

CUSTOMER LOYALTY CLUB TERMS & CONDITIONS




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The Customer Loyalty Club has been designed to appreciate and reward users for their loyalty and trading activity. It features five points-based tiers, where clients can move up or down depending on their level of activity.

Membership Tiers

The club includes **five levels** as follows:

1	 VANGUARD	0 to 499 VFX
2	 RONIN	500 to 3,999 VFX
3	 WARLORD	4,000 to 9,999 VFX
4	 LEGEND	4,000 to 9,999 VFX
5	 TITAN	30,000 VFX and above

All clients are placed in the **VANGUARD** tier upon completing KYC verification and confirming their phone number. By earning more points, they can progress to higher levels.

Tier Upgrade Conditions

- Clients are upgraded when their **VFX** exceeds the threshold for the next tier.
- **Example:** A client reaching **500 VFX** will be promoted from **VANGUARD** to **RONIN**.

Tier Downgrade Conditions

- If a client has no trading activity in their account for **7 to 30 consecutive calendar days**, their current tier will be downgraded by one level.

Downgrade inactivity periods for each tier:

1	Ronin → Vanguard	30 days
2	Warlord → Ronin	20 days
3	Legend → Warlord	10 days
4	Titan → Legend	7 days

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How to Earn Points

Clients can earn points in this ways:

1. Points from Trading

For each **1 standard lot** of completed trades, points are awarded as follows:

Trading Instrument	Base Points (VANGUARD Level)
Gold (XAUUSD)	5 points
Bitcoin (BTCUSD)	5 points
Other instruments	1 points

Notes:

- Trading in instruments quoted in Iranian Rial (Toman) is not eligible for Loyalty Club points.
- Within the crypto category, only **Bitcoin** trades qualify for points. Other cryptocurrencies do not earn points.

Tier Multiplier for Trading Points

Trading points earned at higher tiers are multiplied according to the following table:

Tier	(Multiplier)
VANGUARD	× 1
RONIN	× 1.2
WARLORD	× 1.5
LEGEND	× 1.7
TITAN	× 2

- Example:** A TITAN member earns 10 points instead of 5 for every lot of Gold (XAUUSD) traded.

Important Notes

- Points and multipliers may be adjusted by the company during specific periods.
- Only closed and confirmed trades are eligible for points.
- Points are automatically calculated and recorded by the Loyalty Club system.
- Only Standard and VIP accounts are eligible to earn VFX.