement(s), and the Financial Services Guide;

(b) You wish to apply for and use an Account offered by Mitra Markets, subject to the terms and conditions in this Agreement;

(c) This Agreement constitutes a legally binding contract between Mitra Markets and you;

(d) This Agreement becomes effective on the Effective Date;

(e) Your application for, and use of, an Account is subject to all Governing Laws and the provisions of this Agreement and Mitra Markets' operational policies, which may be updated from time to time; and

(f) If you do not agree to be bound by this Agreement, you must not apply for or use an Account.

2. Definitions

Unless the context requires otherwise, the following terms carry the meanings set out below throughout this Agreement:

Account	All of your Trading Accounts with Mitra Markets, including your Wallet, any linked Trading Accounts or sub-accounts, and all records of Contracts, transactions, deposits, withdrawals, and balances.
Agreement	These Terms and Conditions, the Product Disclosure Statement, Financial Services Guide, policies, and any other documents provided by Mitra Markets and incorporated by reference.
AML/CTF Requirements	All obligations relating to anti-money-laundering and counter-terrorism-financing laws, regulations, and guidelines applicable to Mitra Markets and its business operations.
Authorised Representative	A person you authorise, and whom we accept, to act on your behalf in relation to your Account.
Available Funds	Funds in your Account that are not allocated as Margin to a Trading Account and are available for withdrawal or transfer.
CFD	An over-the-counter derivative contract offered by Mitra Markets that allows you to speculate on the change in value of an Underlying Asset without owning the asset itself.
Client Money	Money deposited by you or on your behalf with Mitra Markets for the purposes of trading, held in accordance with applicable client money rules in Saint Lucia.
Confirmation	Any written or electronic confirmation of a trade, Contract, or transaction issued by Mitra Markets.
Contract	An OTC derivative contract entered into between you and Mitra Markets, including Margin FX and CFDs.
Contract Rollover	The automatic extension of a CFD Contract referencing an expiring underlying futures contract, resulting in an adjustment to reflect price differences.
Corporate Action	An event affecting the value, structure, quantity, or ownership of an Underlying Asset, including dividends, stock splits, rights issues, mergers, acquisitions, spin-offs, or any other event materially affecting the value of the Underlying Asset.
Default Event	An event described in these Terms that entitles Mitra Markets to exercise its rights, including closing Positions and terminating Contracts.
Dispute	Any complaint or claim between you and us arising out of or in connection with this Agreement or any Contract.
Effective Date	The date on which you confirm your acceptance of these Terms in our online application process.
Fraudulent Activity	Any act, omission, or scheme intended to obtain an unfair or unlawful advantage or to mislead Mitra Markets, as detailed in Section 5 of this Agreement.
FSRA	The Financial Services Regulatory Authority of Saint Lucia.
Fundamental Error	Any error, mistake, omission, or mispricing that Mitra Markets, in its sole discretion, determines to be material.
Governing Laws	All laws, regulations, rules, directives, and regulatory guidance applicable to the Parties or to activities carried out under this Agreement, including those of Saint Lucia and any other relevant jurisdiction.
Initial Margin	The minimum funds you are required to deposit into your Trading Account to open a Contract.

Leverage	The ratio of exposure to required Margin of a Contract, where the required Margin may be less than the value of the exposure.
Limit Order	An Order to enter or exit a Contract should a specified market price be reached, where that price must be more favourable than the prevailing market price at the time the Order is placed.
Liquidity Provider	A third-party institution or counterparty from which Mitra Markets obtains pricing and hedging services.
Long Position	A Contract that benefits from an increase in the price of the Underlying Asset.
Maintenance Margin	Additional funds required to maintain open Contracts, taking into account realised and unrealised Profits and Losses.
Margin	The amount of money required to open and maintain a Contract, encompassing both Initial Margin and Maintenance Margin.
Margin Call	A demand from Mitra Markets requiring you to deposit additional funds into your Trading Account to meet Margin requirements.
Margin FX	An OTC derivative Contract where the Underlying Asset is a currency or currencies.
Market Disruption Event	Any event that materially affects liquidity, pricing, or trading conditions, including exchange suspension or closure, abnormal volatility, or system failure.
Market Order	An Order to enter or exit a Contract at the prevailing market price at the time the Order is accepted.
Negative Equity	A situation in which your Trading Account Equity is less than zero.
Order	An instruction to enter into, modify, or close a Contract, given by you to Mitra Markets via a Platform or other permitted means.
OTC / Over-the-Counter	Products traded directly with Mitra Markets rather than through a regulated exchange.
Platform	Any electronic system made available by Mitra Markets for placing Orders, managing Trading Accounts, and accessing market data, including MetaTrader 5 and any other platforms introduced in the future.
Position	A Contract you hold that is open and has not been closed or terminated in accordance with the Agreement.
Prohibited Practices	Any activity or behaviour expressly prohibited under this Agreement, including as detailed in Section 5 of these Terms.
Profits and Losses	A gain or loss realised on a Contract when it is closed, or an unrealised gain or loss on an open Position.
Retail Client	A client classified as retail for the purposes of these Terms.
Rollover Time	5:00 pm New York time.
Secure Account Portal	The customer portal offered on our website, allowing you to manage your Trading Accounts, deposits, withdrawals, and other Account details.
Short Position	A Contract that benefits from a decrease in the price of the Underlying Asset.
Spread	The difference between the bid and ask price of a product, representing a cost of trading.

Stop Loss Order / Take Profit Order	An Order placed to close a Contract when the market price reaches a specified level, intended to realise Profits or limit Losses.
Stop Out	The automatic closure of one or more of your Positions by our systems when your Trading Account Equity falls below the required Margin percentage.
Swap	The financing cost or credit applied to a Position held through Rollover Time, reflecting interest rate differentials and Liquidity Provider charges.
Swap-free Account	A Trading Account that does not incur Swaps but may attract Swap-free Service Fees for Positions held open beyond a defined interval.
Terms	This Terms and Conditions document, as amended from time to time.
Trading Account	A sub-account used for placing trades, in which funds are allocated as Margin.
Trading Account Balance	The funds in your Trading Account, including realised Profits and Losses, deposits, withdrawals, and charges, but excluding the value of open Positions.
Trading Account Equity	The net value of your Trading Account, calculated as Trading Account Balance plus or minus any Credit Balances and unrealised Profits and Losses on open Positions.
Underlying Asset	The financial instrument or market on which a Contract is based, such as a currency, index, commodity, share, bond, or cryptocurrency.
Wallet	An electronic account within the Secure Account Portal, separate from Trading Accounts, from which funds may be deposited, withdrawn, or allocated to Trading Accounts.

3. Your Account with Mitra Markets

3.1 All clients of Mitra Markets are treated as Retail Clients under the laws of Saint Lucia and the rules of the FSRA. This classification provides the standard level of protection available to all clients.

3.2 Where your Account is held in joint names: (a) you are jointly and severally liable for all obligations under these Terms; (b) any notice provided to one Account holder is taken to have been provided to all Account holders; (c) we may act on instructions received from any one of you, provided they appear to come from an authorised Account holder; and (d) our rights apply if a Default Event occurs in respect of any one joint holder.

3.3 If you act as agent for another person, we will not accept that person as a client unless we agree directly in writing and all required documentation is completed. You must inform us immediately if you withdraw any agent's authorisation.

3.4 By entering into Contracts with us, you acknowledge that we do not owe you a fiduciary duty. We act as principal in our dealings with you and may place our own interests ahead of yours, subject always to our obligations under these Terms and Governing Laws.

3.5 Except where required by Governing Laws, we have no obligation to assess the suitability of any Contract you open, to monitor or advise you on your Positions, or to set limits on your trading activity. All Contracts are entered into entirely at your own risk.

3.6 Where your Account has been inactive for fifteen (15) years and we are unable to contact you after taking reasonable steps, we may cease to treat your balance as Client Money and handle it in accordance with Governing Laws on unclaimed funds.

3.7 You may only maintain one Account with us per legal entity, except where we have provided prior written consent at our sole discretion.

Account Security and Instructions

3.8 You must keep your login credentials confidential and take reasonable steps to prevent unauthorised access to your Account. If you suspect your Account has been compromised, you must notify us immediately.

3.9 You must not permit any other person to trade or act on your Account unless expressly authorised by us in writing.

3.10 You are liable for all Contracts executed using your Account credentials, even if you did not personally authorise their use.

3.11 We are entitled to act on verbal or written instructions provided through your registered Account details, login credentials, or by an Authorised Representative. We may rely on such instructions even if the person providing them is not in fact authorised, provided they appear to us to be acting with authority.

3.12 If you fail to provide instructions promptly when we request them, we may, at our discretion, take any action we consider necessary for the protection of you or us, at your cost.

Account Funding

3.13 Funds held in your Wallet are treated as Available Funds and are available for transfer into a Trading Account, or for withdrawal, except where amounts are owed to us.

3.14 You may request a withdrawal of funds from your Wallet at any time, provided the amount requested does not exceed your Available Funds. Funds allocated as Margin within a Trading Account cannot be used for other purposes unless first transferred back to your Wallet.

3.15 We may restrict or remove payment methods at our discretion. Deposits and withdrawals will only be accepted from accounts held in your name. Payments from third-parties are not accepted.

3.16 Funds you pay to us are held in accordance with the Saint Lucia FSRA Client Money requirements. Client funds may be pooled with other client funds but are held separately from Mitra Markets' own funds.

3.17 Client funds may be used for the purpose of meeting your Margin obligations, purchasing additional services, and settling your Contracts. Interest or earnings on client funds accrue to Mitra Markets unless otherwise required by law.

3.18 Withdrawals will only be processed to a bank account or payment method in your name. We may decline to process a withdrawal request where it is inconsistent with our AML/CTF Requirements.

3.19 We will process withdrawal requests promptly, but the time for funds to reach your bank account will depend on your bank and the payment method used. We are not responsible for delays or charges applied by third-party payment providers.

3.20 We may impose minimum or maximum deposit and withdrawal amounts at our discretion.

4. Trading Accounts and Platform

Opening and Managing a Trading Account

4.1 You must hold an Account with Mitra Markets before you may access a Trading Account. A Trading Account can be requested through the Secure Account Portal, and will become available to you upon approval.

4.2 We may approve, deny, or limit the number and types of Trading Accounts available to you at our discretion.

4.3 We may permanently close or temporarily archive a Trading Account at our discretion. If temporarily archived, you may request reactivation in writing or via the Secure Account Portal.

4.4 Before you may open Contracts through a Trading Account, you must fund it by transferring money from your Wallet or by making a direct deposit.

4.5 Unless agreed otherwise in writing, each Trading Account will be treated independently. A credit balance in one Trading Account does not discharge liabilities in another.

Platform Access and Market Data

4.6 You may access your Trading Account at any time to view details of Contracts, payments made or required, and related Account information.

4.7 The Platform is an online facility allowing you to execute trades, submit Orders, review reports, and monitor your obligations under these Terms. It is your responsibility to understand how the Platform operates before trading with us.

4.8 The Platform is provided on an "as is" basis and we do not guarantee that it is error-free or fit for any particular purpose. We are not liable for any loss arising from Platform failure, interruption, delay, or technical issues.

4.9 Market data and information available through the Platform may be provided by third-party sources. We do not guarantee the accuracy or completeness of this information.

4.10 Trading hours for particular Contracts may vary and are available in the Platform or on our website. Trading hours are indicative only and may be subject to change without notice.

Placing and Executing Orders

4.11 Before placing an Order you must ensure that sufficient funds are available in your Trading Account to meet Initial Margin requirements and that you are in compliance with these Terms.

4.12 You enter into a Contract with us when we accept an Order you have submitted, provided you meet your obligations under these Terms. Each Contract is entered into on a principal-to-principal basis unless otherwise agreed in writing.

4.13 The prices quoted in the Platform are provisional and do not constitute an offer. A Contract is formed only when we accept your Order, and execution may occur at a price that differs from the one displayed.

4.14 You may submit various Order types including Market Orders, Limit Orders, Stop Orders, Stop Limit Orders, Stop Loss Orders, and Take Profit Orders. Execution is subject to available liquidity and we cannot guarantee execution at your specified price.

4.15 We reserve the right to reject, modify, or partially fill any Order in accordance with our policies and prevailing market conditions.

4.16 If you request cancellation or modification of an Order after we have accepted it, the request will only take effect if we are able to confirm the change in our systems before execution. An Order already executed cannot be cancelled.

4.17 When you place an Order or enter a Contract with us, you do not own or acquire any rights in the Underlying Asset, nor do you take delivery of it.

Margin and Stop Out

4.18 You are responsible for monitoring your Trading Accounts, Positions, and obligations under these Terms at all times. You must maintain sufficient Margin in your Trading Account to support open Positions. Margin requirements are subject to change at any time, including during periods of market volatility or reduced liquidity.

4.19 If the funds in your Trading Account fall below the required Margin level, you must transfer additional funds or reduce your exposure. Margin requirements are not limits on your liability.

4.20 When the equity in your Trading Account drops below the required Margin threshold, we may issue a Margin Call and notify you through the Platform or by email. During a Margin Call, new Orders may be temporarily suspended in the affected account.

4.21 If your Trading Account Equity falls below a specified percentage of required Margin, our systems may automatically close out (Stop Out) one or more of your Positions. Stop Out is intended to limit losses but cannot be guaranteed to prevent losses greater than your Trading Account Balance.

4.22 You are responsible for all losses arising from your trading, including any losses that cause your Trading Account Equity to become negative (Negative Equity). If Negative Equity arises, you must repay the deficit in full.

Market Disruption and Corporate Actions

4.23 We may suspend or restrict trading in any product where the Underlying Market is disrupted, suspended, or unavailable, or where we reasonably consider it necessary to protect our interests or those of our clients.

4.24 If a Market Disruption Event occurs, we may close open Contracts, vary Margin requirements, change trading parameters, suspend pricing, adjust Contract prices to reflect fair market value, or take any other action we reasonably consider necessary.

4.25 We are not liable for any loss arising from Market Disruption Events, except where caused by our fraud, negligence, or wilful default.

4.26 If a Corporate Action occurs in relation to an Underlying Asset, we may apply an adjustment to your Trading Account or to the terms of your Contract to place you, as closely as is reasonably practicable, in the same economic position as if the Corporate Action had not occurred.

4.27 All adjustments made in relation to a Corporate Action are final and binding, absent any manifest error. You are not entitled to exercise voting rights, receive shareholder communications, or participate in meetings relating to an Underlying Asset.

5. Customer Conduct and Prohibited Practices

5.1 You must promptly notify us if: (a) you hold any direct or indirect interest in an Underlying Asset of a Contract you enter into with us; (b) you become aware of, or suspect, any error, mispricing, or malfunction in relation to any Contract or the Platform; (c) your employment involves direct financial markets interactions; or (d) you have a material relationship with a competitor of Mitra Markets.

Prohibited Practices

5.2 You must not attempt to obtain any economic benefit from any error, mispricing, or misconfiguration in relation to any Contract, including in respect of Swap rates, Corporate Action adjustments, rounding errors, currency conversion errors, transfer errors, or any delay, latency, or technical issue affecting the Platform.

5.3 You must not, whether alone or in concert with others, engage in or seek to benefit from any of the following:

(a) Insider dealing, including placing Orders while in possession of non-public information relating to an Underlying Asset;

(b) Market manipulation or any attempt to manipulate the price, execution, or liquidity perception of any Contract or Underlying Asset;

(c) Placing Orders that give the appearance of legitimate trading activity but are wholly or partly offset in your own or another person's accounts;

(d) Any form of triangular swap, currency arbitrage, or latency arbitrage;

(e) Exploitation of abnormal trading conditions, including low liquidity, public holidays, market closures, or excessively low or high Spreads;

(f) Abuse of any promotion, bonus, rebate, or incentive offered by us;

(g) Exploitation of differences between Swap-free Accounts and other Trading Accounts;

(h) Using excessive leverage, such as risking all of your Trading Account Equity in a single trade; or

(i) Attempting to circumvent Margin requirements, account limits, or risk controls.

Fraudulent Activity

5.4 You must not, alone or in collusion with others, engage in any of the following: registration of Accounts using false or duplicate identities; use of multiple accounts under different identities; churning, wash trading, or artificial transaction generation; tampering with Mitra Markets' systems; promotion or bonus abuse; violation of any Governing Laws; any funding activity that could reasonably be interpreted as money laundering; or issuing spurious chargebacks on deposits.

5.5 If we reasonably suspect that you have engaged in Prohibited Practices or Fraudulent Activity, we may void, amend, or close Contracts; withhold profits; decline new Orders; alter pricing; impose new Margin requirements; suspend or terminate your Account; report the matter to the FSRA or other authorities; or take any other action we reasonably consider necessary.

6. Fees, Charges and Costs

Commission

6.1 Some Trading Account types incur a commission in addition to the Spread, charged based on the Volume traded. The commission rate depends on the product, Trading Account type, and Platform type.

6.2 Commissions are charged per side (open and close). Commission rates are displayed in the Platform or on our website and may change from time to time.

Swaps and Overnight Financing

6.3 If you hold a Position through Rollover Time, we may apply a Swap adjustment, which may be a debit or credit depending on your Position direction, prevailing interest rates, product type, and Liquidity Provider costs.

6.4 Swaps are calculated daily at Rollover Time. A triple swap may apply on certain instruments held through specific rollover periods, including the Wednesday-to-Thursday rollover for Margin FX and metals, and the Friday-to-Monday rollover for CFDs without weekend trading.

Currency Conversions

6.5 Where a Contract, fee, deposit, withdrawal, or Profit and Loss is denominated in a currency other than your Trading Account Currency, we will convert it at a rate we reasonably determine. A conversion fee may also apply.

Swap-free Service Fees

6.6 If you hold a Swap-free Account, Positions do not incur Swap charges or credits. Instead, a Swap-free Service Fee may apply to Positions held beyond a specified period. Swap-free Service Fees are published on our website and may change from time to time.

Inactivity Fees

6.7 If your Account or Trading Account has been inactive for a period of one (1) year, we may charge an inactivity fee. Details are published on our website and deducted directly from your Available Funds. No fee is charged if your balance is zero.

Deposit, Withdrawal and Other Fees

6.8 We may charge fees, or pass on third-party charges, for certain deposit or withdrawal methods. We may also charge for market data, VPS subscriptions, hard-copy statements, or other non-standard requests. Applicable charges are set out on our website or the Secure Account Portal.

Taxes

6.9 You are solely responsible for any taxes arising from your trading activity. We do not withhold or deduct tax unless required by Governing Laws. We recommend you seek independent tax advice before trading with us.

7. Representations and Warranties

7.1 You warrant and represent to us, on a continuing basis, that:

(a) You are legally capable and have full power and authority to enter into and perform your obligations under these Terms;

(b) If you are an individual, you are at least 18 years of age;

(c) If you are a body corporate, you are duly incorporated, validly existing, and in good standing;

(d) Your obligations under these Terms are valid, binding, and enforceable;

(e) The information you provide in your application is true, complete, and not misleading in any material respect;

(f) You will promptly notify us of any material change to the information you have provided;

(g) You will comply with all Governing Laws and market rules in connection with your trading;

(h) You enter into these Terms and each Contract as principal and not as agent or trustee for any other person;

(i) The funds you use to trade are not derived from illegal activities;

(j) You will not use our services to engage in money laundering, terrorism financing, or any unlawful conduct;

(k) You will comply with all applicable AML/CTF Requirements; and

(l) You understand the nature and risks of trading Margin FX and CFDs and have the financial resources and ability to bear those risks.

7.2 We rely on the warranties and representations you provide under clause 7.1 when dealing with you. Each warranty and representation is deemed to be repeated on each day that you have an Account or any Contract open.

7.3 You must notify us immediately if any warranty or representation becomes untrue or misleading; if you become unable to pay your debts as they fall due; if you are convicted of any offence involving fraud or dishonesty; or if any regulatory body initiates an investigation or enforcement action against you.

8. Confidentiality and Data Protection

8.1 We collect Personal Data from you in order to establish and administer your Account, provide our services, and comply with legal and regulatory obligations. This may include your name, contact details, identification documents, financial information, and trading history.

8.2 By opening an Account with us, you consent to the collection, use, and disclosure of your personal information as described in this section and in our Privacy Policy. By agreeing to these Terms, you acknowledge that you have read and understood the Privacy Policy.

8.3 You consent to us recording telephone conversations and electronic communications. Such recordings may be used for training, monitoring, compliance, dispute resolution, or as evidence in legal or regulatory proceedings.

8.4 We may use your Personal Data to provide trading services, manage our relationship, comply with Governing Laws, conduct product development and marketing (unless you opt out), and monitor and improve our services.

8.5 We take reasonable steps to ensure that Personal Data is stored securely and protected from misuse, loss, and unauthorised access or disclosure. We will retain your Personal Data for as long as necessary to provide our services and comply with regulatory obligations.

8.6 We may disclose your Personal Data to related entities, Liquidity Providers, technology partners, professional advisers, regulators, and law enforcement authorities where required by law or regulation.

8.7 We will keep all information relating to your Account confidential, except where disclosure is required by law or regulation, by the FSRA or another authority, or is necessary for us to perform our obligations under these Terms.

9. Indemnity and Liability

Our Liability to You

9.1 We are not liable to you for any loss, damage, cost, or expense you suffer in connection with these Terms or any Contract, except to the extent that such loss arises directly from our fraud, negligence, or wilful default.

9.2 We are not liable for any indirect, special, or consequential loss, including loss of profits, loss of opportunity, or loss resulting from business interruption.

9.3 We are not liable for any loss arising from events outside our reasonable control, including system failures, market disruptions, suspension of trading, changes in law, or acts of government or regulatory authorities.

9.4 We are not responsible for the acts, omissions, or insolvency of any third-party, including Liquidity Providers, banks, payment providers, or data providers, unless required by law.

9.5 To the maximum extent permitted by law, our total aggregate liability to you for any loss or damage is limited to the lesser of: (a) the amount of Margin you have deposited in relation to the Contract giving rise to the claim; or (b) the actual direct loss you have suffered.

Your Indemnity

9.6 You indemnify us against all costs, expenses, losses, or liabilities we incur in connection with: (a) your breach of these Terms or any Contract; (b) any Fraudulent Activity, Prohibited Practice, or false or misleading information you provide; (c) any action we take to enforce our rights; or (d) any claim brought against us by a third-party arising from your trading activities.

9.7 This indemnity survives termination of these Terms and continues for as long as we have exposure to any liability arising from your Account or Contracts.

Your Acknowledgement

9.8 You acknowledge that: (a) trading Margin FX and CFDs involves significant risk of loss and may not be suitable for all investors; (b) you have considered your own financial situation, objectives, and experience before entering into this Agreement; and (c) you will not hold us responsible for losses arising from your trading decisions, except where caused by our fraud, negligence, or wilful default.

10. Termination

10.1 Either party may terminate this Agreement by providing written notice to the other. Termination takes effect on the date specified in the notice, or immediately if no date is specified.

10.2 We may terminate this Agreement or close your Account immediately without prior notice if: (a) you fail to comply with these Terms; (b) you fail to maintain sufficient Margin or meet a Margin Call; (c) you engage in Prohibited Practices or Fraudulent Activity; (d) you become insolvent or are subject to similar proceedings; (e) we reasonably believe your Account has been used for illegal purposes; or (f) we are required to do so by law, regulation, or the FSRA.

10.3 Termination of these Terms does not affect any rights or obligations that have already accrued. You remain responsible for all outstanding obligations, including any amounts owed to us.

10.4 Upon termination, we may close open Positions, transfer balances to your Wallet, deduct amounts owed to us, or take any other action reasonably necessary to finalise your Account.

10.5 Any provision of these Terms intended to survive termination, including indemnities, liability limitations, and confidentiality obligations, continues in full force and effect after termination.

11. Governing Law and Dispute Resolution

11.1 These Terms are governed by the laws of Saint Lucia. You agree to submit to the non-exclusive jurisdiction of the courts of Saint Lucia in relation to any Dispute connected with these Terms or any Contract.

11.2 If any provision of these Terms is inconsistent with a law or regulation in Saint Lucia that cannot be excluded, that law or regulation will prevail to the extent of the inconsistency, and the remaining provisions of these Terms remain in effect.

11.3 If a Dispute arises, both Parties must attempt to resolve it in good faith. If it cannot be resolved through our internal processes, you may escalate the matter to the FSRA in accordance with their published complaints procedures.

11.4 If you have a complaint, you should contact us promptly. Please refer to our Complaints Policy for full details of the process that will follow.

12. General Provisions

12.1 In addition to any other rights we have under these Terms or at law, we may, at our discretion and without prior notice, refuse to accept any Order; close open Positions; modify Position limits; enforce any Contract where you owe money; correct errors in your Trading Account; adjust Contract terms to reflect market conditions or fair value; vary Margin requirements; suspend Platform access; withhold funds; or terminate these Terms and close your Account.

12.2 We will exercise our rights under clause 12.1 reasonably, in good faith, and having regard to market conditions and our regulatory obligations.

12.3 We may offset any amount you owe us under these Terms against any amount we owe you, including balances in your Wallet or Trading Accounts.

12.4 We may change these Terms by giving you notice. If you continue to maintain an Account or enter into Contracts with us after the effective date of any changes, you will be deemed to have accepted the changes.

12.5 No failure or delay by us in exercising any right or remedy under these Terms operates as a waiver of that right or remedy. A waiver is only effective if given in writing.

12.6 If any provision of these Terms is held to be invalid, unlawful, or unenforceable, that provision will be severed and the remaining provisions will continue in full force and effect.

12.7 Nothing in these Terms creates a partnership, joint venture, fiduciary, or employment relationship between you and us. Our relationship is strictly that of principal and client.

12.8 You may not assign or transfer any of your rights or obligations under these Terms without our prior written consent. We may assign or transfer our rights or obligations to a related entity or successor, and we will notify you if this occurs.

12.9 We are not liable for any failure to perform our obligations where the failure is caused by events beyond our reasonable control, including natural disasters, war, terrorism, strikes, system failures, or actions of governments or regulators.

12.10 We do not provide personal financial or tax advice. You are solely responsible for assessing the features and risks of our products and for seeking your own independent advice before trading.

12.11 You consent to us providing all notices, statements, and communications electronically, whether by email, through the Platform, or published on our website.

12.12 All intellectual property rights in our Platform, website, trading systems, and related materials remain our property or that of our licensors. You are granted a limited, non-exclusive, non-transferable licence to use the Platform solely for the purpose of trading with us in accordance with these Terms.

12.13 Nothing in these Terms operates to exclude or restrict any duty, liability, or remedy we may have to you under Governing Laws in Saint Lucia that cannot lawfully be excluded or restricted.

Regulatory and Jurisdictional Disclosures

Risk Warning

Trading CFDs and margin foreign exchange involves a high degree of risk and is not suitable for all investors. Leveraged trading carries the possibility of losses that may exceed your initial investment. You should carefully consider your investment objectives, level of experience, and risk appetite before engaging in trading. You do not own or have rights in the underlying assets. Past performance is not a reliable indicator of future results, and tax laws are subject to change. All information provided on this website is general in nature and does not take into account your personal circumstances. We strongly recommend that you seek independent advice if necessary, and read our legal documents carefully before trading with us.

Jurisdictional Restrictions

The information on this website is not directed at residents of any jurisdiction where such distribution or use would be contrary to local law or regulation. Mitra Markets does not accept clients from certain restricted jurisdictions, including (but not limited to) the United States and any regions subject to FATF or UN sanctions lists. Individuals accessing this website do so at their own initiative and are responsible for complying with their local laws.

Licensing and Regulation

Mitra Markets LLC is incorporated and registered in Saint Lucia under the International Business Companies Act, with its registered office at Ground Floor, The Sotheby Building, Rodney Village, Rodney Bay, Gros-Islet, Saint Lucia (Registration Number: 2025-00913). The company operates in accordance with applicable laws and maintains internal policies and procedures designed to support Anti-Money Laundering (AML) and Counter-Financing of Terrorism (CFT) standards, segregation of client funds, and the secure handling of customer data.

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