

Investor protection and compensation

Basic information about the protection of your eligible investments & deposits

Eligible investments with TeraFX are protected by:	The Financial Services Compensation Scheme ("FSCS"). ¹
Limit of protection:	£85,000 per person per firm ² The following trading names are part of Tera Europe (same investment firm): Tera Europe; TeraFX UK, TeraFX PL, Tera Financial
If you have more eligible investments at the same investment firm (e.x. TeraFX):	all your eligible investments at the same firm are "aggregated" and the total is subject to the limit of £85,000. ²
If you have a joint account with other person(s):	The limit of £85,000 applies to each investor separately. However, eligible investments/deposits in an account to which two or more persons are entitled as members of a business partnership, association or grouping of a similar nature, without legal personality, are aggregated and treated as if made by a single depositor for the purpose of calculating the limit.
Reimbursement period in case of investment firm's failure:	within six months of receipt of your correctly completed Claim Application Form by FSCS, or within six months of the company being declared in default (whichever is later). Note, timing for reimbursement in case of failure of bank/building society/credit union is different from the above mentioned.
Currency of reimbursement:	Pound sterling (GBP,£) or, for branches of UK investment firms operating in other EEA Member States, the currency of that State.
To contact TeraFX for enquiries relating to your account:	Please contact our customer services customerservices@terafx.co.uk or visit our website https://terafx.com/
To contact FSCS for further information on compensation:	Financial Services Compensation Scheme, 10th Floor Beaufort House, 15 St Botolph Street, London EC3A 7QU
More information:	fscs.org.uk

Additional Information

¹Scheme responsible for the protection of your eligible investment

Cash and assets held by us are covered by the FSCS. This means that if we are unable, or likely to be unable, to pay claims against us, customers can apply to the FSCS for compensation. Any claim will be limited to £85,000 per individual. Compensation will be payable, however, only in circumstances where we have been in default to you of our obligations. It will not be available merely because your investments have not performed as well as you had expected unless we are somehow at fault.

Financial Services Compensation Scheme has number of exclusions, for further information about the scheme (including the amounts covered and eligibility to claim) please contact us or refer to the FSCS website: www.fscs.org.uk.

How we hold your money and investments

We will hold your money in a bank account designed to facilitate efficient settlement of transactions. We will deal with your money in accordance with the FCA's client money rules and guidance, which require us to hold it in a client bank account, separating your funds from ours, if you are categorised as retail client. If you are professional client, whilst we still perform reconciliations of professional client funds, as per our [Terms of Business](#) we are not obliged and do not keep all professional client funds on a segregated bank account in particular when there is a potential debt to us (margin requirement or other). We can, however, consider requests for segregation from our Professional clients on a case by case basis.

