



12 May 2026

Dear Valued Client,

This notice serves to inform you of a significant change regarding the provision of financial services. RocketX (Pty) Ltd (FSP No. 52142) hereby formally notifies you that the juristic representative arrangement with FBK Markets (Pty) Ltd ("FBK Markets") has terminated effective 11 May 2026.

Accordingly, from 12 May 2026, FBK Markets will no longer operate as a Juristic Representative under the RocketX licence and is therefore not authorised to interact with clients regarding any financial services or related matters.

In compliance with Section 20(c) of the Financial Advisory and Intermediary Services (FAIS) General Code of Conduct for Authorised Financial Services Providers and Representatives, RocketX (Pty) Ltd will assume full accountability for all clients previously serviced under the mandate with FBK Markets. We are committed to ensuring a seamless transition and uninterrupted service for all affected clients.

**Client Interaction and Support:**

All account-related matters, including but not limited to withdrawals, deposits, trading accounts, verification/FICA processes, complaints, and operational support, should now be directed exclusively to RocketX (Pty) Ltd. Our dedicated support team is available to assist you with any queries or concerns you may have during this transition and beyond. Please contact us via:

Email: [support@rocketX.io](mailto:support@rocketX.io)

We understand that changes of this nature can raise questions, and we assure you of our commitment to transparency and continued excellent service. RocketX (Pty) Ltd will ensure that all outstanding business is completed promptly and that your financial interests remain our top priority.

We would like to express our gratitude for your continued trust and support.

Kind regards,

Support Team

**RocketX (Pty) Ltd**

FlexiSuites, 141 Corobay Avenue, Menlyn, Gauteng, 0181

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