

Trade Nation

OUR CHARTER, OUR COMMITMENT TO YOU



Your Trading Experience

We will always be friendly and approachable, ready to help and support you however we can. Communicating with us will be enjoyable and something you can look forward to.

Fair And Transparent

We will provide absolute clarity over any costs to trade with us. We will always be open about how we make our money and the actions we take to grow our business.

Honesty And Openness

We believe the best relationships are based on a mutual trust. We will work tirelessly to build your respect so that you can have faith in us.

Equality

We respect you and what you want to achieve. It doesn't matter who you are, where you live, the colour of your skin, your race, religion, ability or gender. We treat everyone as equals.

Continual Improvement

We will never stop working to improve our services. We are driven by a desire to deliver a better trading and customer experience. We will continually ask your thoughts and feedback on how we can improve and we will listen and take action with what you tell us.

**Admitting
Mistakes And
Putting Them
Right**

Your interests come above ours. When we make a mistake, we will admit it. Our focus will then be on putting things right to your satisfaction.

Action

We promise not to procrastinate or kick problems into the long grass. We will work swiftly to resolve issues and improve how we operate.

**Confidentiality
And Privacy**

We will look after your information and data with the utmost care. We fully comply with all applicable regulations and are bound by privacy laws. This is part of our DNA and how we behave.

**Keeping You
Informed**

We will communicate in a way that works for you. We will always keep you informed and promise to explain things clearly and without jargon.

**Available When
You Need Us**

We are available 24 hours for 5 days a week to help and answer your questions. Trading is not a 9-to-5 job so we're here for you whenever our markets are open.

WHAT WE ASK OF YOU:

Trade our markets, not our platform – we'll work with anyone who wants to trade financial markets. But we won't work with anyone who won't play fair. Not playing fair means taking advantage of intricacies within our platform. Trading is difficult enough. But if you're just looking to gain an unfair advantage then we are afraid that Trade Nation will not be the right platform for you.