IC Markets (EU) Ltd

Inactivity Fees and Dormant Accounts Policy

V.1 March 2025

Type of policy: Public

IC Markets (EU) Ltd is a limited company registered in Cyprus, company number HE 356877 and is authorized and regulated by the Cyprus Securities and Exchange Commission with License No. 362/18. The head office address is located at 86 Franklin Roosevelt, 4th floor, Office 401, 3011 Omonoia, Limassol, Cyprus.
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1. Introduction

IC Markets (EU) Ltd ("IC Markets" or the "Company") is a limited liability company incorporated in the Republic of Cyprus with registration no. HE356877 and headquartered at 86 Franklin Roosevelt, 4th Floor, Office 401, 3011, Limassol, Cyprus. IC Markets is a Cyprus Investment Firm (CIF) authorized and regulated by the Cyprus Securities and Exchange Commission (CySec) License no. 362/18.

IC Markets adheres to principles of transparency and fairness in all client interactions. This Inactivity Fees Policy delineates the criteria for applying inactivity fees to client trading accounts, ensuring compliance with regulatory requirements and the protection of client assets.

2. Relevant Regulation

ESMA Q&A on MiFID II investor protection (2023 update); Law 87(I)/2017, Article 25(1)(3)(a), 4(a); and CySEC Circulars CI144-2012-18, C398.

3. Definition of Inactivity

A trading account shall be classified as inactive if no trading activity occurs for a continuous duration of six (6) months. For this Policy, trading activity means executing at least one trade (opening or closing a position) in any account of the same client.

Viewing or logging in the account, making deposit or withdrawal, or transferring money between accounts without executing a trade does not interrupt or reset the inactivity period.

The inactivity fee is not charged where:
(a) the client maintains open positions;
(b) there is an ongoing formal complaint about account access/fees;
(c) the account is restricted for regulatory/technical reasons not attributable to the client; or
(d) a force-majeure event materially impairs access to the platform.

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4. Inactivity Fee Structure

If a client's trading account remains inactive for six (6) consecutive months, IC Markets reserves the right to charge a monthly inactivity fee. The fee is applied to cover the administrative costs associated with maintaining the account and ensuring the continued availability of our trading platform.

Deposits/withdrawals, any transfers of funds between accounts or logins **do not** qualify as activity for the purposes of this Policy. Logins, deposits/withdrawals, any transfers of funds without trading do not reset the period. Corporate actions (e.g., dividends, stock splits) are not treated as activity from the client's side.

The inactivity fee is 10 (in the account currency) per account per month, exclusive of VAT (where applicable). Fees will not create a negative balance.

5. Notification Process

In line with Law 87(I)/2017, Article 25(1)(3)(a) and 4(a), and CySEC Circulars CI144-2012-18 and C398, IC Markets provides notice of account inactivity and applicable fees at account opening and/or via its website.

A reminder notice is sent at 5 months of inactivity. The Company specifies the exact date the fee will start (first business day after 6 full months of inactivity) and the amount. Notices are sent via email (and in-app where and if available).

6. Reactivation of Accounts

Accounts reactivate upon executing any trade. Upon reactivation, inactivity fees will cease to apply. However, previously applied inactivity fees are non-refundable.

If the account was charged due to a Company error or service unavailability documented by us, inactivity fees for the affected period are refunded.

Reactivating an inactive account may require the client to undergo additional Know Your Customer (KYC) verification and Due Diligence inquiries, in line with Law 87(I)/2017 and CySEC guidelines. IC Markets reserves the right to request any additional documentation, information, or verification procedures it deems necessary before reactivating an account. Until such requirements are satisfied, the account will remain inactive.

7. Fee Deduction

Inactivity fees will be deducted directly from the available balance in the client's trading account. If the balance is insufficient, the account may be archived (read-only). Clients retain the right to access statements and to withdraw available funds at all times. No inactivity fee will create a negative balance.

The fee is charged once per calendar month, on the first business day following completion of 6 consecutive months of inactivity and monthly thereafter until activity resumes or the account is closed.

8. Regulatory Compliance

This Policy ensures compliance with transparency and fair-treatment requirements and aligns with the guidelines set forth by the Cyprus Securities and Exchange Commission (CySEC).

IC Markets ensures that all practices related to inactivity fees are transparent, fair, and in the best interest of our clients.

9. Accessibility of Information

Information on inactivity fees is available before account opening in the Terms & Conditions, Costs & Charges summary, and on our website (Fees & Charges / FAQs). Clients are notified by email as per Sections 4 and 5 of this Policy.

10. Review and Amendments

IC Markets reserves the right to amend this Inactivity Fees Policy as necessary. Clients will be notified of any changes through official communication channels timely, and the updated policy will be made available on our website.

11. Contact Information

For any questions or clarifications regarding this policy, clients are encouraged to contact our Customer Support team at support@icmarkets.eu or via our website.

Clients may submit a complaint via compliance@icmarkets.eu in accordance with the Complaints Policy.