



Mercantile Exchange Nepal Limited  
— Where the Nation Trades —  
AN ISO 9001:2015 CERTIFIED EXCHANGE

## ONLINE & OFFLINE SUPPORT

In terms of the provisions of the Bye Laws clause 14.1, the Clearing House, Members, Brokers, Sub Brokers & Clients are notified as under:

Section A explains about the “Online Support” and Section B explains about the “Offline support”.

### SECTION-A

#### **ONLINE SUPPORT:**

Online support is a support provided to the users when they are unable to place order through their “Trading Console”. This is a scenario where user can login their trading console but have got some problem/ issue while placing orders.

Using online support, users are allowed to initiate new positions as well as liquidate their existing Open positions or keep Take Profit [T/P] or Stop Loss [S/L] in the existing open positions.

Clients or Sub Brokers [with Account Access as “Trade” in Client Account Access ] can place order only through **Live “Chat”** available in their trading console and only in such scenario where the Clearing House find it as a genuine problem for the clients/sub-brokers to place the order.

#### **Note:**

- The User shall mean Clients & Sub Brokers [with rights as “Trade”]
- Sub Brokers [with rights as “Close Only”] shall be eligible only for liquidation of existing positions.
- The User shall mention “**I want Online Support**”; if it wants to use online support for trading.
- Order / Instruction through Live chat from Trading Console to Back Office shall be deemed as Instruction from Client / Sub Broker.



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## SECTION-B

### **OFFLINE SUPPORT:**

Offline support is a support provided to the users during following situations:

1. No connectivity to MEX Server [On MEX Confirmation]
2. Internet down in Nepal
3. Electricity down in Nepal
4. User unable to login to their trading console [Snapshot to be provided as a proof]

The Clients and Sub Brokers, registered in the Exchange shall be provided with Offline Support only to liquidate their existing Open positions or to keep T/P or S/L against existing open positions through clearing member/clearing house.

### **The following procedure needs to be followed for Offline Order/s during the above mentioned situation:**

1. Clients/Sub broker [with Account Access as “Trade” & “CloseOnly” in Client Account Access] can place the order with the Authorized Person of the Broker.
2. The Authorized Person of the Broker need to place the order to Clearing department of Clearing House over the Specified Telephone Number.
3. The Clearing Department of the Clearing House will initiate the position and confirm the order and price to the Authorized person.
4. Authorized person [Broker] shall collect the signed/thumb impressed Order Slip [BUY/SELL] from the Client, along with brokers Authorized person’s Sign & Seal and Fax the same to CH before the day Close and the original Slips needs to be submitted by following Monday.

### **Note:**

1. The Broker shall mention “**I want Offline Support**”, if they want to use offline support for their clients.
2. Sub Brokers [with rights as “Close Only”] shall be eligible only for liquidation of existing positions.
3. Brokers shall be provided with specific telephone numbers which shall be restricted only for the use during offline support.



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4. The offline support will be provided only after getting approval from the exchange.
5. The offline facility is restricted to the Clients with Open Orders i.e. liquidation of the existing position or they may also keep T/P or S/L against open orders
6. The Offline order will take reasonable time to reflect in 'Client Account/Console'
7. Clearing House & Clearing Member will record all such communications
8. Order/Instruction through phone by the Brokers to CH shall be deemed as Instruction from its Client/Sub- Broker.

#### **Non submission of Order Slip:**

1. If the Order Slip [fax copy] does not reach to the Clearing House prior day close, CH shall halt the trading console of those clients for whom the order was placed.
2. If the Order Slip [original] does not reach to the Clearing House on or by following Monday, CH may notify/forward complaint to the Exchange and with the approval of the Exchange, the clearing member shall suspend the Broker/Sub broker/Client [suspension can be immediate or may give reasonable time to provide Order Slip].
3. On submission of original Order Slip, the Suspension will be released.

#### **Disclaimer:**

1. The whole responsibility of such offline orders shall be held with the Brokers or Clearing Members / authorized person.
2. It's the responsibility of Broker & CM to make sure such offline order has reflected in Client account/console properly and as confirmed by CH.
3. An offline order without any error/misplaced claim prior the day close will be deemed as accepted by the client/broker.
4. Clearing house will not be responsible for telephone line busy or non connectivity of phone from broker to CH, etc.
5. Once the market order is placed to the CH, it cannot be cancelled.
6. Disconnection of the telephone conversation after placing a market order won't cancel the order placed.

#### **Note:**

- Broker registered under a Clearing Member shall also follow the above procedure by dealing with Clearing House via its concerned Clearing Member.
- Clients introduced by the Clearing Members shall also follow the above procedures by dealing directly with its Clearing Member.