OFFICIAL PUBLIC POLICY

Responsible Trading and Vulnerable Clients Policy

Document information	Details
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This document is issued by Ergenso Ltd and applies from the effective date above. Where it refers to the Client Portal, a Current Schedule or a product-specific disclosure, the version provided for the relevant account, product and jurisdiction applies.

U.1 Objective

Ergenso seeks to avoid foreseeable harm from unsuitable access, misunderstanding, financial vulnerability, coercion, fraud or harmful trading behaviour. This policy does not convert an execution-only relationship into advice.

U.2 Indicators

- Trading essential living money, borrowed funds or emergency savings.
- Repeated rapid deposits after losses, panic, loss-chasing or inability to explain product risks.
- Health, bereavement, cognitive, language, digital-access or financial-capacity issues affecting decisions.
- Pressure from a third party, account takeover, impersonation or suspected financial abuse.

U.3 Possible safeguards

Ergenso may offer accessible communication, additional explanation, a trusted-contact process where lawful, cooling-off, lower limits, product restriction, temporary pause, self-exclusion, advice referral or account closure. Staff must not exploit vulnerability or use it to increase deposits or trading.

U.4 No credit or recovery promises

Ergenso should not lend money to retail clients to fund speculative trading unless a separately authorised and approved product exists. Staff must not promise that a larger deposit, new trade or adviser call will recover prior losses.