

## Notice on Charging Management Fees for Dormant MT5 Trading Accounts

**Dear Valued Clients,**

Thank you for your continued trust and support. To optimize trading resource allocation, enhance account security, and maintain a more efficient and secure trading environment, Upway Global will implement a management fee policy for long-term inactive MT5 trading accounts. Please be informed of the following details:

### **I. Eligibility Criteria**

An MT5 trading account will be subject to an account management fee if it meets both of the following conditions:

- The account has not logged into and accessed the trading page via the MT5 trading platform (including Upway Desktop, Upway App, Upway HD, or any other MT5 client) for more than 60 consecutive days. (Logging into the official website or Client Portal for inquiry purposes only does not constitute a valid login.)
- The account still maintains a balance.

### **II. Fee Structure**

If the above conditions are met, the system will deduct an account management fee of USD 5 every 60 days until the account balance is depleted. This measure is designed to optimize the allocation of trading resources and ensure that active clients continue to enjoy a more stable and efficient trading experience.

### **III. Account Handling**

Once the account balance reaches zero due to the management fee, the system will retain the account for an additional 30 days. After this period, the account will be permanently deleted. Please note that while the trading account will be deleted, your historical transaction records will remain fully accessible under your membership UID for future reference and verification.

### **IV. Recommendations to Clients**

To avoid unnecessary charges and retain the use of your trading account, we kindly advise you to:

- Log in to your MT5 trading account(s) regularly; and
- Take timely action for accounts with a remaining balance that you do not plan to use for



an extended period.

#### **V. Effective Date**

This policy will take effect on October 1, 2025, and shall apply to all MT5 trading accounts that meet the above conditions.

This adjustment applies only to inactive MT5 trading accounts. If your funds remain in the Upway Wallet, they will not be affected. Upway Global has always adhered to the principle of “Customer First” and is committed to providing you with a better trading environment. Thank you for your understanding and cooperation!

As a licensed AA Category Member (No.084) of the Hong Kong Gold Exchange (HKGX), Upway Global operates all spot gold and silver investment products strictly in compliance with Hong Kong laws and regulatory standards. Please note that these products may not comply with the regulatory requirements of your jurisdiction. We advise you to thoroughly understand and carefully assess the associated risks before investing.

For any questions or assistance, please feel free to contact our 24/7 online customer service or call our hotline at (+852) 23850868.

Sincerely,  
Upway Global  
September 3, 2025