

This document is intended for publication on the Company website and forms part of the client-facing legal and operational disclosure framework.

Legal entity	ARKA Global Liquidity Ltd.
Registration No.	2025-00568
Jurisdiction	Saint Lucia
Website	www.arkaltd.io
General contact	contacto@arkaltd.io
Support / Compliance	support@arkaltd.io
Effective year	2025

1. Parties and Acceptance

ARKA Global Liquidity Ltd. is an International Business Company incorporated in Saint Lucia under registration number 2025-00568. These documents apply to the website www.arkaltd.io, the trading environment branded as ARKA Global cTrader, and any related services made available by the Company.

This Client Agreement is made between the Client and the Company. The Client accepts this Agreement by completing the registration process, opening an account, ticking an acceptance box, depositing funds, accessing the platform or using any service. The Agreement becomes binding when the Company verifies and approves the Client according to internal onboarding and AML/KYC procedures.

2. Services

The Company may provide online access to trading accounts, trading platforms, market information, order transmission, execution arrangements, account records, technical support, deposit and withdrawal processing, and other services made available from time to time. Services are provided through the internet and may depend on third-party technology, payment and infrastructure providers.

3. Instruments and Risk

- Foreign exchange and contracts for difference (CFDs).
- Spot metals, spot energies, indices, commodities, crypto-related instruments, shares CFDs, ETF CFDs, NDFs, and other instruments made available by the Company.
- Leveraged instruments settled in cash unless expressly stated otherwise.

Trading leveraged instruments involves significant risk. The Client may lose part or all of deposited funds and, where negative balance protection is not expressly provided, may incur additional obligations. The Client is responsible for understanding the risks before trading.

4. Client Eligibility and Restricted Jurisdictions

The Client must have legal capacity, be at least the age of majority in the Client's jurisdiction, and must not be located in a restricted or sanctioned jurisdiction. The Company may restrict, reject or close accounts where the Client is located in a prohibited jurisdiction or where service would violate applicable law, internal policy or provider restrictions.

5. Account Approval, KYC and Ongoing Review

The Company may request identity verification, proof of address, proof of funds, source of wealth, corporate documents, payment method ownership evidence, questionnaires or any other information required for onboarding, compliance, account review or suspicious activity investigation. The Company may refuse service or restrict accounts at its sole discretion where information is missing, expired, false, inconsistent or suspicious.

6. Trading Authorization

The Client authorizes the Company to process instructions submitted through approved channels. The Client is responsible for all instructions submitted using the Client's credentials or by authorized representatives. The Client must protect access credentials and immediately notify the Company of unauthorized access or suspected compromise.

7. Charges, Deposits and Withdrawals

The Client agrees to pay applicable spreads, commissions, markups, markdowns, swaps, administrative fees, statement fees, inactivity fees, payment charges, account transfer fees, introducing broker fees, money manager fees or other costs disclosed by the Company. Deposits and withdrawals are subject to the Deposits & Withdrawals Policy and AML/KYC controls. Third-party payments are prohibited unless expressly approved in writing.

8. Leverage and Margin

The current maximum leverage is 1:200. The current first margin call level is 150%. The current stop-out level is 80%. The Company may change margin and leverage requirements at any time for risk, liquidity, provider, legal, technical or operational reasons.

9. Prohibited Activities

- Fraud, misrepresentation or use of false documents.
- Money laundering, terrorist financing, sanctions evasion or suspicious activity.
- Latency arbitrage, abusive scalping, high-frequency trading where prohibited, exploitation of off-market prices, technical abuse or platform manipulation.
- Unauthorized access, reverse engineering, copying, decompiling or misuse of Company systems, software or intellectual property.
- Third-party payments or transfers without approval.

10. Limitation of Liability

The Company is not liable for losses arising from market movements, Client trading decisions, unauthorized use of credentials, internet failure, platform interruption, payment provider delay, blockchain errors, force majeure, off-market quotes or third-party systems, except where liability cannot be excluded by applicable law.

11. Complaints and Disputes

Complaints must be submitted in writing to support@arkaltd.io according to the Complaints Policy. The Client should submit trading and transaction disputes within five business days of becoming aware of the issue. The governing law and jurisdiction are those of the Company's jurisdiction unless otherwise required by applicable law.

12. Amendments and Termination

The Company may amend this Agreement and related policies by publishing updated versions on the website. The Company may suspend or terminate services where the Client breaches this Agreement, presents elevated risk, fails verification, engages in prohibited activity, or where legal, technical, provider or operational reasons require termination.

For questions regarding this document, contact support@arkaltd.io or contacto@arkaltd.io.