

# Why our clients choose us

Providing an outstanding service to customers is at the heart of everything we do. Our proposition is differentiated in many ways, including:

## Broad market access

We provide access to over

# 19,000

instruments globally including indices, single-name equities, commodities, foreign exchange and digital assets.



## Platform reliability

We pride ourselves on the reliability of our platform in all market conditions. We continually invest in adding capacity to ensure we can deal with periods of exceptionally high demand. Our platforms are available when customers need them most.

Technology threats are ever-evolving, and we have robust governance and risk mitigation frameworks in place to manage these accordingly.



## Superior trade execution

Many of our customers are active traders, often dealing multiple times a day, and they demand high-quality, ultra-low latency trade execution. In our OTC business this year, we filled

# 99%

of orders at our clients' desired price or better.



## Customer service

We are available to assist our customers at the time they want, via their preferred channel.

We provide support ranging from interaction with a Chatbot or WhatsApp through to a phone call with our customer service team.

We aim to build strong relationships to support our customers on their trading and investment journey.



## Reputation

Our strong reputation for reliable, high-quality service has been built over decades and we have earned the trust of our clients to safeguard their assets.



## Content and education

We have a wide range of tools, content and education for all levels of experience. We want our clients to learn and develop with us, making more informed decisions as they go.

