Information policy of X-Trade Brokers Dom Maklerski S.A.

X-Trade Brokers Dom Maklerski S.A. (XTB) acts honestly and carefully, respecting the legitimate interests of customers and the welfare of financial market, and is not abusing its dominant position resulting from the advantages of resources, including the qualifications or competences of the persons acting on behalf of XTB. XTB proceeds in a manner which ensures respect for the dignity of customers and shareholders, ensuring the transparency of its operations by performing information policy, which takes into account the needs of its customers and shareholders.

In order to ensure the above mentioned requirements, XTB dispose of resources and procedures necessary for the proper implementation and monitoring of the activities and uses them in good faith. XTB strives to the best possible knowledge of the needs of its customers, in range that it may be useful for the adjustment of its offers, and the scope or level of provided services to its customers. Notwithstanding the foregoing, XTB conducting advertising activities follows with the principles of fair competition and ensure that the transmitted information is accurate and not misleading, in particular with regard to the risks associated with the potential achievement of benefits. With regard to shareholders, XTB informs them about events related to its activities that have a direct or indirect influence on them, providing equal access to real, accurate and complete information, including those related to the financial situation of XTB.

As a part of information policy, XTB publishes any information through the website, which allows to obtain necessary information about XTB. XTB responds for queries in writing or by email, without undue delay, but not later than within 7 days from the date of receipt of the request. In justified cases, the deadline for reply may be extended up to 30 days, after explanation to involved persons of circumstances which require additional determinations and which are the reason of later reply.