

Corporate Transparency

The Compliance department of Opentrading has a fundamental role in the implementation and monitoring of the ethical, regulatory and crime prevention compliance systems.

That is why action plans have been designed with the aim to:

1. Ensure the proper regulatory and normative compliance applicable to organizations within the organization.
2. Safeguard the interests of our clients, encouraging ethical behavior, transparency and good business practices.
3. Supervise crime prevention programs such as: money laundry, terrorist financing and bribery of public employees.
4. Monitor the correct compliance of the organization's operational policies and processes.
5. Punish the offences to internal rules, regulations and policies.
6. Among all the activities carried out by the Compliance department, the more relevant are:
 - Periodic review of business dealings with clients to monitor compliance with good business practices.
 - Ethics Committee with directors of the organization for the resolution of faults to rules and regulations.
 - Review of internal operations of front office and back office.
 - Filling of reports with assessments of the commercial platforms.
 - Trainings for each commercial executive at least once a year.
 - Oversee and evaluation of client risk profiles.

Good and Bad Practices:

We strive to grow ethically every day and establish long-term relationships with our clients. We periodically monitor compliance with good business practices in order to protect our customers and the organization.

Good Practices:

- That the personal interest of an executive does not prevail over that of a client.
- Always recommend operating with StopLoss and TakeProfit to mitigate the risk of our clients.

- Communicate technical analysis elements in the description of a trading operation.
- Invite our clients to participate in Webinars and seminars to improve their trading skills and increase their knowledge about the products offered by Opentrading.
- Communicate to the client the risk associated with each transaction, since there are no guaranteed returns.

Bad Practices:

- Guarantee or insure gains, return or profits in variable income and/or derivative instruments.
- Allow your executive to operate your account. Allow your executive or analyst to force or instruct you, in a categorical way, to make a transaction.
- That the risks associated with each transaction are not explained to you.
- Send our executives or analysts incentives.
- That your executive or analyst insists on postponing any rescue requested by you.

IMPORTANT: In case of detecting any of the described bad practices, or any other that you consider that infringes the ethics, transparency or responsible behavior, we request that you urgently contact us through the complaint channel.

For any other complaint related to the aforementioned, please make your complaint to:

Email: compliance@opentrading.org

In your complaint, you must provide a detailed description of the facts you're reporting, add evidence if you have it (or comment on the existence of it). If you want (it is not mandatory), you may provide your contact information such as full name, identification document, address, telephone number and contact email.