



## TABLE OF CONTENTS

1. Introduction	02	10. Authority to Act and Further Assurance	04
2. Linking Accounts	02	– Irrevocable Authority	04
3. Secured Obligations	02	– Further Assurance	04
4. Grant of Security	02	11. Representations and Warranties	04
5. Collateral Value	03	12. Indemnity and Liability	05
6. Trading on your Linked Stockbroking Account	03	13. Queries, complaints and disputes	05
7. Communications	03	14. Miscellaneous	05
8. Default and Default Remedies	04	15. Amendment and Termination	05
9. Consequences of Default	04	16. Governing Law	06
– Enforcement rights	04	17. Privacy	06
– Liability not discharged	04	18. Definitions and Interpretation	06

## 1. INTRODUCTION

(1) This Agreement is between you, the client, IG Markets Limited (IG Markets) and IG Index Limited (IG Index). In this Agreement, references to 'we', 'us', 'our', 'ours' and 'ourselves' as appropriate will be references to IG Markets. Any references to IG Markets or IG Index in their sole capacity will be specified. Similarly you, the client may be referred to as 'you', 'your', 'yours' and 'yourself' as appropriate.

(2) IG Markets Limited is authorised and regulated by the Financial Conduct Authority (the 'FCA') (registration number 195355) for the conduct of investment business. IG Index Limited is authorised and regulated by the FCA (registration number 114059). The FCA's registered address is 25 The North Colonnade, London E14 5HS. The registered address of both IG Markets and IG Index is Cannon Bridge House, 25 Dowgate Hill, London EC4R 2YA. Our contact details are: 0800 195 8009 (+44 20 7896 0011) and helpdesk.uk@ig.com. IG Markets is a member firm of the London Stock Exchange.

(3) IG Markets provides a collateral service, where you can elect to Link a Stockbroking Account to your Leveraged Account to enable the Secured Account Assets in the Linked Stockbroking Account to be used as collateral in respect of the Secured Obligations owed on that Linked Leveraged Account. As set out in clause 5 below the Secured Account Assets will be valued on an ongoing basis and given a Collateral Value.

(4) When you elect to Link your stockbroking Account and Leveraged Account, you also grant a charge over the Secured Assets, which could result in these Secured Assets being sold if you are not able to meet your obligations in respect of your Leveraged Account.

(5) This Agreement will govern your relationship with us in respect of the security given by you to us over the Secured Assets, including assets held in your Linked Stockbroking Account that you wish to use as collateral for the Linked Leveraged Account that you hold with either IG Markets or IG Index, as appropriate.

(6) The Stockbroking Customer Agreement will govern your relationship with us in relation to trading activities on your Linked Stockbroking Account.

(7) If you have a CFD Account with us, the Margin Trading Customer Agreement will govern your relationship with us in relation to your Linked Leveraged Account.

(8) If you have a Spread Betting Account with IG Index, the Spread Betting Customer Agreement will govern your relationship with IG Index in relation to your Linked Leveraged Account.

(9) Under the Stockbroking Customer Agreement, you agreed not to try to sell, mortgage or otherwise deal in or part with beneficial ownership of the Instruments and cash held on your Stockbroking Account with us. As under this Agreement you are granting to us and IG Index a charge over the Secured Assets, we waive your non-compliance with those provisions of the Stockbroking Customer Agreement solely with respect to this Agreement.

(10) Nothing in this Agreement will exclude or restrict any duty or liability owed by us or IG Index to you under the Financial Services and Markets Act 2000 (as amended) or the FCA Rules and if there is any conflict between this Agreement and the FCA Rules, the FCA Rules will prevail.

(11) Our products are not suitable for everyone. A full explanation of the risks associated with our products is set out in the Risk Disclosure Notice and you should ensure you fully understand such risks before entering into this Agreement with us. Specifically, you should understand the risks associated with using the collateral service prior to Linking your accounts.

(12) Your attention is drawn, in particular, to those Terms that are highlighted in bold and to the representations and warranties (legal confirmations and assurances) and undertakings given by you in Terms 3, 4, 5, 6, 8, 9, 10, 11 and 12.

(13) This Agreement will come into effect on the date that we approve your request to Link your accounts and for any new versions of this Agreement thereafter, on the date we specify when we notify you. This Agreement is supplied to you in English and we will communicate with you in English for the duration of this Agreement.

(14) Whether or not you and we have entered this Agreement by distance means, you are not entitled to cancel this Agreement (but you can terminate it as set out in Term 15).

(15) In this Agreement, certain capitalised words and expressions have the meanings set out in Term 18 of this Agreement, and otherwise in the Linked Customer Agreements, as applicable.

## 2. LINKING ACCOUNTS

(1) In order to Link accounts you will need to make a request to do so via our Electronic Trading Services. Your accounts will be Linked when we approve your request. We reserve the right in our absolute discretion to reject any request to Link accounts for whatever reason.

(2) If you only have one Leveraged Account and one Stockbroking Account, then both your accounts will be Linked. If you have more than one Leveraged Account and/or Stockbroking Account, you will need to elect which of the accounts you would like to Link.

(3) You cannot Link either of the following accounts:

- (a) a joint Stockbroking Account; or
- (b) a Stocks and Shares ISA.

(4) There may be a Charge for Linking your accounts or using the collateral service. If there is a Charge associated with these activities, we will notify you accordingly.

(5) While this Agreement is in force:

- (a) we agree to waive our rights to receive only cash for Margin under the Margin Trading Customer Agreement; and
- (b) IG Index waives its right to receive only cash for Margin under the Spread Betting Customer Agreement in consideration for the rights and benefits it enjoys under this Agreement.

## 3. SECURED OBLIGATIONS

### IF YOUR LINKED LEVERAGED ACCOUNT IS A CFD ACCOUNT

(1) When you opened your CFD Account with us, you agreed to the terms of the Margin Trading Customer Agreement, including obligations to pay us Margin, Initial Margin and other sums in relation to activities carried out on your CFD Account as and when they fall due, or when we demand them from you.

### IF YOUR LINKED LEVERAGED ACCOUNT IS A SPREAD BETTING ACCOUNT

(2) When you opened your Spread Betting Account with IG Index, you agreed to the terms of the Spread Betting Customer Agreement, including obligations to pay IG Index Margin, Initial Margin and other sums in relation to activities carried out on your Spread Betting Account as and when they fall due, or when we demand them from you.

(3) The obligations set out in Terms 3(1) and 3(2) above are referred to in this Agreement as the Secured Obligations and are the obligations which are secured by the security created pursuant to Term 4 of this Agreement.

## 4. GRANT OF SECURITY

(1) As continuing security for the payment and discharge of the Secured Obligations, you charge to us and IG Index, with full title guarantee by way of first fixed charge, all of your rights, title and interest which you now have or which you obtain at any time in the future in:

- (a) the Stockbroking Customer Agreement;
  - (b) the Linked Stockbroking Account; and
  - (c) all Instruments and Related Rights, together with any cash which are held in your Linked Stockbroking Account from time to time (the 'Secured Account Assets'),
- together, the 'Secured Assets'.

(2) For the avoidance of doubt Term 4(1) above applies to any Secured Assets or part thereof which may be in the process of settlement, as contemplated by the Stockbroking Customer Agreement.

(3) In the event that the Secured Obligations are owed to IG Index under the Spread Betting Customer Agreement, then the parties to this Agreement agree that the security granted in Term 4(1) above over the Secured Assets may be enforced by IG Markets on behalf of IG Index, whether or not IG Index has demanded enforcement from you. IG Markets may elect to sell the Secured Assets in order to meet the Secured Obligations owed by you. The proceeds of sale of any or all of the Secured Assets may be paid by IG Markets to IG Index to satisfy the Secured Obligations in the event they are owed to IG Index.

(4) When an Instrument or Related Right has been Bought, transferred or otherwise acquired in accordance with a Linked Customer Agreement, such purchased assets shall be charged in accordance with Term 4(1) at the time of acquisition. Such charge shall not affect the security created by this Agreement in respect of any other Secured Assets, which shall continue in full force and effect.

(5) Once an Instrument or Related Right has been Sold, transferred or otherwise disposed of in accordance with a Linked Customer Agreement, the security created by this Agreement shall be released in respect of such disposed assets only at the time of the disposal. Such release shall not affect the security created by this Agreement in respect of any other Secured Assets, which shall continue in full force and effect.

(6) You will not, at any time, except with our prior written consent:

- (a) create, purport to create or permit to subsist any security on, or in relation to, any of the Secured Assets other than any security created by this Agreement, except for any custodian's right to retain possession of any assets as security (this right is known as a 'lien'); or
- (b) create or grant (or purport to create or grant) any interest in any Secured Assets in favour of a third party.

(7) You will not at any time nominate any person other than us to have or exercise any rights relating to any of the Secured Assets without our express consent.

(8) You will not do, cause or permit to be done anything which may adversely affect the Secured Assets or which is a variation or a repeat of the rights attaching to or conferred on all or any part of the Secured Assets by this Agreement, without our prior written consent.

## 5. COLLATERAL VALUE

(1) Secured Account Assets in your Linked Stockbroking Account will be valued on an ongoing basis. This means that the value of your Secured Account Assets will change as the market value of Secured Instruments held in your Stockbroking Account changes.

(2) The Collateral Value will be calculated as the sum of the following:

- (a) the value of any cash held in your Linked Stockbroking Account; plus
- (b) the value of all Secured Instruments held in your Linked Stockbroking Account; less
- (c) a percentage of the value of your Secured Instruments calculated based on a number of factors in relation to the Instruments and their liquidity as determined by us in our absolute discretion; and
- (d) any other factors that we in our absolute discretion determine to be relevant.

For the avoidance of doubt, calculation of the Collateral Value is at our absolute discretion, and may be zero if we so determine. Details of the Collateral Value can be found on our website.

(3) If you do not have sufficient cash on your Linked Leveraged Account to cover the amount of the Secured Obligations, we will apply the Collateral Value in relation to the balance of the Secured Obligations, after deducting any cash that you may have in your Linked Leveraged Account. For the avoidance of doubt, the Collateral Value will not be applied in any situation in relation to running losses. If the amount of the Secured Obligations, less any cash being held on your Linked Leveraged Account, exceeds the Collateral Value at any time, you must forthwith pay such excess to either us or IG Index (as applicable) whether demanded or not.

**Please note that the Collateral Value will constantly fluctuate as the value of your Secured Instruments fluctuates and as such it is your responsibility to monitor your Linked Stockbroking Account and your Linked Leveraged Account to ensure that your Collateral Value, and any cash you have deposited to your Linked Leveraged Account is sufficient to cover any open Transactions or Bets, as applicable, you may have on your Linked Leveraged Account.**

(4) We may, from time to time and at our absolute discretion, limit the amount of Collateral Value that you can use to cover the balance of the amount of the Secured Obligations, as described in Term 5(3) above. Such a limit will be referred to as a Collateral Cap. We reserve the right to set or amend the Collateral Cap in our absolute discretion at whatever value we may think fit.

(5) You will also be able to request a Collateral Cap from us. If you request a Collateral Cap, we will assess your request and determine whether to grant it to you in our absolute discretion before indicating whether we approve your request, and any approval will be subject to Term 5(4) above. The Collateral Cap will come into effect when we notify you if your request has been approved, and in any event within 2 business days of receiving your instruction.

## 6. TRADING ON YOUR LINKED STOCKBROKING ACCOUNT

While your accounts are linked, you will still be able to trade on your Linked Stockbroking Account in accordance with the terms of the Stockbroking Customer Agreement, however while you have any open Transactions or Bets, as applicable, on your Linked Leveraged Account:

- (a) you may not be able to withdraw cash from your Stockbroking Account if doing so would result in you not being able to cover your Secured Obligations;
- (b) you will be able to Sell Secured Instruments, however the withdrawal of cash proceeds from your Linked Stockbroking Account will be subject to Term 6(a); and
- (c) if you attempt to Buy Instruments with cash in your Linked Stockbroking Account, which will have the effect of reducing the Collateral Value such that your Linked Leveraged Account has insufficient Margin to fund your open Transactions or Bets, as applicable, then your attempt to Buy those Instruments may be rejected by us. This is without prejudice to any rights we or IG Index may have on the occurrence of an Event of Default under one of the Linked Customer Agreements.

## 7. COMMUNICATIONS

(1) Except where otherwise specified in this Agreement, communications in relation to this Agreement must be made by you, or on your behalf, orally by telephone; via our Electronic Trading Service; in writing; or in such other manner as we may specify from time to time. If one mode of communication is unavailable for any reason, you should attempt to use one of the other modes of acceptable communication set out at the beginning of this paragraph.

(2) If at any time you are unable, for whatever reason, to communicate with us, we do not receive any communication sent by you, or you do not receive any communication sent by us under this Agreement, we will not:

- (a) be responsible for any loss, damage or cost caused to you by any act, error, delay or omission resulting therefrom where such loss, damage or cost is a result of your inability to exercise any rights conferred by this Agreement; or

(b) except where your inability to communicate with us results from our fraud, wilful default or negligence, be responsible for any other loss, damage or cost incurred by or caused to you by any act, error omission or delay resulting therefrom including without limitation, where such loss, damage or cost is a result of your inability to exercise any rights conferred under this agreement.

(3) You acknowledge and agree that any communication transmitted by you or on your behalf is made at your risk and you authorise us to rely and act on, and treat as fully authorised and binding on you, any communication (whether or not in writing) that we reasonably believe to have been transmitted by you or on your behalf by any agent or intermediary who we reasonably believe to have been duly authorised by you. You acknowledge and agree that we will rely on your account number(s), username and/or password to identify you and you agree that you will not disclose these details to any person not duly authorised by you. If you suspect that your account number and/or password has been learnt or may be used by any other person then you must notify us immediately.

(4) You agree that we may record our telephone conversations with you. Such records will be our sole property and you accept that they will constitute admissible evidence of the communications between us.

(5) Upon Linking your Linked Stockbroking Account with your Linked Leveraged Account, details of your Secured Account Assets and/or the Collateral Value will be shown on your Statements for that Linked Stockbroking Account and details of the Collateral Value will be shown on your Statements for that Linked Leveraged Account.

(6) You will be deemed to have acknowledged and agreed with the content of any Statement that we make available to you unless you notify us to the contrary in writing within two business days of the date on which you are deemed to have received it in accordance with Term 7(9) below.

(7) We may communicate with you by telephone, letter, fax, email or text message or by posting a message on our Electronic Trading Service and you consent to us telephoning you at any time whatsoever. We will use the address, phone number, or email address specified on your account opening form or such other address or number as you may subsequently notify to us. Unless you expressly specify otherwise, you agree that we may send the following notices to you by email and/or by posting them on the Electronic Trading Services:

- (a) Statements;
  - (b) notice of an amendment to the way in which we provide our service to you, for example changes to the Electronic Trading Service and changes to the Commission rates, Charges and Taxes that apply to our Transactions; and
  - (c) notice of an amendment to the Terms of this Agreement given in accordance with Term 15(1),
- (each a 'Message').

(8) We will not send you a paper copy of a Message sent to you by email or posted to our Electronic Trading Service. Sending a Message to you by email or by posting it to our Electronic Trading Service in a durable medium fully complies with all our obligations under this Agreement and the Applicable Regulations.

(9) Any correspondence, documents, written notices, legal notices, confirmations, Messages or Statements will be deemed to have been properly given:

- (a) if sent by post to the address last notified by you to us, on the next business day after being deposited in the post;
- (b) if delivered to the address last notified by you to us, immediately on being deposited at such address;
- (c) if sent by fax or text message, as soon as we have transmitted it to any of the fax or mobile telephone numbers last notified by you to us;
- (d) if sent by email, one hour after we have transmitted it to the email address last notified by you to us; and
- (e) if posted on our Electronic Trading Service, as soon as it has been posted.

(10) It is your responsibility to ensure, at all times, that we have been notified of your current and correct address, tax residency status and contact details. Any change to your address, tax residency status or contact details must be notified to us immediately in writing, unless we agree to another form of communication.

(11) We are required by law to provide you with certain information about us, our services, our Transactions, our costs and Charges. You specifically consent to us providing you with this information by means of our website.

(12) It is your responsibility to make sure that you read in a timely manner all notices posted on our website and on our Electronic Trading Service from time to time.

(13) Although email, the internet, the Electronic Trading Services and other forms of electronic communication are often a reliable way to communicate, no electronic communication is entirely reliable or always available. You acknowledge and accept that a failure or delay by you to receive any communication from us sent by email, text message or otherwise whether due to mechanical, software, computer, telecommunications or other electronic systems failure, does not in any way invalidate or otherwise prejudice that communication or any transaction to which it relates. We will not be liable to you for any loss or damage, howsoever caused, arising directly or indirectly out of a failure or delay by you or us to receive an email or other electronic communication. Further, you understand and accept that emails, text messages and other electronic communications we send to you may not be encrypted and therefore may not be secure.

## 8. DEFAULT AND DEFAULT REMEDIES

- (1) Each of the following constitutes an 'Event of Default' under this Agreement:
- (a) if your Linked Leveraged Account is a CFD Account, your failure to pay any of the Secured Obligations or any other amount under the Margin Trading Customer Agreement as and when they fall due, or when demanded from you;
  - (b) if your Linked Leveraged Account is a Spread Betting Account, your failure to pay any of the Secured Obligations or any other amount under the Spread Betting Customer Agreement to IG Index as and when they fall due, or when demanded from you;
  - (c) your failure to make any payment to us under this Agreement;
  - (d) if you are an individual, your death or incapacity;
  - (e) the initiation by a third-party of proceedings for your bankruptcy (if you are an individual) or for your winding-up or for the appointment of an administrator, liquidator or receiver in respect of you or any of your assets (if you are a company) or (in both cases) if you make an arrangement or composition with your creditors or any other similar or analogous procedure is commenced in respect of you;
  - (f) where any representation or warranty made by you in this Agreement, or any of the Linked Customer Agreements is or becomes untrue;
  - (g) you are or become unable to pay your debts as and when they fall due;
  - (h) any Event of Default which occurs under any Linked Customer Agreement; or
  - (i) any other circumstance where we reasonably believe that it is necessary or desirable to take any action in accordance with Term 8(2) to protect ourselves or our other clients.
- (2) If an Event of Default occurs under this Agreement, without prejudice to any rights we or IG Index may have under the Linked Customer Agreements, we may at our absolute discretion, at any time and without prior notice:
- (a) apply any cash in your Linked Stockbroking Account to any debt owed to either us or IG Index;
  - (b) transfer cash between your Linked Stockbroking Account and your Linked Leveraged Account;
  - (c) retain any Secured Assets, or other assets due to you or held on your behalf, and sell them at such price and in such manner as we, acting reasonably, decide, applying the proceeds of sale to discharge the Secured Obligations in any manner we think fit, as well as to discharge the costs of sale;
  - (d) do anything to otherwise receive the benefit of the Secured Assets in any way we may decide;
  - (e) exercise any rights of set-off under any of the Linked Customer Agreements;
  - (f) close all or any of your accounts held with us of whatever nature, and apply or distribute any monies in accordance with our rights under this Agreement, any of the Linked Customer Agreements, and any other agreement we may have with you, and refuse to accept any further Instructions to Deal, Bets, or Transactions from you;
  - (g) terminate any or all of the Linked Customer Agreements, as and when we or IG Index deem appropriate;
  - (h) do anything we or IG Index may have the power or are permitted to do by law (including appointing a receiver), or under any of the Linked Customer Agreements.

(3) If we have to sell Secured Instruments held on your behalf under Term 8(2)(c) in order to discharge any or all of the Secured Obligations owing to us or IG Index, you will be charged Commission and any other applicable Charges and Taxes. You will continue to be responsible for any outstanding Secured Obligations due after the Secured Instruments have been sold and the difference in value will be immediately payable to us or IG Index, as appropriate.

(4) To the extent that any sale under Term 8(2)(c) results in cash being held in your Linked Stockbroking Account, such cash will remain part of the Secured Assets under this Agreement and you will not be able to withdraw any cash proceeds from your Linked Stockbroking Account.

(5) If we take any action under Term 8(2) unless at our absolute discretion we consider it necessary or desirable to do so without prior notice to you, we may where reasonably practicable, take steps to advise you that we are exercising such rights.

However, any failure on our part to take such steps, will not invalidate the action taken under Term 8(2) above, nor any action which we or IG Index may be entitled to take under any of the Linked Customer Agreements, or any other agreement we or IG Index may have with you.

(6) You acknowledge and agree that, in Selling any Secured Instruments under this Term 8, it may be necessary for us to 'work' the order. This may have the result that the Secured Instruments to be sold in tranches at different prices, resulting in an aggregate closing price for the Secured Instrument that may result in further losses being incurred by you. You acknowledge and agree that we shall not have any liability to you as a result of any such working of Secured Instruments.

## 9. CONSEQUENCES OF DEFAULT

### ENFORCEMENT RIGHTS

(1) If an Event of Default has occurred, we may at our discretion (in your name or otherwise and without any consent or authority from you) exercise the following rights and powers in respect of the Secured Instruments:

- (a) any voting rights and any powers or rights relating to the Secured Instruments; and
- (b) all the powers exercisable by a trustee relating to Instruments or property subject to a trust.

(2) If any Event of Default has occurred, we will be entitled to receive all distributions in respect of the Secured Instruments for application towards discharging the Secured Obligations.

### LIABILITY NOT DISCHARGED

(3) Your liability under this Agreement for any of the Secured Obligations will continue until the Secured Obligations have been irrevocably and unconditionally paid or discharged in full, regardless of any intermediate payment or discharge in whole or in part, and will not be discharged, prejudiced, or affected by:

- (a) any security, guarantee, indemnity, remedy or other right held by or available to us being or becoming wholly or partially illegal, void, or unenforceable on any ground;
- (b) us renewing, determining, varying or increasing any transaction in any manner or concurring in, accepting or varying any compromise, arrangement or settlement or omitting to claim or enforce payment from any other person; or
- (c) any other act of omission that but for this provision might have discharged or otherwise prejudiced or affected your liability.

## 10. AUTHORITY TO ACT AND FURTHER ASSURANCE

### IRREVOCABLE AUTHORITY

(1) By way of security, you irrevocably authorise each of us and IG Index to act in your name and on your behalf:

- (a) to execute any documents and do any acts and things that you are required to execute and do under this Agreement, including execute any document required by you under this clause; and
- (b) to execute any documents and do any acts and things that we may deem proper or desirable in exercising any of the powers, authorities and discretions conferred by this Agreement, or by law on us.

(2) By this Agreement, you ratify and confirm and agree to ratify and confirm anything that either we do or IG Index does in the proper and lawful exercise or purported exercise of all or any of the powers, authorities and discretions referred to in this Term 10.

### FURTHER ASSURANCE

(3) You will, at our direction at any given time, immediately execute and deliver to us or such other person as we may direct, all instructions, transfers and other documents and do all such things as may be necessary or desirable:

- (a) to create, register, perfect, maintain or protect the security created by this Agreement;
- (b) to facilitate the realisation of all or any of the Secured Assets following an Event of Default, or the exercise of any right, power or discretion vested in us in relation to any Secured Assets, the Stockbroking Customer Agreement, the Linked Stockbroking Account, or this Agreement; and
- (c) to create a fixed charge over any or all of the Secured Assets.

## 11. REPRESENTATIONS AND WARRANTIES

(1) You represent and warrant to us and IG Index, and agree that each such representation and warranty is deemed repeated each time you use our collateral service in order to provide us with an Instruction to Deal, enter into a Transaction with us, or enter into a Bet with IG Index by reference to the circumstances prevailing at such time, that:

- (a) you are the sole legal and beneficial owner of all of your rights under the Stockbroking Customer Agreement and the Linked Stockbroking Account, such rights being free from any security other than any security created by this Agreement, or any other security that we consent to;
- (b) you are the sole beneficial owner of all the Secured Account Assets, such Secured Account Assets being free from any security other than any security created by this Agreement and any custodian's lien;
- (c) the Secured Instruments have been duly authorised and validly issued and are and will be free from any restrictions on transfer or rights of pre-emption;

## 11. REPRESENTATIONS AND WARRANTIES (CONTINUED)

- (d) this Agreement does not and will not conflict with or result in any breach or constitute a default under any agreement, instrument or obligation to which you are a party or by which you are bound;
  - (e) this Agreement constitutes, and will continue to constitute your legal, valid and binding obligations and is, and will continue to be, effective security over all and every part of the Secured Assets in accordance with its terms;
  - (f) you have the power to enter into, perform and deliver, and have taken all necessary action to authorise your entry into, performance and delivery of, this Agreement and the transactions contemplated by this Agreement;
  - (g) all authorisations, consents, approvals, resolutions, licences, exemptions, filings, notarisations and registrations required to enable you to lawfully enter into, exercise your rights and comply with your obligations in this Agreement have been obtained and are in full force and effect; and
  - (h) this Agreement is not liable to be avoided or otherwise set aside on your liquidation, administration or bankruptcy.
- (2) You also repeat and agree to be bound by all the representations and warranties in each of the Linked Customer Agreements as applicable, as if they are set out in this Agreement in full.

## 12. INDEMNITY AND LIABILITY

- (1) Subject always to Term 1(10), you will on demand indemnify us and IG Index, and keep us and IG Index indemnified from and against all liabilities, losses or costs of any kind or nature whatsoever that may be incurred:
- (a) as a direct or indirect result of any failure by you to perform any of your obligations under this Agreement. 'Indirect loss' would include, for example, loss of profit, loss of opportunity, loss of business and other indirect losses;
  - (b) in connection with the Secured Assets, including any costs and expenses related to the enforcement or preservation of the Secured Assets; or
  - (c) anything done or omitted to be done in the exercise of the powers conferred on us or IG Index, under this Agreement, unless it was caused by such party's negligence, fraud or wilful default.
- You acknowledge that this indemnity extends to our legal and administrative costs and expenses incurred in respect of taking any legal or investigatory action against you, or instructing any debt collection agency to recover monies owed by you to us.
- (2) To the extent permitted by law, you will indemnify, protect and hold both us and IG Index harmless from and against all losses, liabilities, judgments, suits, actions, proceedings, claims, damages and/or costs resulting from or arising out of any act or omission by any person obtaining access to your account by using your designated account number and/or password, whether or not you authorised such access.
- (3) We shall not be liable for any default, omissions, errors or mistakes by any third party or Associated Company other than as a result of our own negligence, fraud or wilful default in relation to the appointment of that third-party.
- (4) Certain information in relation to our services is provided by third parties and we are not liable for any inaccuracy, errors or omissions in the information they provide us, except where such inaccuracy, errors or omission is caused by our own negligence, fraud or wilful default in relation to the appointment of that third-party.
- (5) Without prejudice to any other Terms of this Agreement, neither we nor IG Index will have any liability to you in relation to any loss, costs or expenses that you suffer as a result of:
- (a) any cause beyond our reasonable control and the effect of which is beyond our reasonable control to avoid; or
  - (b) any indirect, special, incidental, punitive or consequential damages (including, without limitation, loss of business, loss of profits, failure to avoid a loss, loss of data, loss or corruption of data, loss of goodwill or reputation) caused by any act or omission of ours under this Agreement.
- (6) Nothing in this Agreement shall limit our liability for personal injury or death.

## 13. QUERIES, COMPLAINTS AND DISPUTES

- (1) Any queries should be raised with our trading services department or with our dealers. Unresolved queries and complaints are handled by our compliance department according to our complaints procedure, a copy of which is available on our website(s) and also on request. If you are dissatisfied with the result of our compliance department's investigation or with any action taken by us as a result thereof, you may be able to refer the complaint for further investigation to the Financial Ombudsman Service ([www.fos.org.uk](http://www.fos.org.uk)).
- (2) We are covered by the Financial Services Compensation Scheme. You may be entitled to compensation from the scheme if we cannot meet our financial obligations to you. This depends on the type of business and the circumstances of the claim. Most types of investment business are covered up to the first £50,000. Further information about compensation arrangements is available from the Financial Services Compensation Scheme ([www.fscs.org.uk](http://www.fscs.org.uk)).

## 14. MISCELLANEOUS

- (1) All rights and remedies available to us and IG Index under this Agreement will be cumulative and any exercise or waiver of any right or remedy will not preclude or inhibit the exercise of any additional right or remedy available to us or IG Index at law, under this Agreement, a Linked Customer Agreement, or any other agreement that you may have with us, IG Index, or an Associated Company. The failure to enforce or exercise any right under this Agreement will not amount to a waiver of any right or remedy available to us or IG Index at law, under this Agreement, a Linked Customer Agreement, or any other agreement that you may have with us, IG Index or an Associated Company. Any failure by us or IG Index to enforce or exercise any right under this Agreement will not amount to a waiver or bar to enforcement of that right.
- (2) Both we and IG Index may assign the rights and obligations of this Agreement to a third-party, in whole or in part, provided that any assignee agrees to abide by the Terms of this Agreement. Such assignment will come into effect 10 business days following the day you are deemed to have received notice of the assignment in accordance with Term 7(9). If we or IG Index do assign our rights and obligations under this Agreement, we will only do so to a third-party who is competent to carry out the functions and responsibilities and who will provide the same standard of service that we do. The rights and obligations of ours and of IG Index under this Agreement are personal to you. This means that you may not assign the benefit and burden of this Agreement, whether in whole or in part, to any third-party without our prior written consent.
- (3) You acknowledge and agree that the copyrights, trademarks, database and other property rights in any information distributed to or received by you from us, together with the contents of our website(s), brochures and other material connected with our services and in any database that contains or constitutes such information, will remain the sole and exclusive property of ours or any third party identified as being the owner of such rights.
- (4) If any Term (or any part of any Term) is held by a court of competent jurisdiction to be unenforceable for any reason then such Term will, to that extent, be deemed severable and not form part of this Agreement, but the enforceability of the remainder of this Agreement will not be affected.
- (5) Any failure on one or more occasions to enforce or exercise the right to insist on timely payment will not amount to a waiver or bar to enforcement of that right.
- (6) Nothing in this Agreement will prevent either us, IG Index, or an Associated Company from exercising rights of set off under any other agreement that you hold with us, IG Index or an Associated Company, or at law.
- (7) Our records, and those of IG Index unless shown to be wrong, will be evidence of your dealings with us and/or IG Index (as appropriate) in connection with our services. You will not object to the admission of such records as evidence in any legal or regulatory proceedings because such records are not originals, are not in writing or are documents produced by a computer. You will not rely on us or IG Index to comply with your record keeping obligations, although records may be made available to you on request at our absolute discretion.
- (8) We or IG Index may, at our discretion, grant time or other indulgence, or make any other arrangement variation or release with any person or persons not being a party to this Agreement (whether or not such person or persons are jointly liable with you) in respect of any of the Secured Obligations or of any other security for them without prejudice either to this Agreement or to your liability for the Secured Obligations.
- (9) You waive any right you have of requiring us, IG Index, or any Associated Company (where applicable) to claim any payment from, or otherwise proceed against any other person before we enforce this Agreement against you.
- (10) Unless a term of this Agreement provides otherwise, the parties do not intend that any term of this Agreement should be enforceable by virtue of the Contracts (Rights of Third Parties) Act 1999 by any person who is not a party to this Agreement.

(11) Neither we, nor IG Index will be in any way liable or responsible to you for any loss or liability arising from any act or omission by either of us in relation to the Secured Assets, including without limit, for any: (a) loss on realisation; (b) failure to present any interest coupon or any bond or stock drawn for repayment; (c) failure to pay any call or instalment; (d) acceptance of any offer or the notification by you of any such offer; (e) failure to ensure that the correct amounts are paid or received for the Secured Instruments; (f) negligence or default by our nominees; or (g) other loss of any nature whatsoever.

## 15. AMENDMENT AND TERMINATION

- (1) We may amend this Agreement and any arrangements made hereunder at any time by written notice to you. You will be deemed to accept and agree to the amendment unless you notify us to the contrary within 10 business days of the date of our amendment notice. If you do object to the amendment, the amendment will not be binding on you, but your accounts may be Suspended and you will be required to close your accounts as soon as is reasonably practicable. Any amendment to this Agreement will come into effect on the date specified by us which will, in most cases, be at least 10 business days after you are deemed to have received notice of the amendment in accordance with Term 7(9) (unless it is impractical in the circumstances to give 10 days' written notice).

## 15. AMENDMENT AND TERMINATION (CONTINUED)

(2) Any amended agreement will supersede any previous agreement between us on the same subject matter and will govern your relationship with us in relation to the taking of collateral over your Linked Stockbroking Account in favour of your Linked Leveraged Account on or after the date the new edition comes into effect and any Secured Assets held on your behalf after, or on, the date the new edition comes into effect. We will only make changes where we reasonably believe it to be necessary, including but not limited to:

- (a) making this Agreement clearer;
- (b) making this Agreement more favourable to you;
- (c) reflecting legitimate increases or reductions in the cost of providing our service to you;
- (d) providing for the introduction of new systems, services, changes in technology and products;
- (e) rectifying any mistakes that may be discovered in due course; and
- (f) reflecting a change of Applicable Regulations or law.

(3) This Agreement and any arrangements hereunder may be Suspended or terminated by you if:

- (a) you give us a written request of Suspension or termination; and
- (b) either (i) you have discharged the Secured Obligations to our satisfaction; or (ii) we otherwise agree to your request to Suspend or terminate.

(4) Any request to terminate received from you will take effect no later than 10 business days after actual receipt by our head office, unless a later date is specified in the request.

(5) We may terminate or Suspend this Agreement with you by giving you 30 days' written notice.

(6) We may immediately terminate this Agreement with you if:

- (a) we reasonably believe that you have seriously or persistently broken any term of this Agreement;
- (b) a Force Majeure Event has occurred and has continued for a period of 5 business days; or
- (c) an Event of Default has occurred or is continuing.

(7) Following termination of this Agreement, your Linked Stockbroking Account and Linked Leveraged Account will no longer be linked, however termination of this agreement will not automatically terminate either of the Linked Customer Agreements unless specified.

(8) If this Agreement is terminated for whatever reason, as the Secured Assets will no longer be held as security for the Secured Obligations, you will need to ensure that you have sufficient cash on your Linked Leveraged Account to fund your open Bets and Transactions. We reserve the right to enforce any rights we may have under any of the Linked Customer Agreements if you do not have sufficient cash on your Linked Leveraged Account to fund your open Bets and Transactions when this Agreement is terminated.

(9) Following termination of this Agreement, Terms 7, 8, 9, 12, 15, 16, and 17 shall continue to apply.

## 16. GOVERNING LAW

(1) This Agreement and any non-contractual obligations connected with it, and the terms upon which we hold Instruments on your behalf are in all respects governed, construed and interpreted in accordance with English law and the courts of England and Wales will have exclusive jurisdiction to settle any legal action or proceedings arising out of or in connection with this Agreement, including any non-contractual disputes and claims. Nothing in this Term 16(1) will prevent us from bringing proceedings against you in any other jurisdiction.

(2) If you are situated outside of England and Wales, process by which any proceedings in England are begun may be served on you by being delivered to the address provided by you when you opened your account or to any new address subsequently notified to us. Nothing in this Term affects our right to serve process in another manner permitted by law.

## 17. PRIVACY

(1) You acknowledge that by accepting the Terms of this Agreement, Linking your accounts, and agreeing to the terms of the Linked Customer Agreements, you will be providing us with personal information within the meaning of the Data Protection Act 1998. You consent to us processing all such information for the purposes of performing the contract and administering the relationship between you and us. You consent to our disclosing such information in accordance with our Privacy Policy as published on our website(s) as may be updated from time to time.

(2) You authorise us, or our agents acting on our behalf, to carry out such credit and identity checks as we may deem necessary or desirable. You acknowledge and agree that this may result in your personal information being sent to our agents, who may be within or outside the European Economic Area. You agree that we

will be permitted, if so required, to furnish relevant information concerning you or your account to any person who we believe to be seeking a reference or credit reference in good faith.

## 18. DEFINITIONS AND INTERPRETATION

(1) In this Agreement:

**'Agreement'** means this agreement, any ancillary documents referred to herein and any amendments thereto;

**'Applicable Regulations'** means: (a) the FCA Rules; (b) Rules of a relevant regulatory authority; (c) the Rules of the relevant Exchange; and (d) all other applicable laws, rules and regulations as in force from time to time, as applicable to this Agreement, any Transaction, or Electronic Trading Service;

**'Associated Company'** means any holding company or subsidiary (as defined in the Companies Act 2006), from time to time, of ours and/or any subsidiary of any such holding company;

**'Bet'** has the meaning attributed to it in the Spread Betting Customer Agreement;

**'business day'** means any day other than a Saturday, Sunday or public holiday in the UK;

**'CFD'** means a contract for difference cash settled derivative contract. A contract for difference is a contingent liability investment, which means if the underlying price moves unfavourably you can be called upon to provide additional Margin;

**'Buy or Bought'** means a Transaction or Bet entered into under one of the Linked Customer Agreements by 'buying';

**'CFD Account'** means a CFD account which you have opened with us and trade on pursuant to the terms of the Margin Trading Customer Agreement;

**'Charges'** means any transaction costs, fees or other charges notified to you from time to time;

**'Collateral Cap'** has the meaning attributed to it in Term 5(4);

**'Collateral Value'** has the meaning attributed to it in Term 5(2);

**'Commission'** has the meaning attributed to it in the Linked Customer Agreements;

**'Electronic Trading Services'** means any electronic services (together with any related software) including without limitation, trading, direct market access order routing or information services that we grant you access to or make available to you either directly or through a third party service provider, and used by you to view information and/or enter into Transactions or Bets, as appropriate;

**'Event of Default'** has the meaning attributed to it in Term 8(1);

**'Exchange'** means any securities exchange, clearing house, self-regulatory organisations, alternative trading system, Multilateral Trading Facility or Organised Trading Facility as the context may require from time to time;

**'FCA'** means the Financial Conduct Authority or any organisation that will replace the FCA or take over the conduct of its affairs;

**'FCA Rules'** means the rules of the FCA as from time to time varied, amended or substituted by the FCA and, where you open an account via a branch office of ours, 'FCA Rules' includes the Conduct of Business rules of the European Economic Area member state in which the Branch office is located;

**'Initial Margin'** has the meaning attributed to it under the Spread Betting Customer Agreement;

**'Instruction to Deal'** means an instruction by you for us to Buy or Sell any Instrument on your behalf including, for the avoidance of doubt, an Order;

**'Instrument'** means any Share, bond or other debt instrument, gilt, investment trust, unit trust or other security or investment in respect of which we offer to deal in Transactions;

**'Leveraged Account'** means either a Spread Betting Account that is held with IG Index Limited, or a CFD Account that is held with IG Markets Limited;

**'Link'** means the link that is formed between your Linked Stockbroking Account and Linked Leveraged Account pursuant to this Agreement and Linked and Linking have corresponding meanings;

**'Linked Customer Agreements'** means together, the Stockbroking Customer Agreement, and either the Margin Trading Customer Agreement or the Spread Betting Customer Agreement as applicable that governs your Linked Leveraged Account;

**'Linked Leveraged Account'** means a Leveraged Account which is linked to a Stockbroking Account over which we have taken security under this agreement;

**'Linked Stockbroking Account'** means the Stockbroking Account over which you have granted security to secure obligations in connection with your Linked Leveraged Account;

**'Margin'** means the money that you are required to pay us in order to open and maintain a Bet as set out in the Spread Betting Customer Agreement, or in order to open and maintain a Transaction as set out in the Margin Trading Customer Agreement, as applicable;

## 18. DEFINITIONS AND INTERPRETATION (CONTINUED)

**'pounds'** and **'£'** denote lawful currency of the United Kingdom at the date of issue of this Agreement, known as **'sterling'**;

**'Margin Trading Customer Agreement'** means the margin trading customer agreement between you and us as amended from time to time;

**'Product Details'** means the section of the public pages of our website designated as the Product Details as amended from time to time;

**'Related Rights'** means any:

- (a) dividend; and
- (b) right, money, shares, securities, other investment, Instrument or property accruing, offered or issued at any time in relation to any of the Secured Instruments by way of redemption, substitution, exchange, conversion, bonus, preference or otherwise, under option rights or otherwise;

**'Secured Account Assets'** has the meaning attributed to it in Term 4;

**'Secured Assets'** has the meaning attributed to it in Term 4;

**'Secured Instruments'** means all the Instruments in your Stockbroking Account which are secured by this Agreement, together with any Related Rights;

**'Secured Obligations'** has the meaning attributed to it in Term 3;

**'Sell or Sold'** means a Transaction which is entered into under one of the Linked Customer Agreements by 'selling';

**'Spread Betting Account'** means an account which you have opened with IG Index and trade on pursuant to the terms of the Spread Betting Customer Agreement;

**'Spread Betting Customer Agreement'** means the spread betting customer agreement between you and IG Index as amended from time to time;

**'Statement'** means a written confirmation of any Transaction, any Orders that you set and/or edit, and any Commission and other applicable Charges and Taxes that we apply;

**'Stockbroking Account'** means an account which you have opened with IG Markets pursuant to the terms of the Stockbroking Customer Agreement;

**'Stockbroking Customer Agreement'** means the stockbroking customer agreement between you and us as amended from time to time;

**'Suspend'** has the meaning given to it in the Linked Customer Agreements, as appropriate, and **'Suspended'** has a corresponding meaning;

**'Taxes'** means any taxes or levies, including stamp duty, stamp duty reserve tax (SDRT), financial transaction taxes and/or other applicable taxes or levies notified to you from time to time; and

**'Transaction'** has the same meaning attributed to it as in the Stockbroking Customer Agreement and Margin Trading Customer Agreement:

(2) a reference to:

- (a) a Term is a reference to a term of this Agreement;
- (b) an Act of Parliament is a reference to such Act as from time to time amended, consolidated or re-enacted (with or without modification) and includes all instruments or orders made under such enactment;
- (c) any time or date will be to the time and date in London, England, unless expressly noted to the contrary; and
- (d) the singular will import the plural and the masculine will import the feminine as the context requires.

(3) Priority of documents: in the event of any conflict between this Agreement, the terms of any of the Linked Customer Agreements, or any ancillary document referred to in this Agreement, the order of precedence for the purpose of construction shall be:

- (a) this Agreement;
- (b) the Stockbroking Customer Agreement;
- (c) the Margin Trading Customer Agreement or Spread Betting Customer Agreement, as applicable; and
- (d) any other ancillary documents referred to in this Agreement.

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IG is a trading name of IG Markets Limited and IG Index Limited.  
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