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BROKER OBLIGATIONS POLICY

The World Brokers and their Networkers are contracted to be available for support to their customers. This support includes Technical Support, Educational Support, Navigation Support and Informational Support.

Your Broker or their Networker should always be your first point of contact for any support issues.

If your Broker or their Networker is not able to help, then it is the obligation of the Broker or their Networker to contact the Budapest Home Office (BHO) for support. After the Broker or their Networker is aware of how to handle the issue, then they are obligated to inform this to all of their support staff and customers.

If the BHO receives a request from a customer for support, the staff at BHO is permitted to inform the customer of the following Broker Obligations and contractual relationship:

“I would be very happy to help you but our contract with the Broker states that the Broker is responsible for direct support to their customers and Networkers. Therefore, we ask you to please contact your Broker or Networker directly. If this issue that you are facing is a common issue with the Broker and their customers and Networkers, then the Broker can facilitate the necessary support to get to all of their customers and Networkers. However, if you are not getting sufficient support from your Broker, please contact Sue Rado, Broker Relations Manager at BHO at sue@qxsubspace.com as she will follow-up to ensure that the Broker is complying with their contractual obligations.”

We thank you for your understanding and cooperation on this procedure. Please keep in mind that it is much easier for the BHO to respond to issues for support if everyone follows this procedure.

If you have any questions on this policy, please contact Sue Rado, Broker Relations Manager on sue@qxsubspace.com, or Richard Lloyd, Regulatory Manager, on richard@qxsubspace.com.

Thank you.