

 **SPORTING**INDEX | Account Operating and Sports Rules

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SECTION 1 ACCOUNT OPERATING RULES

Effective Date: 7 April 2014

1. Introduction

1.1 Sporting Index Limited trading as Sporting Index and Bethilo ("we", "us", "our", "ours" and "ourselves", as appropriate) is a company regulated in the UK by the Financial Conduct Authority ("FCA") under registration number 150404 in respect of sports spread betting, and licensed and regulated by the Gambling Commission (licence number: 000-027343-R-308898-001) in respect of sports fixed odds betting. Our registered address is Gateway House, Milverton Street, London, SE11 4AP. Our customer services ("Customer Services") contact details are: 08000 969607 (ex-UK +44 20 7840 4050) and enquiries@sportingindex.com. Customer Services can be reached 24 hours a day, 7 days a week. The FCA's registered address is: 25 The North Colonnade, London, E14 5HS.

1.2 These Account Operating Rules, our General Sports Rules, our Individual Sports Rules, our Individual Games Rules, our Risk Disclosure Notice as they are amended and republished on our Website from time to time (together the "Rules") comprise the agreement governing all Bets entered between us and you on or after 7 April 2014. The Rules will supersede our previous rules but not any bespoke agreement

that may exist between you and us. Any such bespoke agreement will continue in existence and not be superseded by the Rules save that any reference in it to our Account Operating Rules or to any other contractual document making up previous rules will be deemed to be a reference to the version of the Account Operating Rules or contractual document making up the Rules currently in force. Please read the Rules carefully before you place any Bet with us. You should only open an account with us if you have read and understood the Rules and agree to be bound by them. In the event of a conflict between the Rules and any bespoke agreement entered between you and us, the bespoke agreement shall prevail. In the event of a conflict between these Account Operating Rules and any rule contained in any other contractual document making up the Rules, these Account Operating Rules shall prevail. In these Rules certain words and expressions have the meaning set out in paragraph 31.

1.3 By placing a Bet with us, you agree that you will be entering into a binding and legally enforceable contract with us, under section 412 of the Financial Services and Markets Act 2000 ("FSMA") along with any other suspending sections or statutory instruments made under FSMA.

1.4 Nothing in the Rules will exclude or restrict any duty or liability that we owe

to you under FSMA or the FCA Rules. If there is a conflict between the Rules and FSMA and/or the FCA Rules, FSMA and the FCA Rules will prevail.

2. Risk

2.1 Spread betting is a form of gambling where you can lose more than you initially Bet or deposit. This means spread betting will not be suitable for everyone nor suit everyone's financial situation. Ensure that you are aware and fully understand the risks associated with spread betting before entering into an agreement with us and especially before opening a Bet. In particular, ensure that you have carefully read the Risk Disclosure Notice set out in paragraph 30 below before you start spread betting with us. If you have any queries concerning the contents of the Risk Disclosure Notice or any other aspect of our Service, you should contact us before you start betting. Please remember you bet with us entirely at your own risk. Please therefore remember to bet responsibly.

3. Our Dealings

3.1 You will deal with us as principal and not as an agent for any undisclosed person. We shall treat you as a retail client as defined in the FCA Rules. You are our client and are personally responsible and liable for performing your obligations under the Rules and for performing the obligations under each Bet you open with us. If, however, contrary to this paragraph you act on

behalf of someone else, that person will be liable to us in the same manner as you in respect of the Bets that you open on that person's behalf. Such liability will be in addition to and will not in any way affect your own liability to us.

3.2 We will only accept instructions and/or Bets from a third party, agent or representative acting on your behalf, upon prior written agreement. You will remain solely responsible and liable for these Bets opened on your behalf.

3.3 We deal with you on an execution-only basis. You are responsible for making your own independent appraisal and investigation into the risks of any Bet. You Bet with us entirely at your own risk. We will not give you advice on the merits or otherwise of entering into a particular Bet. We simply carry out your betting instructions and do not advise on the merits of any particular transactions. We will act as principal and not as agent on your behalf. We do not owe you a duty of best execution in respect of any Bet you may open with us. We are under no obligation to satisfy ourselves as to the suitability or appropriateness of any particular Bet for you, nor do we assume any responsibility to monitor your account.

3.4 If a person employed by us nevertheless makes a statement of opinion regarding any Bet or Index, whether in answer to a question from you or not, you will not treat such statement or opinion as advice or a

personal recommendation by us to enter into a particular Bet. You will at all times rely upon your own judgment and research.

4. Account Security

4.1 Upon an account being opened for you, you will be provided with an account number. This, together with your chosen password, will enable you to access (via login) our up-to-date online prices that are exclusive to account holders and to offer to place Bets on your account (either by telephone or via one of our online trading platforms). You are responsible for maintaining the confidentiality of your account number and password. You agree to notify us immediately by email enquiries@sportingindex.com or by phone on 08000 969607 if you become aware of any unauthorised use of your account number and/or password. You will be liable for all losses arising from Bets placed on your account using your account number and/or password (whether placed over the telephone or via one of our online trading platforms) unless you can prove to our reasonable satisfaction that (i) the Bets in issue were not in fact placed by you (either directly or with your authorisation) and (ii) that the person who placed them did not obtain your account number and/or password by reason of a failure on your part to take reasonable care to prevent your account number and/or password being discovered by person.

4.2 You should take all reasonable steps to ensure that there are no computer viruses, worms, trojans, software bombs or similar items on the device(s) you use to access the Services that may impair the security of our Website or your account details.

4.3 If you have reason to believe that any person has had access to your security details, and this includes access through an infected computer, you should inform us immediately and we shall suspend your account to investigate. If you have lost or forgotten your account details please contact us immediately for a replacement by email enquiries@sportingindex.com or by phone on 08000 969607.

5. Accounts

5.1 You confirm to us and agree that such confirmations are deemed repeated each time open or close a Bet:

5.1.1 You are at least 18 years of age or are above the legal age for spread betting under the applicable law or jurisdiction of the country where you present or are a resident;

5.1.2 You are not a resident of, and are not attempting to access the Website from within, a country where spread betting is prohibited. The Website and/or the Services do not constitute an offer, solicitation or invitation by us for the use of or subscription to spread betting or other services in

any jurisdiction in which such activities are prohibited by law (including without limitation, the USA). If you access the Website from outside of the United Kingdom, you do so at your own risk; and

5.1.3 all information and details provided by you to us at the time of opening your account and thereafter are true, accurate and will be kept up to date. In particular, you must inform us immediately should your financial position deteriorate or your contact details change in accordance with paragraph 5.18.

5.2 It is your responsibility to determine the law that is applicable to your location in which you are present and to ensure that you are complying with the applicable jurisdiction in opening an account, opening a Bet and/or using our Website and/or Services.

5.3 We offer five different account types which fall under the categories of a: "Stop Level Account", "Non-Stop Level Account" or an "Easy Account" (see the table below for further details). You may have either deposit or credit facilities with the Stop Level and Non-Stop Level Accounts. The Easy Account operates as a deposit account only.

Account Name	Deposit	Credit	Category
Classic (also referred to as non-Stop Level)	Yes	Yes	Non Stop Level
Shield or Tote (also referred to as Stop Level)	Yes	Yes	Stop Level
Easy / Bethilo/ Limited Risk	Yes	No	Deposit

5.4 Please note that it is possible to suffer losses greater than any pre-set limit or deposit made with all our account types. Please ensure you choose an appropriate account type to match your financial capability.

Credit Account and Credit Limits

5.5 This is a type of account with us pursuant to which we grant a credit facility. We may offer or agree to grant you credit up to a stated limit ("credit limit") and any credit limit will be subject to any additional terms, conditions and limits as we may agree with you. Your credit limit is not a loan or an agreement to lend money. The sole effect of your credit limit is that it may be offset against the losses on your open Bets or against the Volatility Requirement that is applicable to your Bets. The fact that we do not ask you to make a cash deposit to cover the Volatility Requirement at the time of opening the Bet will not prevent us from asking for it at a later date (see

paragraph 6.2). You will remain liable for the loss arising on a Bet placed on your Credit Account whether or not we in fact ask you for a cash deposit sufficient to cover the Volatility Requirement for that Bet. **A credit limit will in no way limit your losses or potential liability to us.**

5.6 Your credit limit cannot be offset against realised losses (i.e. losses that you have incurred on closed Bets) and which are payable in full in accordance with paragraph 7.17.1. This applies regardless of the size of any credit limit that you may have. In certain circumstances we may alter your credit limit downwards (or remove it altogether) on notice to you. Any such downward revision or removal will only apply to new Bets placed after such notice has been given to you, save that any such downward revision or removal will also apply to existing Bets if we reasonably believe at the time of notice being given to you that there has been or may have been a change to your financial circumstances such that you represent a greater credit risk to us than previously.

Deposit Account

5.7 A Deposit Account is a type of account with us into which we normally require you to make a cash deposit prior to opening a Bet if your Available Balance is insufficient to cover the Volatility Requirement for the Bet you wish to place. The fact that we do not ask you to make a cash deposit to cover

the Volatility Requirement at the time of opening the Bet will not prevent us from asking for it at a later date (see paragraph 6.2). You will remain liable for the loss arising on a Bet placed on your Deposit Account whether or not we in fact ask you for a cash deposit sufficient to cover the Volatility Requirement for that Bet.

Stop Level Accounts and Stop Levels

5.8 A Stop Level Account, which may be a credit account or a deposit account, is designed to limit your exposure to **both** losses and profits by automatically attaching a 'stop' level when you open a Bet. You should therefore check what "stop loss" and "stop win" level limit is applied to a Bet prior to opening that Bet with us. Note that stop levels vary from Index to Index and are not available on all Indices. Stop levels are usually available on our Website. If, however, the stop levels are not published for the Bet you wish to place, or you do not have access to our Website at the time you wish to place your Bet, you should contact Customer Services for this information.

5.9 For Bets that have "stop win" and "stop loss" levels those levels are the maximum number of points away from the level at which the Bet was opened at which the Bet will be closed.

5.10 Having a Stop Level Account does not guarantee that your losses will not exceed the amount of your Deposit or credit limit. Furthermore, a

Stop Level Account may also be subject to a margin call (see paragraph 6 below).

5.11 "Stop losses" and "stop wins" are placed on all markets if you have a Stop Level or Easy account, except for Bets that have a Maximum Make-up or Minimum Make-up (see paragraph 7.4). Please note that Bets placed on Games are subject to paragraph 10.

Non-Stop Level Account

5.12 Subject to paragraph 7.4, if you hold a Non-Stop Level Account, no Stop Level will apply to your Bets.

Easy Account (also referred to as "Bethilo" and "Limited Risk")

5.13 This is a type of deposit account in which your losses are normally limited to the deposits held by us at the time of opening your Bet(s) and your profits will be limited to an equivalent sum. If you hold an Easy Account your Bets are placed on this basis.

5.14 There may be instances when your account will show a negative cash balance as a result of placing Bets via our telephone service or adjustments made to your account in accordance with the provisions the Rules. If this occurs, payment will be required from you in accordance with the provisions of paragraph 12 below.

Accounts generally - miscellaneous provisions

5.15 Unless otherwise stipulated by us, you may use your account to offer to place Bets over the telephone or via one of our online trading platforms. We may at any time determine that your account is to be designated telephone trading only in which circumstances you will be limited to opening and closing Bets by telephone only. We shall endeavour to give you advance notice of such designation but this may not always be reasonably practicable.

5.16 You may apply to switch your account type at any time. If your application is successful, we shall notify you of that fact in writing (including via email). If your account type is changed, any open Bet(s) will remain on your original account until those Bet(s) are closed in accordance with these Account Operating Rules. Despite changes to your account type, you will still remain liable to pay any losses incurred on those Bet(s) and we will remain liable to pay you any profits.

5.17 We may give you notice of our intention to switch your account type. If you do not accept the new account type you may terminate the Rules in accordance with paragraph 21 and the consequences of that paragraph shall apply. If your account type is changed, any open Bets will remain on your original account until those Bet(s) are closed in accordance with the Rules. Despite changes to your account type, you will still remain liable to pay any losses incurred on those Bet(s) and we will remain liable to pay you any profits.

6. Your Available Balance, and Margin

6.1 You acknowledge that it is your responsibility to monitor your Available Balance to ensure there is no deficit. You can monitor your Available Balance via our Website or by calling us.

Margin

6.2 You acknowledge and agree that if your account has a deficit Available Balance, we shall be entitled at our sole discretion to require that you deposit cash (“margin”) into your account in a very short timeframe to remove that deficit. This is called making a margin call or calling for margin (explained further from paragraph 6.6 onwards). Margin is the sum of money that we require from you to fund your open Bet or Bets if either (i) as a result of movement adverse to that Bet or Bets your account has deficit Available Balance, or (ii) the Volatility Factor in respect of any of your open Bets increases while they are open (see paragraph 6.5) resulting in your account having deficit Available Balance. The amount of margin that we shall be entitled to request from you will be a sum sufficient to remove the deficit at the time that the margin call is made. We are not obliged to make margin calls and assume no responsibility for monitoring your account. It is your responsibility to ascertain whether your account has a deficit Available Balance and to take such steps to remove any deficit that arises. You can do so by paying funds into your account and/or

by closing Bets. If we ask you for a lesser sum then this is the sum that will be due from you under that Margin Call. If as a result of an error made by us, we ask you for a sum greater than the sum that we are entitled to demand, you shall only be obliged to pay the true sum by which your account was in deficit at that time.

6.3 Credit and/or debit balances on any other accounts that you may hold with us (whether they be deposit or credit accounts, and whether they be held by us trading as Sporting Index or Bethilo) are irrelevant for the purposes of calculating the deficit standing to your account.

6.4 The fact that we call for a sum in a margin call does not mean that your losses are or will be limited to that sum. If we choose not to make a margin call in circumstances where we are entitled to do so this will not prevent us from making a margin call at a later date in respect of the Bet(s) open on your account at the time that our entitlement first arose or in respect of subsequent Bet(s) placed by you on your account so long as at the time of making the margin call your account has a negative Available Balance.

6.5 It may be necessary from time to time to increase without notice the Volatility Factors for one or more of the Indices we offer. Such an increase or increases will apply to all Bets opened after it is brought into effect, but will only apply to Bets that are already

open in the following circumstances: (i) where there occurs (or we reasonably anticipate the occurrence of) excessive volatility in an underlying event upon which our markets are based and we reasonably consider the increase or increases to be necessary for your protection or our protection; or (ii) where having regard to changes in your financial position and/or having regard to the losses being sustained on your open positions, we reasonably consider that this is necessary for your protection or our protection.

Margin Calls

6.6 Unless we otherwise expressly inform you otherwise, Margins must be paid within five Business Days of the date when the margin call is first communicated to you. All time limits expire at 5.30p.m. on the last complete Business Day. This means if a margin call is communicated to you at 12 noon on Monday 1 June, the relevant Margin must be paid no later than 5.30p.m. on Monday 8 June.

6.7 We may communicate margin calls to you by (a) telephone and/or (b) email and/or (c) letter, as set out below. Margin calls will be deemed to have been communicated to you as follows:

6.8 By email: If we send an email to you at the email address you provided to us, the margin call will be deemed to have been communicated to you one minute after we send it.

6.9 By First Class Post: If we send you a letter by first class post to the address you provided to us, the margin call will be deemed to have been communicated to you at 9am on the second Business Day after we posted such letter. This will be the case unless we are made aware of a disruption to the postal service. In that instance, we will contact you by alternative means.

6.10 By telephone: If we speak to you personally, a margin call is communicated to you on the first occasion that we ask you for the relevant Margin. If we are unable to speak to you and a person and/or an automated message taking service offers to take a message for you, we will leave a message asking you to contact us, in order to avoid embarrassment. The date and time when we leave such message will be the date and time the margin call will be deemed to have been communicated to you. For the avoidance of doubt, you should assume that any telephone message left by us for you is a margin call and you should therefore contact us immediately to discover the deficit in your account balance and make the necessary payment.

6.11 It is therefore important that we have up-to-date contact details for you as set out in paragraph 17.2.

Obligation to Pay Margin

6.12 A margin call is deemed to have been discharged if:

6.12.1 payment is made in accordance with the requirements in this paragraph; or

6.12.2 at any time after the margin call is made your Available Balance comes out of deficit, whether because of a payment made by you and/or for any other reason.

6.13 Margin may be paid in accordance with any of the methods detailed in paragraph 12 below. Margin may only be paid by you in the form of cleared funds into our bank account. For the avoidance of doubt, if any cheque provided by you to us or any other payment instruction (including without limitation in respect of any debit or credit card payment) is declined, your obligation to make a payment to us will not be discharged.

6.14 If at any time margin is due from you in respect of any one or more of your open Bets and there are also unpaid losses on your account, whether or not the time for payment of these losses has expired, we shall be entitled to apply any money paid by you to these unpaid losses and to require that the losses be paid in full before any money received from you is applied to the payment of margin. You also acknowledge and agree that we may apply any funds standing to the credit of your account to the payment of margin due on your open Bets.

7. Bets Spread Betting and Quotes

7.1 For all Bets, whether placed over the telephone or via mobile device, other handheld internet-enabled device or online via our Website (together "our online trading platforms"), we will quote a higher and lower figure for each Market we offer. The difference between the two figures is our "Spread". Whether you are trading by telephone or via one of our online trading platforms, quotes are not offers by us to enter into a Bet with you at the stated price. They are indicative only and due to technological limitations (for example, internet data transfer protocols) may not be the most up-to-date price. A Bet will be initiated by you by offering to open or close a Bet with us at the level of our quote. A Bet will only be opened or closed when your offer has been received and accepted by us. In all cases when a Bet is accepted by us we shall generate an internal Bet reference number. The generation of that number is solely determinative as to whether a Bet has been accepted by us. We reserve the right in our absolute discretion to: (a) refuse to accept any opening Bet on any ground whatsoever and/or (b) restrict the size and price of any opening Bet you wish to place with us.

7.2 Your offer to open or close a Bet at a price quoted to you must be given to our trader during the same telephone conversation in which the quote was given. We are under no obligation to repeat the quote in a subsequent

conversation.

7.3 We do not guarantee the size of the Spread at any time, or that it will remain the same during the life of a Bet. When you close a Bet the Spread may be larger or smaller than the Spread quoted when the Bet was opened.

7.4 Certain Bets are subject to a maximum limit ("Maximum Make-up") or a minimum level (which may be a negative amount) ("Minimum Make-up"). We do not normally offer a stop level on an Index where we have both a Maximum Make-up and Minimum Make-up, as these Minimum and Maximum Make-ups provide a natural limit to your exposure to both losses and profits. For Stop Level accounts your maximum exposure will be limited to the smaller of (i) the stop loss level and (ii) the difference between either the price and the Minimum Make-up or the price and the Maximum Make-up, depending on whether you are buying or selling. Note that the initial Minimum Make-up figure will be replaced by the 'so far' value when relevant (e.g. for Total Goals the Minimum Make-up figure is 0 but is replaced by 1 once the so far score is 1-0, etc). You acknowledge it is your responsibility to make yourself aware of any "stop win" and/or "stop loss" stop level or any Maximum Make-up and/or Minimum Make-up figure applicable to your Bets. If you are in any doubt, please contact our Customer Services team.

Opening Bets

General

7.5 Bets will only be accepted by us by telephone or via our online trading platforms. We may change the technologies through which we accept betting instructions at any time in the future. We will inform you if this is the case and following such notice all Bets placed through such new technology will be governed by the Rules.

7.6 In order to open a Bet through our online trading platforms you may be required to download a software application. Any software made available to you is provided solely for your personal use in connection with your account. We and our licensors (as the case may be) retain the intellectual property rights in all elements of the software and you must not transfer or disseminate the software to any other person.

7.7 Bets will only be accepted during the trading hours for the Market in which you are trading. These trading hours are subject to change and vary according to the Market that you are trading in. Before opening a Bet, you should ensure that you are familiar with the trading hours for the Market that you wish to trade in, as restrictions on trading times may apply, and these restrictions may impact upon your ability to open or close a Bet. This information is usually provided on our Website in the description of the

relevant Market. Should you have any queries regarding trading hours you should telephone us for information or clarification before you place a Bet.

7.8 You will open a Bet by either:

a) "buying", which means you are wagering that an Index will go up within a specified period (an "up" Bet) or; b) "selling", which means you are wagering that an Index will go down within a specified period (a "down" Bet). A Bet must be made for a specified amount per point of movement in the relevant Index; this is your stake.

7.9 When you open an "up" Bet, the opening level will be the higher figure quoted by us for the relevant Index. When you open a "down" Bet, the opening level will be the lower figure quoted by us for the relevant Index.

7.10 If we accept your Bet, we will allocate a Bet reference number for your Bet. This applies whether your Bet is placed over the telephone or via our online trading platforms. Until a Bet reference number is generated, the Bet has not been accepted. If trading via one of our online trading platforms, a Bet confirmation message will be displayed on the screen and may be printed. You can confirm that your Bet has been accepted by checking your Open Bets screen online. You should review your Open Bets screen after every Bet to ensure your Bet has been placed and this it holds the correct information as understood by you. If trading over the telephone our

trader will confirm whether your Bet is accepted. If you are unsure whether a Bet has been accepted by us you should telephone us without delay to confirm the position.

7.11 Except in the case of our negligence or wilful default, once Bets have been placed and their acceptance confirmed they may not be cancelled or amended by you.

7.12 You should notify Customer Services as soon as reasonably practicable if you cannot locate a Bet reference number for your Bet or if you dispute any information contained within a Bet confirmation message or should you not receive such a message within two minutes of your Bet having been placed.

7.13 Each Bet opened by you will be binding on you, even if by opening the Bet you exceed any credit or other limit applicable to you or your account.

Closing Bets

7.14 Subject to the Rules, you may close a Bet at any time prior to the expiry date for the relevant Index by entering into a further Bet in respect of the same Index prior to the expiry date, but in the opposite direction. The amount you will win or lose will crystallise when each Bet is closed.

7.15 We will close out multiple Bets in respect of the same Index on a 'first in first out' basis. In other words your

request to close a Bet where you have more than one or more open Bets on the same Index will be applied to the first Bet you opened chronologically on that Index.

7.16 We are under no obligation to accept an offer by you to close a Bet through any of our trading platforms outside of the trading hours for the relevant Index. We may also refuse to accept an offer by you to close a Bet if your offer is received within the trading hours for the relevant Index but betting on that Index is suspended by us because we reasonably believe that suspension is necessary in order to update our prices and/or an event material to the Index in question is actually in progress or in our reasonable opinion is about to happen or otherwise to maintain an orderly betting market in that Index. Should your offer to close a Bet online be declined for that reason, you should telephone our trading desk who will use reasonable endeavours to quote you a closing price at the earliest opportunity.

7.17 Upon closing a Bet:

7.17.1 You will pay us the difference between the opening level of the Bet and the closing level of the Bet multiplied by your stake if: a) the Bet is a "down" Bet and the closing level of the Bet is higher than the opening level of the Bet; or b) an "up" Bet and the closing level of the Bet is lower than the opening level of the Bet.

7.17.2 We will pay you the difference between the opening level of the Bet and the closing level of the Bet multiplied by your stake if the Bet is: a) a "down" bet and the closing level of the Bet is lower than the opening level of the Bet; and b) an "up" Bet and the closing level of the Bet is higher than the opening level of the Bet.

Bet referral (Online trading only)

7.18 Your offer to open a Bet at a price we have quoted to you may be referred for our review. In the event that a Bet is so referred, the following applies:

'Accepted'

7.18.1 If your bet is accepted and less than 10 seconds have elapsed since your request, you will be sent a 'bet confirmed' message, which will detail your bet reference number. If more than 10 seconds have elapsed, you will be sent a 're-offer' message inviting you within a further 10 seconds to re-offer your bet at the price quoted, which may be different from the original price quoted to you (see below). Your bet will not be placed unless you receive a 'bet confirmed' message in respect of it.

'Re-Offered'

7.18.2 If your Bet has not been accepted in the first instance, you will be sent a 're-offer' message

inviting you to re-offer your Bet at the price and/or stake quoted. Please note that this price and/or stake may be different from the original price quoted to you.

7.18.3 Given that our re-offer message can vary the stake or price offered back to you, it is important that you check the details carefully.

7.18.4 It is for you to decide whether to re-offer or cancel at the re-quoted price and/or stake.

7.18.5 You have 10 seconds to re-offer at the re-quoted price and/or stake before it times out. Failure to respond within the allocated 10 seconds will result in your re-offer being automatically declined.

7.18.6 If your re-offer is received and accepted by us a Bet reference number will be generated for that Bet and a Bet confirmation message will be displayed on the screen and may be printed.

‘Declined’

7.18.7 We may decline your re-offer to open a Bet at a price we have quoted to you in our sole discretion as we see fit.

8. ‘In-Play’ Betting

8.1 Where an Index we offer is stated to be ‘in-play’ or ‘in-running’ you will be

able to open and close Bets whilst the underlying event is in progress, subject to the Rules and to the restrictions set out below.

8.2 You may not be able to open and close Bets for an Index that is ‘in-play’ in the following circumstances:

8.2.1 the real-time television broadcast of the underlying event and/or its reception by us is interrupted for any reason beyond our reasonable control; or

8.2.2 an event material to the Index in question is actually in progress or in our reasonable opinion is about to happen. An event will be considered material to the Index in question if it is likely to have an upwards or downwards effect on the price we quote for that Index. For example, a penalty is about to be taken in a football match; or

8.2.3 long term Indices: indices relating to the long term performance of individuals or teams may not be quoted when they or a rival or a related party are actually in-play. For example, season points, series runs, etc, may be traded between, but not during, games, innings, ties etc respectively. If you are proposing to trade in an ‘In-play’ Market you should ensure that you are familiar with the restrictions on the times when you will be able to open/close Bets.

9. Late Bets and Manifest Pricing Errors

9.1 From time to time, because of technical failure or human error, we may wrongly accept a Bet on a Market that: (a) is not an ‘In-play’ Market and the underlying event has already started or (b) is an ‘In-play’ Market, but is not available to Bet on, in either case including for the reasons set out in paragraph 7.7 and/or paragraph 8.2. Together these are known as ‘Late Bets’.

9.2 If we wrongly accept a Late Bet, that Bet shall be void and we shall: (a) void that Bet in our records as soon as we become aware of the error; (b) inform you as soon as reasonably practicable thereafter; and (c) return any money attaching to that Bet to you.

9.3 A Manifest Pricing Error is an error (whether a human error and/or oversight and/or technological failure and/or malfunction) in a price quoted to you that is materially different from the price (but for such error and/or oversight and/or failure and/or malfunction) that we would have quoted to you in the ordinary course of our business. The difference between the price that we have quoted to you and the price we would have quoted to you in the ordinary course of business will be material if it is equivalent to more than two times the spread in relation to the Index in question, save where the price quoted reflects an inaccurate “so far” figure (see General Sports Rule 5) or the price quoted

reflects an inaccurate “favourite” (a “favourite” will be deemed inaccurate if it is not quoted as “favourite” in the general betting market), in which case any difference between the price quoted and the price quoted to you in the normal course of business will be material.

9.4 If we accept an offer from you to open or close a Bet based upon a Manifest Pricing Error that Bet shall be void and we shall: (a) void that Bet in our records as soon as we become aware of the error; (b) inform you as soon as reasonably practicable thereafter; (c) return any money attaching to that Bet to you.

10. Games

10.1 As well as using your account to Bet on real-life events, you can also use it to place spread bets on our virtual games (the ‘Games’). The Games utilise an independently audited ‘Random Number Generator’ which randomly generates a sequence of numbers, which correspond to cricket scores, goals scored etc, used in the Games. The scores you Bet on are therefore entirely virtual and have no relationship to any sporting or other fixture/event that actually takes place.

10.2 If, in relation to any Bet placed by you, the generation of random numbers is interfered with or otherwise fails by reason of any problem or error, whether technological or human, that Bet shall be void and we shall:

10.2.1 void that Bet in our records as soon as we become aware of the problem or error;

10.2.2 inform you as soon as reasonably practicable thereafter; and

10.2.3 return any money attaching to that Bet to you.

10.3 If for any reason a Bet placed by you does not reach a visual conclusion due to a technological error or as a result of disconnection, the Bet will auto-settle within half an hour of the Bet being recorded in our database. Any profit or loss relating to that Bet will be applied to your account.

10.4 Please note that whichever account type you possess the profit or loss on any Bets on Games you may place are limited by a Maximum Make-up and Minimum Make-up (see paragraph 7.4 above).

11. Statements and Bet Review

11.1 You are able to access your current statements and previous statements online through our Website which also provides a print from the screen facility.

11.2 Depending on the type of account you operate, you will receive a weekly or fortnightly email on Wednesdays that provides a link to our Website where you can view all Bets you have made and other account activity up to an including the preceding Tuesday. This

practice may be varied at any time in the future. If we do amend how you are to receive statements we will notify you of any changes made.

11.3 You should notify us immediately if your statement is inaccurate or if you have any queries concerning the contents. If a statement contains an error or is otherwise inaccurate, that error will not affect the validity of the relevant Bet or the betting instruction.

11.4 All your opening and closing Bets can be viewed by looking at the account history section on our Website. We strongly recommend that you keep your own records of your Bets including details of the times, dates, stake, market and all other relevant details of your Bets. These details may be important if there is a dispute.

12. Payments

Operation and Settlement of Accounts

12.1 If you owe us money you may pay by direct bank transfer, credit or debit cards and banker's draft or any other electronic payment methods that we currently accept.

12.2 Any payments made by you into our bank account must contain your account reference so that we may identify the payment as having been made by you.

12.3 Where a credit card is used for any

payment, we shall be entitled to (unless we agree with you otherwise) levy an administrative charge equivalent to 1.5% of the value of the payment.

12.4 External payment providers may from time to time restrict the use of credit or debit cards, beyond the control of Sporting Index. If you are affected by any such card blocking please ensure you have alternative means of payment available.

12.5 As a rule we do not accept payments from third parties. Exceptions are at the discretion of Sporting Index's Compliance department after enhanced due diligence has been carried out on the third party and we are satisfied as to their relationship to you.

12.6 Any debit or credit entries appearing on your card statements will be identifiable by the words 'SPIN';

Money Payable to us

12.7 Where the closing of a Bet results in a loss to you, the cash sum lost will be debited to the cash balance of your account.

12.8 If a Bet of yours is closed with the result that your account has a negative cash balance you must pay to us within three (3) Business Days of the closing of the Bet a sum sufficient to clear that negative balance. This obligation arises notwithstanding that you may have a positive Available Balance.

12.9 Negative cash balances may also arise as a result of other debits to the account (e.g. dishonoured cheques or debit/credit card chargebacks).

12.10 A failure to pay us within five (5) Business Days is an Event of Default. Additionally, if such balances are not paid within five (5) Business Days we shall be entitled to charge interest on any balance due at the rate of 1 per cent per month, compounded monthly.

12.11 You should not wait until you receive a statement of account from us before settling any negative cash balance. You can check your account balance at any time via the Website. We suggest you do this regularly or each time than an open Bet of yours is closed.

12.12 You are reminded that any credit limit that you may have cannot be set off against losses on closed Bets.

12.13 We shall be entitled to recover from you the costs and expenses (including without limitation all legal costs together with third party expenses and our internal management charges) that we reasonably and rightfully incur, both before and after the commencement of legal proceedings, in seeking to recover any unpaid negative cash balance from you. Our internal management charges are set at £100 per hour for all categories of staff, including directors. In addition to any legal proceedings we may commence against you, we shall be entitled to

lodge a default with a credit reference agency. Please note that a default may negatively affect your credit rating.

Set Off

12.14 All accounts held with us are operated, and statements are to be settled, on a net basis, whereby all amounts of any kind payable by you to us are set off against all amounts of any kind payable by us to you. You cannot set off any credit limit against sums payable by you.

12.15 For the purposes of this paragraph 'accounts held with us' includes: (a) any account described within these Account Operating Rules; and (b) any and/or any other account held with any company, business, trading name or other trading entity that is wholly or partly owned by the Sporting Index group of companies (whether by ownership of shares or otherwise), whether or not it trades under a name that includes the words 'Sporting Index' or 'Bethilo'.

Payments to You

12.16 If you have a positive cash balance you may request that we transfer it or any part of it that is not being used to support your open Bets, by calling us or writing to us or via our online platforms. We will pay money to you within three (3) Business Days of us approving your request by either sending it directly into your bank account via a bank transfer or by

cheque. For the avoidance of doubt we will not action a request to transfer cash back to you if that cash is being used to support your open Bets.

12.17 If we agree to pay money owing to you by bank transfer, you will be responsible for ensuring that we are in possession of your up-to-date bank details (i.e. your full name, account number and sort code. We may also request your IBAN number).

12.18 You must inform us of any change in your bank details in writing which may be by email.

12.19 We shall not be responsible for any losses that you may incur as a direct result of your failure to advise us of your up-to-date bank details.

Debit Cards and Card Charge Scheme

12.20 You may authorise us to make automatic payments/withdrawals from your debit card as and when payment becomes due to us. Typically, your debit card will be automatically debited or credited (as appropriate) at the same time that your latest statement of account is posted online. We will inform you if there is a reason this debit/credit is delayed.

12.21 In the case of a credit account, the sum debited or credited will be equivalent to the amount that is required to return your account balance to zero.

12.22 In the case of a deposit account, the sum debited or credited will be such amount as will return the balance of the account to its original paid-up deposit.

12.23 Should you believe that any sum has been wrongly debited we recommend you first contact us directly to challenge the debit, rather than raise it with your card issuer.

12.24 In the event that, having dealt with us, you are not satisfied that the amount has been debited correctly, you may inform your card issuer of the dispute and your debit card may be re-credited. In that event, we shall require you to make alternative arrangements to agree and settle direct any amount due to us.

12.25 If you have elected to be managed in this way, you must advise us promptly of any change in the details of your debit card including (but not limited to) its number, its issue number, and its expiry date.

12.26 We may terminate the debit card arrangement we have with you at any time on written notice to you.

12.27 You will remain liable to pay any losses on your account if we do not receive payment from your card issuer; in particular, you will remain liable to repay any deductions from your cash account, which are attributable to 'chargebacks'.

12.28 Chargebacks can occur if: (a) you have used an expired card; (b) your cardholder or your card issuing business disputes the transaction; (c) it is believed the transactions have been made fraudulently; (d) the transaction has been accidentally duplicated, or (e) the transaction was not authorised.

12.29 We may treat a chargeback as (a) a debt upon which we may charge interest, or (b) as an Event of Default (see paragraph 14 for further information on Events of Default). If we deem a chargeback to be an Event of Default this may result in the closure of your open Bets and/or voiding of existing Bets and/or account suspension and/or account closure.

12.30 It is therefore important that you communicate any query/dispute to us in the first instance before requesting a 'chargeback' from your card issuer. This will give us an opportunity to investigate and to resolve the matter.

12.31 You may cancel or vary our authority to take payments from your card by notice of cancellation or variation to us at any time. It is not necessary for you to notify your card issuer of such cancellation or variation.

12.32 Please note that we are under no obligation to accept such a payment arrangement and you are under no obligation to allow us to debit or credit your card, as other means of settlement are available.

13. Client Money

13.1 Any money that we receive from you or held by us on your behalf in relation to your account will be protected and treated in accordance with the FCA's Client Money Rules.

13.2 You will not be entitled to receive interest on any of the money that we hold for you.

13.3 In the event that there has been no movement on your account balance for a period of at least six years and we are unable to trace you despite having taken reasonable steps to do so, you agree that we may cease to treat your money as client money and may transfer your money into a another account.

13.4 In the unlikely event that we do not meet our obligations to you, the Financial Services Compensation Scheme ('FSCS') operated by the FCA may be available to you. The FSCS will look at your profile and the circumstances of the claim. Further information about compensation scheme arrangements is available on request or from the FSCS (www.fscs.org.uk).

14. Events Of Default

14.1 Each of the following are Events of Default:

14.1.1 Any payment has become due to us from you and remains

unpaid on the expiry of the time allowed for payment by these Rules;

14.1.2 Your failure to perform any material obligation due to us including a breach of these Rules;

14.1.3 Any statement, made by you to us, is false, inaccurate or misleading in any material way;

14.1.4 Any statement previously made by you to us becomes false, inaccurate or misleading in any material way; and you fail to inform us of the true position as soon as you reasonably can;

14.1.5 Your death;

14.1.6 A statutory demand is served upon you or bankruptcy proceedings are initiated against you or we have reasonable grounds to believe that you are unable to pay your debts as they fall due (if you are an individual), winding-up proceedings, the appointment of an administrator or receiver or administrator receiver is appointed in respect of you or any of your assets (if you are a company) or if you enter into a voluntary arrangement with your creditors or analogous procedure is commenced against you;

14.1.7 Any payment by you, including payment by cheque, is dishonoured or other payment

instruction given by you is returned unpaid (unless resulting from our or a third party's error or fault or some other cause beyond your reasonable control) and you do not make a full payment to us with the time allowed for payment;

14.1.8 You are being investigated by the FCA;

14.1.9 A freezing order is validly served on us by a third party in relation to you;

14.1.10 It is discovered that you are being medically treated for a form of mental illness which affects your capacity to enter into a Bet with us and makes it inappropriate for you to be spread betting. Mental illness which we consider Events of Default, include but are not limited to dementia, Alzheimer's and clinical depression;

14.1.11 When dealing with our staff you behave in a way that we reasonably believe is threatening or abusive;

14.1.12 You are or we have reason to believe that you are located permanently in a jurisdiction where spread betting is prohibited, including the United States;

14.1.13 You move abroad and do not inform us of this fact prior to opening a Bet with us.

14.1.14 You have directly/indirectly allowed someone under the age of 18 years old to trade on your account;

14.1.15 An Event of Default has occurred and you do not draw it to our attention; or

14.1.16 Any event occurs that is described elsewhere in these Account Operating Rules as an Event of Default.

Consequences of an Event of Default

14.2 If an Event of Default occurs, we shall be immediately entitled but not obliged, to close all or any of your open Bets whether they are in loss or in profit, at our then prevailing market price, or if there is none, at a price that is fair and reasonable. If there is an Event of Default our right to close all or any of your Bets that are open at that time will apply for as long as long as those Bets remain open.

14.3 If an Event of Default has not occurred but we reasonably believe that it is likely to occur we shall be immediately entitled to close all or any of your open Bets whether they are in loss or in profit, at our then prevailing market price, or if there is none, at a price that is fair and reasonable.

14.4 We will not be under any obligation to give you any opportunity to remedy an Event of Default before

we close your Bets. If, however, we do choose to do so, this in itself will not waive the Event of Default or our rights in relation to it.

15. Limitation On Winnings

15.1 Save for 'My Super Bankers' Index (see paragraph 15.2) and Games (see paragraph 15.3), the maximum pay-out (being the total winnings) to any individual client in any 24-hour period is £1,000,000 (one million pounds sterling). This maximum win applies regardless of your stake and regardless of the closing price of the Bet or Bets in issue. Once this maximum pay-out has been reached, we shall void any further non-Game Bets on the Market in question.

15.2 The maximum win on our 'My Super Bankers' Index is £100,000 (one hundred thousand pounds sterling). This maximum win applies regardless of your stake and regardless of the closing level of the Bet. Once the maximum pay-out has been reached, we shall void any further Bets on 'My Super Bankers' on your account.

15.3 The maximum pay-out (being the total winnings) per individual Game to any individual client in a 24-hour period is £50,000 (fifty thousand pounds sterling). The maximum pay-out in total to any individual client in any 24-hour period, on one or more of such Games, is £100,000 (one hundred thousand pounds sterling). Once the maximum pay-outs set out above have

been reached, we shall void any further Games Bets on your account.

15.4 You will be entitled to the return of any money deposited with us in relation to any Bets voided under this section 15.

16. Charges and Tax Charges

16.1 Unless we agree with you otherwise we will not charge you commission or any fee for our services. We will instead seek to make our profit on our spread and/or in the stake you agree to pay us at the time we accept any Bet that you place. We do, however, reserve the right to make default charges in the event that you fail to pay a negative cash balance when due from you. These default charges are explained further in paragraphs 12.10-12.13 above.

Tax

16.2 You are responsible for any taxes (UK or foreign) that may arise now or at any time in the future in relation to your spread betting with us. If you are in any doubt as to whether you are liable for tax, you should seek specialist tax advice.

16.3 We do not under current legislation charge UK betting duty to our clients on any Bet. This burden is met by us and paid direct to the relevant authorities. Changes in the basis of taxation or other factors may cause these policies to be altered.

17. Client Details

17.1 You must inform us immediately of any changes to your contact details. You may do so by telephone; email; or (where available) via an electronic form that may be found on our Website for that purpose.

17.2 We will not be held responsible for correspondence sent to you/messages left for you at a previous postal address, email address or telephone number, if the correspondence was sent to/message left at the address or number we have for you on record, and you have not notified us in writing of any changes to that address or number. It is your responsibility to notify us of any significant time that may be spent away from your normal contact points, whether overseas or elsewhere in the United Kingdom. Alternative contact details must be provided. The address you provide us with at any given time should be (a) your primary home address, (b) current, (c) accurate. If you move abroad you must tell us immediately. Failure to do so prior to opening a Bet with us will constitute an Event of Default and may lead to your open Bet(s) being closed out.

18. Correspondence, Complaints and Queries

18.1 You consent to us providing you with information by email and through our Website. If you have a query regarding your account, your Bets or the Rules you should contact our Customer

Services department, either in writing or by telephone on the following details:

Customer Services
Sporting Index Limited
Gateway House
Milverton Street,
London, SE11 4AP
Freephone Tel: 0800 096 96 07
Business Tel: 020 7 840 4050 (Ex-UK:
+44 (0) 207 840 4050)
Email: enquiries@sportingindex.com

18.2 If you have a complaint against us, please notify our Customer Services Department as soon as reasonably practicable as any delay in communication may prejudice our ability to investigate. Customer Services will then refer your complaint for investigation.

18.3 As a FCA regulated firm, we are required to comply with the FCA's rules for the handling of complaints. A copy of our complaints procedures can be found on our Website at www.sportingindex.com.

18.4 If you are dissatisfied with our final response to your complaint, you may refer your complaint to: The Financial Ombudsman Service ("FOS"), South Quay Plaza, 183 Marsh Wall, London, E14 9SR. Tel: 0845 080 1800.

18.5 We reserve the right to close any open Bet or alleged open Bet that is the subject of a dispute in order to minimise the risk of additional losses accruing to that Bet pending the resolution of the

dispute and any such closure will be valid and effective as though made with your agreement.

18.6 An eligible complainant is a current or former client who has successfully opened an account in accordance with our procedures, where the complaint arises out of matters relevant to his/her business with Sporting Index.

18.7 Any complaint or queries regarding missing Bets should, if possible, be supported by (a) if the Bet was placed by telephone or through your mobile phone details of the date/time of the call when the missing Bet was placed, together with (if available) a print out of your telephone bill highlighting the call being relied upon or (b) if placed over the internet, a copy of the 'bet confirmation' print out (if available) together with full details of the missing Bet.

18.8 For clarification, day-to-day enquiries, for example about a make-up price or deal query, are excluded. All such day-to-day queries should be directed to our Customer Services Department at the details above.

18.9 If you feel at any time that we have not performed in a manner that you would expect from us or any part of our service is not of an acceptable standard then please contact our Customer Services team immediately.

19. Fraudulent Activity and Impersonation

19.1 Where we have reasonable grounds to believe that (a) there has been fraudulent activity on your account, whether by you personally or by a third party or (b) that an account has been opened by a third party, and not for the named account holder's use, we may suspend your account for the purposes of carrying out an investigation. We reserve the right to close all or any open Bets on your account whilst our investigation is taking place, or at any time after its conclusion, in order to minimise the risk of losses being incurred in relation to that Bet or Bets. You will remain liable for any losses that accrue to your account under this paragraph regardless of the outcome of any investigation.

19.2 We shall not release any cash balance on your account if we have reasonable grounds to suspect you of fraud.

19.3 Combating financial crime is important to us and robust controls are embedded to prevent or external fraud or corruption. We have advanced fraud prevention capability and we worked closely with the police, external agencies, industry forums, sports governing bodies and Government agencies to investigate and report criminal activity.

19.4 Should a payment by you, whether by debit or credit card or otherwise, subsequently be dishonoured or charged-back or otherwise debited from your account, we reserve the right

to pursue you for any losses and/or to void any winnings resulting from Bets that were accepted by us based on that payment.

19.5 You will not knowingly disguise or interfere in any way with the IP address of the computer or internet-enabled device you are using to access the website or otherwise take steps to prevent us from correctly identifying your device or the actual IP address of the computer you are using whilst accessing the Website.

19.6 You shall indemnify and shall be liable to pay us, on demand, all costs, charges or losses sustained or liabilities incurred by us (including any direct, indirect or consequential losses, any loss of profit and loss of reputation) arising directly or indirectly from your fraudulent, improper, misleading, manipulative or other unacceptable activity (whether or not unlawful).

19.7 We may have reason to suspect that you have been involved in fraudulent, improper, misleading, manipulative or other unacceptable activity (whether or not unlawful) in relation to your access to or use of our Services. Such activity can include (but is not limited to) that you:

19.7.1 used or attempted to use any software-assisted methods or techniques or hardware devices for participation or manipulation of any of our systems;

19.7.2 have introduced or attempted to introduce any virus or other harmful or malicious application or material to our systems;

19.7.3 have introduced or attempted to introduce any defamatory, obscene, abusive or unlawful material to our systems;

19.7.4 have abused or misused any bonus offer or promotion offered by us; 19.7.5 that you have provided incorrect information.

19.8 We reserve the right to seek the fullest civil and criminal sanctions against any Customer involved in financial crime and, where we have reasonable grounds for suspicion and without notice to you, to notify the relevant regulatory, sports governing body or law enforcement authorities where appropriate.

20. Market Information

20.1 As a matter of business practice we endeavour to keep you informed, whether through the internet, Website, telephonically, through text services, newspaper advertisements, promotional materials or otherwise, of the status from time to time of certain sporting events around which we are making Markets, and, on occasion, of prior historical statistics relevant to such events or markets. While we offer such information in good faith, we do so without any responsibility and make no

claim as to the accuracy or otherwise of any such information. You are warned that any information given to you by us may be inaccurate and you promise that in making decisions that relate to your Bet(s) you will rely solely on your own information (obtained from sources other than us) and judgement.

21. Termination and cancellation

21.1 The agreement between us and you (comprised in the Rules) may be terminated by: (i) you giving us written notice, which shall take effect immediately, unless otherwise stated in the notice and (ii) us giving you written notice, which shall take effect immediately, unless otherwise stated in the notice (however see sub-paragraph 21.2) of our intention to terminate them. Notice of either party to close your account will be deemed to include notice of termination of the Rules and vice versa.

21.2 We will give you notice of termination unless we feel it is detriment to an internal or external investigation or we cannot contact you on the details you have provided.

21.3 Termination for any reason shall not affect any rights or obligations of either of us which accrued prior to termination and, in particular, shall not limit or restrict your obligation to compensate us in relation to any act, event, or omission occurring prior to termination (whether or not we have made any demand or the liability has

arisen prior to termination). Closure does not affect your rights to complain.

21.4 Termination will give rise to closure of your account. Upon closure of your account under this paragraph, amounts outstanding on your account will become due immediately. Any long-term Bets will remain open until they are closed by you, or left to expire naturally and in any event are expressly governed by these terms and conditions. The provisions regarding Margin will continue to apply whilst you have open Bets. Once the open Bets have expired monies are payable immediately by either party.

21.5 You have the right to cancel the agreement between us and you (comprised in the Rules) up to fourteen days after the agreement is constituted (the "Cancellation Period").

21.6 We will accept your cancellation in writing, which includes email correspondence to this address enquiries@sportingindex.com or over the phone (08000 969607 or ex-UK +44 20 7840 4050). Please note that we may withdraw our agreement to accept oral cancellations at any time in the future. We will notify you if this change is instituted.

21.7 Please note that if you place a Bet and/or deposit funds during the above Cancellation Period you will have, by virtue of having requested that such Bet be placed or having deposited funds, expressly requested that the agreement

be fully completed. Your right to cancel will fall away at the time the funds are deposited or the first Bet is placed during the Cancellation Period (as applicable) or automatically at the end of the Cancellation Period if later.

22. Death of a Client

22.1 On receipt of a certified copy of a Death Certificate or other news of a client's death that we in good faith believe to be true, we will within a reasonable time close all positions on the deceased's account at our prevailing price, or if none at a price that is fair and reasonable.

22.2 Payment will be issued for any credit balance (payable to personal representatives of the deceased) or demand made on the estate for payment of any debit balance.

23. Privacy, Credit Referencing and Data Protection

23.1 By opening an account with us, you will be providing us with personal data within the meaning of the Data Protection Act 1998. Please see our Privacy Policy (at www.sportingindex.com/privacypolicy) for further details on how we collect, use and protect your personal data.

23.2 All telephone calls you make to Sporting Index's landlines are recorded so that we ensure we meet our regulatory obligations and for your protection. These recordings are our

property and may be used by us in the case of a dispute. You accept that such records constitute evidence of communications between us.

24. Maintenance

24.1 It may be necessary from time to time to suspend one or more of our online trading platforms or telephone betting facilities in order to carry out upgrades, repairs and maintenance. We shall endeavour to give you prior notice of any such occurrences, but this may not always be reasonably practicable.

25. Technological Failure and Exclusion of Liability

25.1 We do not in any way exclude or limit: (a) our liability for negligence or the negligence of our agents (b) our liability for fraud or fraudulent misrepresentation or wilful default (c) any liability that cannot be excluded or limited under the Financial Services and Markets Act 2000.

25.2 Subject to the above, we will not in any event be responsible or liable for any loss, loss of profit, revenue, business, contract, goodwill or data or any consequential loss or damage (being loss or damage arising from our breach of these Rules that we could not have reasonably been expected to foresee when we entered into these Rules with you) arising from the use or unavailability of our Services. Such loss and damage may result from (including but not limited to):

25.2.1 the unavailability whether for technical reasons or otherwise of any one or more of our trading platforms and/or software and/or Website so that you are unable to communicate or trade with us (including without limitation because, for example, all our telephone lines are busy or through the loss of internet communication); or

25.2.2 an inaccuracy or mistake in any information given to you or in carrying out your instructions; or

25.2.3 the closure or avoidance of any Bet in accordance with these Rules (including without limitation because, for example, of a Pricing Error or error in the generation of random numbers for use in Games) ; or

25.2.4 as a result of any referral to our online Bet referral team under paragraph 7.18 above; or

25.2.5 as a result of the unauthorised access to our Services by a third party or the corruption of data sent by you to us or by us to you.

25.3 We take reasonable precautions to ensure that data generated and used by us has been swept for viruses, but it is your responsibility to ensure that the transmission, opening or use of such data to you will not adversely affect your systems or data. You should ensure

that your computer has up to date virus detection software and that you carry out such virus and other checks as you consider appropriate. No responsibility is accepted by us for losses that you may suffer as a result of viruses on your device which includes but is not limited to infection with malware, trojan virus and keylogging software, except where such viruses are caused by our negligence or wilful default.

25.4 If and to the extent that we are found liable for any losses or damages, whether arising from or in connection with a Bet otherwise, the maximum amount of our liability will be limited to four times the amount of the spread paid or payable by you in respect of that Bet.

25.5 Each provision of this paragraph operates separately. If any provision is disallowed or found to be ineffective by any Court or regulatory body the other provisions will continue to apply.

26. Updating these Account Operating Rules

26.1 We may amend or add to these Account Operating Rules or any other document making up the Rules from time to time. We will publish in advance on the Website any new version of these Account Operating Rules or any other document making up the Rules and specify the date that the new versions(s) will become effective (the "Effective Date"). From the Effective Date the new version(s) will supersede

the previous version(s). Any bespoke agreement will, however, be unaffected by any amendment or addition to these Account Operating Rules or any other document making up the Rules, save to the extent that a reference in it to our Account Operating Rules or any other document making up the previous rules will be deemed to be a reference to the Account Operating Rules or any other document making up the Rules currently in force.

26.2 We shall use reasonable endeavours to draw the new version(s) to your attention, by email, if you have supplied us with an email address, or by post, if you have not. The new version(s) of these Account Operating Rules or any other document making up the Rules will apply to all Bets placed with us after the Effective Date. This is the case even if for whatever reason you do not receive notice from us drawing the new version(s) to your attention. Existing Bets will continue to be governed by the previous version(s) until they are closed or expire naturally.

27. General

27.1 No failure or delay in exercising or relaxation by either of us of any provision of these Rules shall operate as a general waiver of the relevant provision and no single or partial exercise of any provision of these Rules shall preclude any other or further exercise of other provisions of these Rules.

27.2 In order for a bespoke agreement between you and us to come into effect any such agreement must be in writing and be signed by one of our directors.

27.3 We shall be entitled (in addition to our existing rights in law) to effect service upon you of any legal proceedings or notices, including for this purpose a statutory demand, by email, to the email address we hold on record for you, and any such communication will be deemed to have been received by you one (1) minute after it was sent.

27.4 If any provision of these Rules is held by any competent authority to be invalid or unenforceable in whole or in part the validity of the other provisions of these Rules and any remainder of the provision in question shall not be affected thereby. In such circumstances the part deemed invalid or unenforceable shall be amended to the least extent necessary to render the provision enforceable, and in the event that the parties cannot agree on such amendment they shall submit their disagreement to the court for adjudication.

27.5 Headings in these Account Operating Rules shall not affect its interpretation and are for ease of reference only. References in these Account Operating Rules to the singular include the plural.

27.6 All times referred to in any document or communication made by

us or our staff relate to London (United Kingdom) time unless we specify otherwise.

27.7 Where these Account Operating Rules are issued in a language other than in English, the English language version shall take precedence in the event of any conflict.

27.8 We may assign our rights and obligations under these Account Operating Rules to a third party (in whole or part) subject to obtaining FCA approval. Notice of any such assignment will be given to you. Your rights under these Account Operating Rules will not be prejudiced by the assignment.

27.9 A person who is not a party to these Account Operating Rules has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any provision of these Account Operating Rules, but this does not affect any right or remedy of a third party which exists or is available apart from that Act.

27.10 These Account Operating Rules are intended to contain all the terms of our agreement with you in relation to your spread betting. If a member of staff has made a statement to you that is not covered by or is at variance with any provision of these Account Operating Rules you should inform Customer Services immediately before you commence trading with us. We warn you that the law favours written terms and it is therefore important that you bring any such statements to our

attention before you commence your trading with us.

28. Force Majeure Events

28.1 We may, in our reasonable opinion, determine that an emergency or an exceptional market condition exists (a "Force Majeure Event"), in which case we will, as soon as is reasonably practicable take reasonable steps to inform you of this by email, if you have provided us with an email address, and by post or telephone, if not.

28.2 A Force Majeure Event shall include, but is not limited to, the following:

28.2.1 any act, event or occurrence (including, without limitation, any strike, riot or civil commotion, interruption of power supply, electronic, communication equipment or supplier failure) which prevents us from offering or continuing to offer one or more of our markets;

28.2.2 the suspension or closure of any market or the abandonment or failure of any event upon which we base, or to which we in any way relate, our markets, or the imposition of limits or special or unusual terms on the trading in any such market or on any such event, which prevents us from offering or continuing to offer one or more of our markets in an orderly manner; or

28.2.3 the occurrence of an excessive movement in the level of any of our prices and/ or any corresponding market or our anticipation (acting reasonably) of the occurrence of such a movement prevents us from offering or continuing to offer one or more of or markets in an orderly manner.

28.3 If a Force Majeure Event has occurred we may within a reasonable time of the Force Majeure Event having taken place take one or more of the following steps:

28.3.1 increase the Volatility Factors on any or all your open Bets;

28.3.2 close any or all of your open Bets permanently;

28.3.3 suspend or modify the application of any or all of the Rules to the extent that the Force Majeure event makes it impossible or impractical or commercially inadvisable for us to comply with the rule or rules in question.

We will give you prior notice where it is possible for us to do so of the steps that we propose to take by reason of the Force Majeure Event; where we give effect to any of the above steps without giving you prior notice, we shall inform you of the action taken as soon as reasonably practicable thereafter.

29. Governing Law

29.1 These Account Operating Rules and any Bet placed under them shall be governed by the laws of England and Wales. The courts of England and Wales will have non-exclusive jurisdiction to settle any disputes in relation thereto.

30. Risk Disclosure Notice

30.1 This notice is provided to you because you are proposing to enter into Bets with us. This notice cannot and does not disclose or explain all the risks and other aspects involved in spread betting and is only a summary of some important aspects. You should not engage in spread betting unless and until you fully understand how spread betting works and the risks involved. We shall trade with you under our Account Operating Rules and other contractual documents making up the Rules. You should take time to read these before you commence betting with us. Should you have any queries concerning the meaning and/or effect of any provision of our service you should telephone customer services who will endeavour to answer your query for you. Carefully consider whether spread betting is suitable for you in light of your circumstances and financial resources.

30.2 The amount that you may win or lose will vary according to the extent of the fluctuations in the events of the underlying event on which the Bet is based instead of a fixed and

predetermined sum as when a fixed-odds Bet is placed.

30.3 In considering whether to engage in spread betting, you should be aware of the following:

30.3.1 There is a high degree of 'gearing' or 'leverage' in this type of betting. This stems from the margining system applicable to such Bets, which generally involves a comparatively modest deposit (a Volatility Requirement) in terms of the overall contract value, so that a relatively small movement in the underlying market can have a disproportionately dramatic effect on your Bet.

If the underlying market movement is in your favour, you may achieve a good profit, but an equally small adverse market movement can also quickly result in the loss of your entire deposit and may also expose you to a large additional loss.

30.3.2 If you deal on a credit basis, the extent of your agreed credit limit does not limit your loss or financial liability. Furthermore, you will be liable for any loss that accrues to your account as a result of a Bet opened by you at a time when your account had a negative Available Balance

30.3.3 Whether you hold a deposit or credit account, you may be called upon to deposit margin at short

notice to maintain your Bet. If you do not provide such additional funds within the time required, your Bet may be closed and you will be liable for any resulting loss.

30.3.4 All Bets placed with us are legally enforceable.

31. Definitions

In this Agreement the following words shall bear the following meanings unless the context otherwise requires:

"Available Balance" means the total of all money deposited into your account, taking into consideration the balance of any winnings/losses from closed Bets, plus the balance of winnings/losses on open Bets, plus any credit limit minus any Volatility Requirement;

"Bet" means a bet in respect of the value or level of an Index (and is an investment within the meaning of Schedule 2 of the Financial Services and Markets Act 2000) that we enter into with you and, where applicable, includes Games;

"Business Day" means a day, other than a Saturday, Sunday or public holiday in London, England;

"FCA" means the Financial Conduct Authority or any successor body;

"FCA Rules" means the FCA Conduct of Business Rules in force at any given time;

"Game" means any virtual spread betting game played or offered via the Website;

"Index" means a measure of changes in values, prices or similar numerical representation of price, size or value in respect of any Market for which we provide quotes;

"Market" means the game, event, outcome or other subject in reference to which we provide quotes;

"Services" means any services including without limitation, betting services that we make available to you and used by you to place a Bet or view information related to Bets, whether via a computer, mobile device or any other device;

"Volatility Factor" means the factor that we assign to our Indices to reflect a reasonable range of outcomes;

"Volatility Requirement" The Volatility Requirement for a Bet is arrived at by multiplying the Volatility Factor by the stake and provides us with a degree of security if the customer loses on the Bet; and

"Website" means www.sportingindex.com or any other website or platform operated or controlled by us from which you are able to access the Services.

SECTION 2 GENERAL SPORTS RULES

Effective from 7th April 2014.

Settlement of our sports spread betting Markets are governed by the following conditions, save where the rules relating to a particular sport, Market or Index provide otherwise.

Interpretation

Where there is a conflict between the following conditions and a particular individual sports rule, the individual sports rule prevails.

1. Event Not Taking Place or on Which There is No Play Following Placing of Bet

Any Bet, open or closed, which is: (i) on an event which does not take place; or (ii) on an event which has begun but in which there is no further activity after the Bet is placed, shall be void.

2. Abandonment

Where a Market is traded in-play or at intervals (e.g. a football player performance index updated at half-time) and the underlying event is abandoned, then, if there is a tradeable quote on the Market when play ceases, the Market will be settled at the midpoint of the quote. Where there is no tradeable quote at the time when play ceases, any Bet on the Market, open or closed, shall be void. Markets traded in-play where the result is known at the time of abandonment will be settled

on the basis of that result. If Markets are not traded in-play then, in the case of abandonment, all Bets will be void irrespective of whether the Markets have made up or not. Where play ceases at the start of an interval (e.g. half-time) in which a Market is to be updated, and the Market is then updated, the first tradeable quote following the cessation of play is to be treated as the tradeable quote on the Market when play ceases for the purposes of this condition. It should be noted that the effect of abandonment of horse and greyhound race meetings is covered by rules specific to those sports.

3. Postponement

Subject to any specific sports rule to the contrary, where an event which is scheduled to be completed within one day is not completed within 24 hours of the day on which it was scheduled to be completed, all Bets on that event which have not yet made up, whether open or closed, shall be void, unless the Market is being traded in-play or at intervals, in which case the Market will be settled at the midpoint of the first updated quote following the last action to take place in the event. All Bets placed after the last completed action in the event will be void, whether open or closed. Where an event which is scheduled to be completed over a period of two or more days is not completed within three months of the day on which it was scheduled to be completed, all Bets on that event which have not yet made up, whether open or closed, shall be

void, unless the Market is being traded in-play or at intervals, in which case the Market will be settled at the midpoint of the first updated quote following the last action to take place in the event during that three month period. All Bets placed after the last completed action in the event will be void, whether open or closed. For the avoidance of doubt, where an event is completed on the day scheduled for completion, but at a later time than scheduled, that does not affect the settlement of any Bet on that event. Where an event such as a one-day cricket match is scheduled to be completed within one day, the fact that arrangements might be made in advance for the match to be completed on some other day in the event of rain or some other contingency does not alter the fact that the event is to be treated as being scheduled to be completed within one day.

4. Participation

Any Bet, whether open or closed, shall be void where: (i) the Bet is placed on a participant who takes no part in the subject event; or (ii) the Bet is placed on a participant who takes no further part in the subject event after the Bet is placed. Notwithstanding the foregoing, in the case of entertainment/other indices where participants are evicted or voted out, such participants will continue to be quoted and traded on until the final result of the programme is known. Where a Bet is placed on a participant who proceeds to the next stage of an event by virtue of a

walkover, that Bet will be rebooked at the next tradeable price reflecting his progress to that next stage. Where a named participant in an Index is withdrawn prior to the commencement of the event, Bets on other participants in that event will be governed by the spread betting version of Tattersalls' Rule 4 (see Horse Racing rule (J)), which deals with deductions in the event of non-runners, unless otherwise stated. Changes in the names of any participant that has no impact on the overall structure of the underlying event on which we have based a Market will not affect the standing of any Bets on that Market.

5. Bets are Placed on Future Events

Any Bet placed when the price is based on an inaccurate score 'so far' may be re-rated so that it operates as a Bet on the future. This means that, for instance, where a Market is made in football bookings at 24 - 27 on the basis of no bookings at that stage, and where there has in fact been one booking scoring 10 points, any trade at that price is adjusted so that it becomes a trade at 34 - 37. This re-rating will always reflect the real impact of amending an inaccurate score 'so far'. The above provision is subject to our overriding discretion to void any Bet made on the basis of incorrect information. All Bets should be Bets on future events whose outcome is yet to be determined. If for whatever reason a Bet is placed on an event whose outcome is capable of being known at the time at which

the Bet is being placed, the Bet can be voided at our absolute discretion (whether the outcome is in fact known to the client or not). We also reserve the absolute right to void any Bet placed on a Market on an event after that event has begun, unless we are quoting prices on that particular Market in-play, or the Bet is placed during an interval in which the prices have been updated.

6. The Result

The official result is final for settlement purposes except where specific rules state the contrary. The official result will be determined according to our reasonable opinion, such opinion being formed by reference to all publicly available evidence. The podium position in Grand Prix racing and the medal ceremony in athletics and any similar official ceremony or presentation in other Sports are to be treated as the official result. Any Market which is deemed to be Opta Index Ltd ('Opta') adjudicated shall be settled by Opta's official verdict and their decision is final. Where in our reasonable judgement no official result is available, the result will be:

- (i) determined by an independent authority whose verdict shall be final for all purposes, or
- (ii) otherwise determined in accordance with our reasonable opinion, such opinion to be formed by reference to all available evidence.

Bets will provisionally be settled by reference to all available evidence, but if the result which is determined as set out above differs from the result used for provisional settlement, settlement may be retrospectively adjusted so as to reflect the result so determined. Final settlement of Bets will occur as follows:

- (i) Bets on Markets scheduled to be completed within one day will be finally settled within three days of the day on which the underlying event is completed;
- (ii) Bets on Markets scheduled to be completed over a period of two or more days will be finally settled as soon as is practicable after the underlying event is completed, and there will be no adjustment to the make-up of any such Market after the final settlement.

7. Periods of Time

Bets on an individual event are Bets on the period originally scheduled for the event including injury time but excluding extra time (but with specific exceptions for rules governing certain American Sports). Where betting takes place in a particular unit of time about the duration of an event or the length of time until an occurrence in that event, all such Bets will be settled as if the occurrence occurred at the end of the unit of time in which it occurred. So if there was betting on the duration of a Boxing fight in minutes, and the fight ended after one minute and seven seconds, the make-up would be

two minutes. If an event occurs after scheduled time has elapsed, it will be treated as having occurred at the end of the scheduled period. So if a first half goal were scored once the 45th minute of the game had started, the make-up would be 45 minutes even if the goal was scored in injury time. The blowing of the whistle immediately following the ball crossing the line in Football, or being touched down in Rugby or American Football, will be deemed to be the time of the occurrence of the event, notwithstanding any subsequent referral of the decision by the referee to a third party for confirmation or adjudication, as long as the event is confirmed.

8. Non-Mainstream Markets; Unusual Situations & Special Markets

Markets may be made (i) in Sports which we do not regularly cover; (ii) about political, reality TV shows and other events and results and (iii) may also be offered as 'Specials' on individual Sports events on which we would offer our usual range of Markets in the normal course of business. In respect of all of the above, situations inevitably will arise from time to time which have not been specifically addressed herein. Such Markets will be settled in accordance with the conditions published in the Market explanation notes on Our websites which can normally be found by clicking on the i graphic within the Market listings ('Web Notes'). In the event of an inconsistency between the Web Notes and any relevant

conditions contained within the Rules, the Rules shall prevail (although we would encourage you to inform us if you have reason to believe there is any inconsistency between any Web Note and these Rules). In the absence of relevant conditions within Web Notes such Markets and situations will be settled on a basis which conforms as closely as is reasonable to these conditions, and by reference to similar Markets in regularly covered Sports. Our decision as to where parallels may most fairly be drawn shall be final.

9. Markets Involving Stipulations

Certain Markets involve stipulations which must be met if the Market is to stand, e.g. that a batsman whose runs in a test series are being traded must play two tests. Where the stipulation or stipulations is/are not met, any Bet on that Market shall be void whether open or closed.

10. Client's Responsibility

The client must make himself aware of all conditions, rules and stipulations affecting any Market in which he wishes to trade. Our staff will be pleased to answer any enquiry put to them, and the client will be deemed to know of any condition, rule or stipulation which would have been revealed by such enquiry.

11. Exclusion of Liability

All information is supplied in good

faith, and we shall have no liability whatsoever for any error or inaccuracy in information so supplied.

12. Curtailment of Long-Term Markets

If any long-term Market is curtailed with no further play possible then the following settlement principles will be applied: (i) where an official result is declared, settlement will be based on the official result; (ii) where an official result is not declared, all Bets that have not made up will be settled at the mid-Market quote available immediately after the last completed game/play of the tournament. Closed Bets will stand, but all Bets, whether open or closed, placed after the last completed action will be void. Where further play is possible, e.g. a league season where one team does not fulfil its fixture commitments, a long-term Market will be considered as curtailed where there is a change to the number of participants or games to be played compared with the structure scheduled when the Market is first advertised. In such circumstances, all participants in the event will be settled at the mid-Market quote available at the time of the announcement of the change. This will include any team removed from a league. Closed Bets will stand, but all Bets, whether open or closed, placed after the last completed action before the curtailment will be void. For the avoidance of doubt, all Bets on a league season will stand where one or more club/team/etc is subject to a take-over or merger, which may or may

not involve a name change, provided their original fixture commitments are fulfilled.

13. Particular Rules for Particular Markets

The above conditions, and the Sports-specific rules which are set out below, may from time to time be displaced by rules and stipulations applied to particular Markets or types of Markets. Where this is the case we will detail such variation in the Web Note.

14. Disqualification

Where a Bet is offered about the performance of participants in an event, and one or more of the participants is disqualified, for the purposes of settlement of the Bet the disqualified participant will be considered to have progressed further in the event than all those eliminated from the event prior to his or her disqualification, and will be deemed to have finished last of those still competing in the event. For the avoidance of doubt, disqualification will be considered to have taken place at the time when the incident occurred which caused disqualification and not at the time of the participant's removal from the event.

15. Maximum Shirt Number

Where a Bet is offered about the shirt numbers worn by participants in an event who achieve certain distinctions (e.g. scoring a goal or try, or being

booked), unless specifically stated otherwise, the maximum shirt number for the purposes of the Bet will be deemed to be 100. Where the number worn is greater than 100, it will be treated as 100. The minimum shirt number shall be deemed to be zero.

16. Enhanced Match Betting

Where a match Bet is offered which awards a certain number of points to a participant for winning the match, and extra points for the margin of victory, the maximum margin of victory will be considered to be that which would be reached if one participant won every constituent of the match, unless stated otherwise in the rules for that particular sport. Maximum make-ups for these enhanced match Bets will be consistent with the individual Sports rules (note that, for some Sports, Match Bet markets will have pre-set Maximum and Minimum make-ups in order to control volatility in extraordinary situations, thereby keeping it in line with what might be considered more usual). Where a player withdraws or is disqualified, settlement will be on the same basis as traditional match Bets on the sport concerned. Where extra play (in holes, sets, legs, frames or other constituent parts) above that originally scheduled is required to determine the winner, the settlement of the match will award the winner the points for winning the match, but no additional points for his margin of victory. For example, an 18-hole golf match Bet awarding 10 points to the winner and 3 points per

hole won by which is won on the 21st hole will be settled as a victory by 10 points.

17. Groups of Matches

Where a Market is offered on a group of matches (e.g. homes/aways Market) and one or more matches is cancelled or postponed, then, regardless whether such matches are rescheduled, the price will be adjusted by the mid-Market quote of the cancelled/postponed game(s) at the time of cancellation/postponement. Should a match be abandoned the mid-Market quote at the time of abandonment (or kick off/half time if not updated in-play) will be used. Where less than 50% of the matches within the group are completed, any Bet on the Market shall be void, whether open or closed unless stipulated otherwise in the applicable Web Note for that Market.

18. Treating our Customers Fairly

In exceptional circumstances where application of the Rules (including any conditions stipulated in the applicable Web Note(s)) creates a scenario that is manifestly unfair to either buyers or sellers in a particular Market, we reserve the right to void all Bets on the original Market and create a new Market. Our decision in this respect shall be final.

SECTION 3 INDIVIDUAL SPORTS RULES

AMERICAN FOOTBALL

a) Overtime

For the purposes of individual matches and groups of games, overtime shall count for total points Markets, Markets involving superiority and Markets involving other statistics. This includes Enhanced Match Bets, and overrides General Sports Rules Condition 16.

b) Statistics

Bets involving long-term individual performances or team records and certain short-term Markets will be settled on the definitive statistics of the governing body (e.g. NFL) in line with their rules or as otherwise stipulated at the outset by us.

c) Abandoned Games

If a game traded in-play by us is abandoned at any stage, all Bets, open or closed, will be treated in the same way as football Bets (see Football (o)).

d) Performance Markets

For the purposes of Team Performance Markets, Sporting Index do not consider a muffed punt to be a turnover, regardless of how the event is officially recorded. A fumbled punt return that it is recovered by the kicking team is considered a turnover. The difference being that the receiving team never has possession of a muffed punt so there can be no turnover.

e) Player Performance

Where a Market is offered about the performance of a player or group of players in American Football, then certain stipulations about player participation may need to be met for Bets to stand. Please check with Our dealers before placing Your trade.

f) Trios and Other Player Performance Markets

Where a Market awards points based on the performance of a player or group of players in an American Football match, featuring passing/rushing/receiving yardage, touchdowns, turnovers, or other events, the player or all players in the group must play in the first half of the match for Bets to stand, unless otherwise stated.

g) 'Stop at a ...' Markets

All plays will count for these Markets with the exception of extra point/two point conversion attempts and plays that are negated by penalty. A penalty occurring without a play, for example a false start, will also not be included.

h) 'Time of...' Markets

For Markets where the event in itself does not stop the game clock, for example time of the first completed pass, time of the first sack, the result will be based on the game clock at the time the event occurs. If there is no game clock showing, we will use our best estimate.

i) Missed kicks

For the purposes of Markets that include

points for missed kick, a missed kick will be considered any failed attempt at a kick for points regardless of whether the ball is actually kicked. So a fumbled snap on a field goal attempt would be considered a missed kick even if it is not scored as such in the official stats. Any attempt at a fake kick will not be considered a missed kick.

j) Multi Markets

For all Markets that involve the first half multiplied by the second half, for example multi points, overtime will not count unless stated.

k) Total First Downs

Markets on the number of team or total first downs will be based on first downs achieved while on offense. A first down that came about because of a change of possession will not count.

l) Hotshots

A player must be on the field for at least one play (including special teams plays). If a player does not participate in the game, then all Bets that include that player will be deemed void for 'name your own' hotshots Bets or eight points awarded for that player in the default hotshots Market.

m) Player Match Bets

When a player match Bet includes two players on one side of the match, only one needs to play for Bets to stand.

BASEBALL

a) Extra Innings

Extra innings count for all Markets.

b) Pitcher Change

All Bets on a baseball match will stand in the event of a pitcher change.

c) Supremacy

For supremacy, match supremacy and handicap Bets, the game must last 5 full innings of play unless the home team is leading after 4 and a half innings, and be deemed to be an official result as per official MLB rules, for the Bets to stand.

d) Single Game Total Runs, Team Runs, X-Runs and Win Indices

In relation to Total Runs Markets, nine full innings must be completed, or eight and a half innings if the home team is ahead, for Bets to stand.

e) Group Markets

For Group Markets (e.g. homes/aways), any games not deemed to have an official result as per baseball rule (c) above will be given an allocation based on General Sports Rules Condition 17. Where a match is abandoned/postponed, aggregate runs Markets will be subject to an allocation. The allocation will be the mid-point of the last available quote of the game runs for the abandoned/postponed game. An abandoned match is any game that has not completed nine full innings, or eight and a half innings if the home team is ahead.

f) Pitcher Performance

For a pitcher performance to stand the named pitcher must start the relevant game otherwise all Bets will be void.

g) In-play

If a game traded in-play by us is abandoned at any stage, all Bets, open or closed, will be treated in the same way as football Bets (see Football (o)).

h) Date

All Games must be played on the scheduled date and venue. Otherwise all Bets on the game will be void.

BASKETBALL

a) Overtime

For the purposes of individual matches and groups of games, overtime shall count for total points Markets, Markets involving superiority and Markets involving other statistics. This includes Enhanced Match Bets, and overrides General Sports Rules Condition 16.

b) Statistics

Bets involving long-term individual performances or team records and certain short-term Markets will be settled on the definitive statistics of the governing body (e.g. NBA) in line with their rules or as otherwise stipulated at the outset by us.

c) Abandoned Games

If a game traded in-play by us is abandoned at any stage, all Bets, open or closed, will be treated in the same way as football Bets (see Football (o)).

BOXING

a) End of bout

If a boxer fails to answer the bell for a round, then for Round, Total Minutes and Supremacy Markets the bout will be deemed to have finished at the end of the previous round. For example if a boxer does not answer the bell at the start of the 9th round, for the purposes of Round Betting the fight will have been won in the 8th; the Total Minutes will make up at 24 and for Supremacy there will be four remaining rounds in a 12 round fight i.e. 9th, 10th, 11th and 12th).

b) Technical Decisions

Where the scheduled number of rounds is not completed for reasons other than a KO, TKO or Disqualification, and a technical decision or technical draw has been awarded, the Method of Victory Market will settle in the same manner as if a decision or draw had been awarded over the originally scheduled number of rounds. For the purposes of the Win Index Market, a boxer who wins by technical decision shall be awarded 10 points, while a technical draw will be allocated 5 points.

CRICKET

a) Limited Overs Matches – Innings Runs

In a limited overs match where a team's innings runs is traded in-play and the innings is curtailed or subject to any reduction in overs, then the innings runs Market will be settled at the midpoint of

the last available quote before the overs were reduced. If an innings becomes subject to a reduction, but resumes at a later time, a new Market may be formed. If a client wants a position in the new Market they are required to place a new trade. If there are any subsequent reductions in overs, exactly the same rules will continue to apply, i.e. the Market is settled at the midpoint of the last available quote before the overs were reduced and a new Market may be formed.

In the unlikely event that there is no tradeable quote at the time when the innings is reduced, or if the Market is not being traded in-play then any Bet on the Market, open or closed, shall be void.

b) Limited Overs Matches - Individual Batsmen Runs /25 Ups/50 Ups/ Partnerships

In a limited overs match where an individual batsman, 25 Ups, 50 Ups, or partnership runs are traded in-play and the innings is curtailed or subject to any reduction in overs, then these Markets will be settled at the midpoint of the last available quote before the overs were reduced.

If the innings resumes at a later time, a new Market may be formed. If a client wants a position in the new Market they are required to place a new trade. If there are any subsequent reductions in overs, exactly the same rules will continue to apply i.e. the Market is settled at the midpoint of the last

available quote before the overs were reduced and a new Market may be formed.

In the unlikely event that there is no tradeable quote at the time when the innings is reduced, or if the Market is not being traded in-play any Bet on the Market, open or closed, shall be void. If a batsman in the relevant partnership runs Market retires hurt, the partnership is treated as continuing between the remaining batsman and the batsman who comes to the wicket. A partnership is treated as being ended by the end of an innings.

c) Limited Overs Matches - Supremacy

A Bet may be offered about the margin of victory in a match, awarding points for each run or wicket won by. The official result, in runs won by or wickets won by, will determine the make-up of the Market where:

(i) the game is completed, even if the scheduled number of overs for either side is reduced; or

(ii) the game is abandoned, but an official result is declared by reference to the Duckworth-Lewis method, or such other method as is being applied by the relevant authority, on the basis of whether or not an adjusted target has been attained.

Where a game is abandoned with no official result:

(i) if the Market is being traded in-play,

the make-up will be the midpoint of the quote at the time at which play ceases; or

(ii) if the Market is not being traded in-play, all Bets, whether open or closed, shall be void.

(iii) In the event of a tie or a draw, supremacy Bets will be settled at zero irrespective of the fact that a tie may result in one team progressing further in a competition.

d) Limited Overs Matches - Innings Increments

A Bet may be offered about the number of runs scored in a certain stage of an innings e.g. first 15 overs in a 50 over match or the first 6 overs in a Twenty20 match. If the innings is abandoned prior to the completion of specified number of overs, the Market will be settled at the midpoint of the quote at the time at which the innings is reduced.

In the unlikely event that there is no tradeable quote at the time when the innings is reduced or if the Market is not being traded in-play then any Bet on the Market, open or closed, shall be void.

e) Other Matches - Innings Runs

All Bets, open or closed, on a team's innings runs shall be void if 50 full overs are not bowled unless one team has won, is dismissed or declares prior to that point.

f) Other Matches - Individual Batsmen

Runs / Partnerships

All Bets, open or closed, on an individual batsman or partnership runs shall be void if 50 full overs are not bowled unless one team has won, is dismissed or declares prior to that point.

Bets on partnership totals make up when the next wicket falls. If a batsman in the relevant partnership retires hurt, the partnership is treated as continuing between the remaining batsman and the batsman who comes to the wicket. A partnership is also treated as being ended by the end of an innings.

g) Other Matches - Session Runs

All Bets, open or closed, on a session runs shall be void if 20 full overs are not bowled.

h) Other Matches - First Innings Supremacies

1st, 2nd and 3rd innings must all start for Bets to stand (i.e. at least one ball must be bowled in the third innings). The only exception to this rule is if a match is abandoned following the team batting 2nd being bowled out (not declared) but before the start of the 3rd innings.

i) All Matches - Individual Player Performance Index

From time to time a performance index may be offered based on the all-round performance of one or more individuals. Any Bet, open or closed, shall be void where the player or (in the case of a match between two players) one of the players in the match takes no part in the

match.

If an official result is not declared, then all open Bets open or closed will be void unless the Bet has already made up, e.g. a player has fielded and batted prior to the abandonment of play.

j) All Matches - Retired Batsmen & Batsmen not Coming to the Crease
Where a batsman retires and does not take the field again to bat in the same innings, his score for that innings will be settled at the number of runs he has scored.

Batsman runs are often quoted on the assumption that he is either opening the innings or next into bat. Where the batsman does not come out to bat and a price is quoted on a false assumption that he would, all Bets during this period on this batsman's runs will be void.

k) All Matches - Markets Not Traded In-play

On certain matches we will offer a selection of Markets which are not traded in-play. If there is an official result then all Bets on these Markets will stand. If there is no official result then Bets will be void unless that Market has already made up. Examples of such Markets are wides; multi-wides; total sixes; multi-sixes; total fours; multi-fours etc.

l) All Matches - Declaration

The act of a declaration does not constitute further action, so Bets placed after the last delivery prior to a

declaration shall be void pursuant with General Sports Rules Condition 1 (ii).

m) All Matches - Batsmen Match Bets

Where a Bet consists of a match about the batting performance of two batsmen, both must go in to bat and at least one ball must be bowled (in the relevant innings) after the batsman concerned has gone in to bat (whether to the batsman concerned or not) for any Bet, open or closed, to stand.

n) All Matches - Adjustments

Any subsequent official adjustments to the innings total runs or a batsman's runs after the innings has finished will be included for the purposes of the relevant Market.

o) Long Term Markets

We often apply specific stipulations and allocations to Long Term Markets which can found in the Market explanation notes on Our websites by clicking on the i graphic within the Market listings (Web Notes). It is the client's responsibility to make himself aware of all rules and stipulations governing long-term cricket Markets before trading, including within Web Notes. Where there are stipulations governing long-term cricket Markets (for example, a player must play at least two tests) and they are not satisfied, all Bets, open or closed, shall be void.

If a Bet is struck on a player who takes no further part in a long-term Market, that Bet, whether open or closed, shall be void unless expressly stipulated

otherwise when the Market is first framed.

Where a limited overs match is abandoned with no official result, but has provision to start afresh on an allocated 'reserve day or days', all long term Markets will be allocated points, runs and wickets based on performances in the last match that starts. However, Markets with allocations for abandoned matches will still be settled as per their allocation if no official result is achieved.

p) Official Result (Duckworth-Lewis)

The official result, for example for matches determined under the Duckworth-Lewis method or other such mathematical formula, will be determined according to Our reasonable opinion, such opinion being formed by reference to all publicly available evidence. The television station which broadcast the underlying event shall be considered the official adjudicator, unless that television station's opinion differs from all publicly available information in which case

www.ESPNcricinfo.com shall be considered the official adjudicator and their decision is final.

q) Other Matches - Binary Bets

If the result of a test match is a tie, then all Bets, including those on the result being a draw, will be settled at 0. If the result of a one day or Twenty20 match is a tie, and no winner is declared by the official competition rules, then dead

heat rules apply and both binaries will settle at 50. If a winner is declared by competition rules, for example a Super Over or Eliminator Over, then the winner of this will be deemed the winner of the match. This binary will settle at 100, with the losing teams binary settling at 0.

Match Betting In the event of a tied Test Match or County Championship match (i.e. where all innings have been completed and both teams have the same score) the draw will be deemed a loser and settle at 0. Dead heat rules will apply to Bets on each team for the outright result, meaning the Team to win Match markets will both settle at 50.

FOOTBALL

a) Individual Matches

Bets on football matches are, unless otherwise stated, for the scheduled 90 minutes plus injury time, but excluding extra time. Extra time Markets may be introduced at the end of the scheduled period. Bets on the amount of time before the first goal is scored will, in the case of a goalless draw, or of the first goal being scored in second half injury time, be settled at 90 minutes. Bets on the time of the last goal, in the event of a goalless draw, will be settled at zero minutes. If the venue of a game is changed, all Bets will stand provided that the ground to which the game is moved is not the ground of either team involved in the match, in which case all Bets on that individual game shall be void, whether open or closed.

b) Shirt Numbers

When a Bet is about the aggregate of the shirt numbers of the goal scorers in a match or matches:

- (i) if a goal is an own goal, the shirt number of the scorer of the own goal will be counted towards whichever side is credited with the goal;
- (ii) in the event of uncertainty about who scored a goal, the opinion of the TV station which is broadcasting the game will be applied. If there is disagreement within the television station about who scored the goal, or if the game is being covered by more than one television station and the television stations disagree about who scored, or if the game is not televised at all, the scorer will be determined in accordance with General Sports Rules Condition 6.

For the purposes of any Bet about shirt numbers, a player will be deemed to wear throughout the game the shirt worn at the start of play (or, in the case of a substitute, when he comes on to the pitch)

Any player whose shirt bears no number on his first joining the field of play will be allocated number 12.

c) Total Corners, Goal Kicks and Special Markets

On certain games traded in-play, we will offer a Market on the total number of corners taken and/or multi-corners and/or cross- corners and/or goal kicks and/or special Markets for that match. For the avoidance of doubt, the settlement

of such Markets is governed by General Sports Rules Condition 6 (save where otherwise specifically provided).

d) Time Markets

Where a Market is to be offered on the time of a particular goal, yellow/red card, corner or any other event in a match, the make-up will be deemed to be that shown by the TV station broadcasting the match. If the game is being covered by more than one television station and the television stations disagree about the time of the goal or event, or if the game is not televised at all, the time will be determined in accordance with General Sports Rules Condition 6.

e) Player Bookings (Yellow and Red Cards)

The settlement of Markets involving the incidence of cards shown to players during an individual match will be determined in accordance with General Sports Rules Condition 6. Bets may be provisionally settled by reference to all available evidence but if the official result differs from the result used for provisional settlement, settlement will be retrospectively adjusted so as to reflect the official result, provided that the official result is available within the period for final settlement set out in General Sports Rules Condition 6. It should be noted that any Bet taken on the basis of a wrong score so far will be re-rated to reflect the actual score so far (see General Sports Rules Condition 5). A player receiving a red card as a consequence of receiving

a second yellow card will in all cases be deemed to have been shown one yellow card and one red card. Bookings Markets are settled by reference to cards shown during the first or second half of the match including injury time but excluding extra time. Cards will only count which are shown to players after they take the pitch for the first time and before they leave the pitch for the final time. Cards shown to non-players (e.g. managers) do not count. Any card shown after the full-time whistle has been blown shall be disregarded. If after the final whistle a card shown during a game is rescinded, or reduced to a yellow card from a red card, that will not affect the settlement of any Markets involving bookings on the game in question. For Markets involving the time of yellow and red cards, these Markets will be settled by reference to the time at which the relevant card is shown.

For final settlement we will consult the following sources:

Spain - <http://www.rfef.es>

Germany - <http://www.bundesliga.de>

Italy - <http://www.gazzetta.it>

Netherlands - <http://www.knvn.nl>

France - www.ligue1.com

Portugal - <http://www.fpf.pt>

Sweden - <http://www.svenskfotboll.se>

Norway - <http://www.glomdalen.no/fotball/live>

Denmark - <http://www.extrabladet.dk/sport/sportsresultater/>

[ligaprogram/?rid=71](http://www.ligaprogram/?rid=71)

Finland - <http://www.veikkausliiga.com>

f) Team Performance & Mini Team Performance Index

Where we are quoting a team performance index, the individual components will be determined in accordance with (a), (c), (d) and (e) above.

g) Player Performance Index

Unless otherwise advised, these Markets will be tracked and scored by Opta, whose decision will be final (see General Sports Rules Condition 6). For the purpose of this Market the player must start the match for Bets to stand. All opening or closing Bets placed on a player at half time who does not play in the second half will be void (see General Sports Rules Condition 4).

h) Hotshots Index

Where a Market awards points for each goal scored by a selected group of players in a football match:

(i) own goals by a named player do not count;

(ii) in the event of any uncertainty about the identity of a goalscorer the settlement procedure set out in football (b) will apply;

(iii) unless stated otherwise, a specified points allocation will be awarded to each of the named players who takes no part in the 90 minutes play;

(iv) if none of the named players start, Bets on this Market will be voided;

(v) in 'My Hotshots' Markets, if any of the named players do not start, the Market will be voided.

i) Cross Goals

This Market is offered on a group of matches and it is the total number of goals scored by the home sides multiplied by the total number of goals scored by the away sides. Where one or more match is cancelled or postponed, regardless of their rescheduling, the home and away teams will be allocated a respective number of goals for that match according to individual goal supremacy and total goals quotes for the game where offered. Once an individual supremacy and total goals quote for the match has been obtained the teams will be allocated goals by adding the midpoints of the two quotes together and dividing by two. These goals will be allocated to the favourite for the match (regardless of whether the favourite is home or away) with the remainder of goals in the match being allocated to their opponent. Where no individual goal quote is available on the match then the make-up will be pro-rated from a Group of Goals total where available. If neither a goal allocation can be derived nor an individual supremacy Market is available then the Cross Goals Market will be void.

j) Winning Distances, Premier League Pontoon, Certs, Mythical Matches, Bananas, Jollies' Supremacy, Premier League Pools and Premier League Aggregate Shirts (where a postponed/abandoned match is not

live).

Where one or more matches is cancelled, postponed or abandoned, regardless of their rescheduling, these Markets will be void. Both teams must play for mythical matches to stand.

k) Going For Goals

(i) Short Term (Daily / Weekly) Market

On a group of matches, where one or more match is cancelled, postponed or abandoned, regardless of their rescheduling, one point per cancelled, postponed or abandoned match will be allocated. Where less than 50% of the matches within the group are completed, any Bet on the Market shall be void, whether open or closed.

(ii) Long Term (Season) Market

For long term purposes, the replayed match will be classified as the result for that match. Should a season be curtailed for any reason, the season long 'Going For Goals' Market would be settled in accordance with General Sports Rules Condition 12.

l) Individual Player Goal Minutes

Own goals do not count toward player goal minutes. Unless otherwise stated, a player must start a game for Bets to stand. In the event of uncertainty about who scored the goal, the opinion of the TV station which is broadcasting the event will be applied. If the game is being covered by more than one television station and the television stations disagree about who scored, or

if the game is not televised at all, the player will be determined in accordance with General Sports Rules Condition 6.

m) Tournament Markets

In the case of Markets made about the total number of occurrences such as goals or yellow cards which occur in a competition or tournament, extra time will be ignored, except where the contrary is clearly stated. For example, totals of World Cup goals, yellow cards and red cards are calculated by reference to the result in normal time in each completed constituent match. This is by way of contrast to index Markets which will be settled according to the ultimate result of the competition and so will be affected by what occurs in extra time.

n) Divisional Points

All Season Points Bets will be settled solely according to points gained on the pitch and irrespective of any point deductions. Championship and Relegation Indices will be settled according to the final league placing.

o) Abandoned Games

General Sports Rules Condition 2 applies and is for convenience set out here: Where a Market is traded in-play or at intervals and the underlying event is abandoned, then, if there is a tradeable quote on the Market when play ceases, the Market will be settled at the midpoint of the quote. Where there is no tradeable quote at the time when play ceases, any Bet on the Market, open or closed, shall be void.

Markets traded in-play where the result is known at the time of abandonment (e.g. times of team goals, times of cards) will be settled on the basis of that result. If Markets are not traded in-play then, in the case of abandonment, all Bets will be void irrespective of whether the Markets have made up or not. Where play ceases at the start of an interval (e.g. half-time) in which a Market is to be updated, and the Market is then updated, the first tradeable quote following the cessation of play is to be treated as the tradeable quote on the Market when play ceases for the purposes of this condition.

p) Postponement

Where a match is postponed, all Bets on that event which have not yet made up, will be void whether open or closed, unless the Market is being traded in-play or at intervals, in which case the Market will be settled at the midpoint of the first updated quote following the last action to take place. All Bets placed after the last completed action in the event will be void, whether open or closed. Bets on football matches are, unless otherwise stated, for the scheduled 90 minutes plus injury time, but excluding extra time. Extra time Markets may be introduced at the end of the scheduled period. Bets on the amount of time before the first goal is scored will, in the case of a goalless draw, or of the first goal being scored in second half injury time, be settled at 90 minutes. Bets on the time of the last goal, in the event of a goalless draw, will be settled at zero minutes. If the venue

of a game is changed, all Bets will stand provided that the ground to which the game is moved is not the ground of either team involved in the match, in which case all Bets on that individual game shall be void, whether open or closed.

q) Aggregate Markets containing

postponed/abandoned matches

In a given Market where games are aggregated and a match is postponed the following Markets will be void.

Aggregate Home Wins (multiplied by 10), Aggregate Away Wins (multiplied by 10), Deadlock (multiplied by 10), Kick on!, Aggregate Red Card (multiplied by 10), Aggregate Home Red Card (multiplied by 10), Aggregate Away Red Card (multiplied by 10), Red Mist.

r) Scheduled Kick-off times and Dates

For the purposes of Aggregate Football Markets all games must kick off at their scheduled time and date. Mid-point prices of an abandoned/postponed game will be applied and therefore games re-scheduled will not count.

s) Curtailment of Long-Term Markets

If any long-term market is curtailed with no further play possible then the following settlement principles will be applied:

(i) Where an official result is declared, settlement will be based on the official result;

(ii) Where an official result is not

declared, all Bets that have not made up will be settled at the mid-market quote available immediately after the last completed game/play of the tournament.

Closed Bets will stand, but all Bets, whether open or closed, placed after the last completed action will be void. Where further play is possible, e.g. a league season where one team does not fulfil its fixture commitments, a long-term market will be considered as curtailed where there is a change to the number of participants or games to be played compared with the structure scheduled when the Market is first advertised.

In such circumstances, all participants in the event will be settled at the mid-market quote available at the time of the announcement of the change. This will include any team removed from a league. Closed Bets will stand, but all Bets, whether open or closed, placed after the last completed action before the curtailment will be void. For the avoidance of doubt, all Bets on a league season will stand where one or more club is subject to a take-over or merger, which may or may not involve a name change, provided their original fixture commitments are fulfilled.

GOLF

a) Strokeplay Matches of 36 Holes or Fewer (10/3 Format)

In the event of neither player completing the match, all Bets on

the match, whether open or closed shall be void. In the event of a player's withdrawal during his match, or disqualification during or after the completion of his match, a five stroke victory (Make-Up 25) will be awarded to the opposing player. Bets on a match involving a player who, for whatever reason, takes no further part in a tournament following the placing of the Bet shall, whether or open or closed, be void. The maximum Make-Up for Enhanced (Strokeplay) Match Bets played over 36 holes or less is 15 shots (Make-Up 55). Any penalty or disqualification will only effect the settlement of a Match Bet, relating to the round it occurs in, if it is announced before the player tees off in his next round.

b) Matchplay Matches of 36 Holes or Fewer (10/3 Format)

In the event of neither player completing the match, all Bets on the match whether open, or closed shall be void. In the event of a player's withdrawal during his/her match, or disqualification during (or after) the completion of his match, a five hole victory (Make-Up 25) will be awarded to the opposing player. Bets on a match involving a player who, for whatever reason, takes no further part in a tournament following the placing of the Bet shall, whether or open or closed, be void. The maximum Make-Up for Enhanced (Matchplay) Match Bets played over 18 holes is 10 holes (Make-Up 40), and over 36 holes is 19 holes (Make-Up 67). For the avoidance of

doubt victory for a player in extra holes scores 10 points for the winner but otherwise any required extra holes are irrelevant for the purposes of Matchplay Match Bets unless stated otherwise (see General Sports Rules Condition 16, Enhanced Match Betting). Any penalty or disqualification will only effect the settlement of a Match Bet, relating to the round it occurs in, if it is announced before the player tees off in his next round.

c) Strokeplay Matches of more than 36 holes (including Tournament Match Bets)

In the event of a player's withdrawal or disqualification during the tournament, a ten stroke victory (Make-Up 10) will be awarded to the opposing player, provided the bet has not already been settled. If both players withdraw, or are disqualified during the tournament, then the player who has progressed further in the tournament is deemed to be the winner, where progress is measured by number of holes completed. The maximum Make-Up for matches over more than 36 holes is 25 shots. If either player misses the cut, both players' scores will be doubled at that stage (or adjusted, pro-rata, where the number of rounds originally scheduled to be played is other than four, or where the cut(s) is not at the halfway stage of the tournament). In the event of a player(s) making the cut and not being allowed to participate in subsequent rounds, both player' scores will be adjusted pro-rata at that stage.

Where a Match Bet has been settled at the cut stage, it is not affected in any way by the subsequent performance of a player who has made the cut, even in the event of disqualification. For the avoidance of doubt, this rule will also apply to circumstances where the cut is re-defined after the start of the tournament, which may result in an unequal number of rounds being played by participants in a Match Bet.

d) Finishing Positions

A player will be deemed to have finished in the exact position that he/she finished in the field with a maximum make-up of 70. If a player tees off but subsequently withdraws, is disqualified, or retires prior to the cut then that player's finishing position will make-up at 70, unless otherwise stated. If a player withdraws, is disqualified or retires after the cut then that player's finishing position makes up at the number of players who made the cut (with a maximum of 70). In the event of a player making the cut and not being allowed to participate in subsequent rounds for whatever reason, then that player's finishing position will be settled according to the official result (with a maximum of 70). Bets on a player who fails to tee off in his first round shall be void as will all Bets, whether opening or closing, on a player who takes no further part in a tournament following the placing of the Bet. If there is a tie, the Market will be settled at the average finishing position of the tied players (with a maximum of 70). For example, if three players tie for

10th position, the Market will make up at 11 $((10+11+12)/3=11)$. However, if there is a playoff for first place, that playoff will only count for the purposes of determining the winner. No other ties will be split as a result of that playoff, i.e. in a three-way playoff the eventual winner's finishing position will be 1, and those of the other two will be 2.5, regardless of when they were eliminated in the playoff. Where a Market is offered on 'field maximum' finishing positions, a player will be deemed to have finished in the exact position that player finished in the field with a maximum make-up equal to the number of players in the field, with the same settlement rules for ties as above. If a player withdraws or is disqualified, that player will be deemed to finish last of those remaining in the tournament at the time of withdrawal, or that player at the time of the announcement of the disqualification.

e) Tournament Index

If a player quoted in a Tournament Index does not tee off for his first round, we will apply the spread Betting version of Rule 4 outlined in Horse Racing (j), based on the midpoint of that player's price at the beginning of the first round. A player who, having teed off, fails to complete a round, withdraws, or is disqualified, will be deemed to have finished last of the players in the index still playing in the tournament. A player who makes the two-round cut is always deemed to have beaten a player who misses the two-round cut, whatever his subsequent score. Playoffs will count to

split ties for first place only (as in Golf (c) condition above). If one or more rounds have been completed, and the prices have been updated, and a player takes no further part in a tournament owing to withdrawal or disqualification, all Bets struck on that player at the updated prices, whether open or closed, shall be void.

f) Reduced Tournament

If a tournament is reduced in length then all Markets on the tournament relating to the finishing order of the players will be settled by reference to the official result. The Markets relating to the number of times certain events occur during the tournament will be adjusted pro rata. In the event of a player's withdrawal or disqualification in a reduced tournament, the number of strokes awarded to the winner of a match involving him will be based on the number of rounds originally scheduled, rather than the number of rounds completed. In the event of the cut being changed from the original set of conditions when a Market was first advertised, the original conditions will apply for settlement for all Markets. All players who made the original cut, but not the re-scheduled cut, will be deemed to have made the cut.

g) Hotshots

In this Market points are awarded based on the performance of a group of players in a tournament and: (i) all named players must start the tournament for Bets to stand; (ii) in contrast to Golf (c) condition above,

where points are awarded for a top 10 finish, a player tying for 10th place would receive the full points allocation; (iii) if a tournament is reduced in length and an official result is declared, then all Bets will be settled with reference to that result. If there is no official result declared, then all Bets will be void.

h) Coldshots

In this Market points are awarded based on the performance of a group of players in a tournament and: (i) all named players must start the tournament for Bets to stand; (ii) if a tournament is reduced in length and there is no official cut, notwithstanding there being an official result declared, all bets whether open or closed will be void; (iii) if a tournament is reduced in length, there is an official cut and an official result is declared, then all Bets will be settled with reference to that result. If there is no official result declared, then all Bets will be void.

i) Rounds 1, 2, 3 Leaderboards

For the purposes of our Leaderboard Markets, any Bet placed prior to the commencement of Round 1 on any of the future Leaderboard Markets shall stand unless the player fails to start Round 1 (in which case the Bet will be void per General Sports Rules Condition 4). However, in the event that a player withdraws having started Round 1, he will be allocated 0 points for all subsequent Leaderboards.

j) Wire-to-Wire Leaderboards

In the event of a tie in any round, dead-

heat rules will apply to this Market. Points are cumulative for the whole tournament, so for example, if a player leads from start to finish the make-up would be 220 points. In the event that fewer than four rounds being completed, all bets whether open or closed will be void.

GREYHOUND RACING

a) Multiplied Trap Numbers (Barking Mad)

At specific greyhound meetings we may offer a Market in the aggregate total of multiplied forecast trap numbers (e.g. Trap 4 beats Trap 6 = 24). In the event of a void race, six-dog races will be allocated 12 points and eight-dog races will be allocated 20 points. Re-run races count as void.

b) Trebled Trap Numbers (Bananas)

At specific greyhound meetings we may offer a Market in the aggregate total of multiplied tricast trap numbers (e.g. Trap 4 beats Trap 6 (2nd) and Trap 2 (3rd) - $4 \times 6 \times 2 = 48$). In the event of a void race, six-dog races will be allocated 35 points and eight-dog races will be allocated 90 points. Re-run races count as void.

c) Favourites Index & Racing Post Favourites

The Favourites Index works on the principle that a returned favourite is awarded a specified number of points for winning a race and a specified number for finishing second. In the case of joint or co-favourites, the lowest

trap number counts for the index. In the case of a void race or where the favourite does not run, the favourite will be awarded the points allocation for second place. Re-run races count as void.

d) Abandoned Meetings

The rules for abandoned meetings are substantially the same as those for horse race meetings (see Horse Racing condition (o)).

e) Match Betting

Where there is a Bet about the distance between two specified greyhounds in a race at the finish, the rules are substantially the same as those for horse racing (See Horse Racing (d)), except that the maximum distance shall be 10 lengths. A distance shall also be regarded as 10 lengths. The results as published in the following day's tabloid edition of the Racing Post newspaper distributed in London (i.e. not the Betting Shop Display edition or www.racingpost.co.uk) will be final for settlement.

f) Aggregate Distances

Where there is a Market on aggregate winning distances at a Greyhound meeting, or the televised part of a meeting, the same rules will apply as in Match Betting in condition (e) above. In the case of a void race, a distance of two lengths will be awarded for that race.

g) Individual Race Index

Where there is a Market on the performance of greyhounds in an

individual race, the same rules will apply as in Horse Racing (j). However, where a reserve runs in the place of a non-runner, Rule 4 will be applied and the reserve excluded for the purposes of the race index.

h) What A Picture

Where there is a Market based on the photo finishes at a Greyhound meeting, in the case of a void race, 0.3 points will be awarded for that race.

i) Hobbs's Choice

Where there is a Market based on pre-defined selections at a Greyhound meeting, in the case of a void race, 5 points will be allocated and the selection will be deemed to have been placed.

j) Trap Challenge

We offer prices on which trap will win the most races at selected meetings. Points are awarded as follows: Winning trap = 50 points, Second = 25pts, Third = 10pts. In the event of an individual race being a dead heat for any position an average will be applied. Trap challenge Bets are unaffected by reserves, vacant traps or void races. If the meeting is abandoned, then the Trap Challenge Market will be settled at the midpoint of the last available quote.

k) Stop at a Winner

A prediction on the number of races on a racecard to lapse before the specified trap wins a race. The make-up is 10 times the number of that particular race. In the event of the specified trap not winning a race the make-up will be

10 times one more than the number of races, i.e. 130 on a twelve race card. In the event of a dead-heat then both traps will be deemed to have won that particular race. All Bets are unaffected by reserves or vacant traps. If a race is void then the 10 points for that race will not be allocated to any trap. If the meeting is abandoned, the Market will be settled at the midpoint of the quote at the time of abandonment.

HORSE RACING

a) Dead Heats

If two or more horses dead heat for any place, an average will be applied. For example, if, in a Bet involving the starting prices of the winners, two dead heating horses had starting prices of 2/1 and 4/1, the starting price of the winner would be considered to be 3/1. The winning distance in a dead heat would be zero.

b) Race Card Numbers

This is a Market about the total of the race card numbers of the winning horses at a race meeting, and the Bet concerns the aggregate of the race card numbers, doubled for convenience. For example, if there were six races and the winning numbers had been 3, 4, 5, 6, 7 and 8, a total of 33, the result would be 66.

c) Aggregate Starting Prices

This is a Market about the sum of the starting prices of the winners at a race meeting. Any starting price in excess of 100/1 shall be treated as a starting

price of 100/1. Where a starting price is not a whole number, the price will be rounded to the nearest two decimal places (halves going up). For example 100-30, which is 3.3333 recurring-to-1, counts as 3.33. Where no SP is returned the make-up for the race will be 1.

d) Match Betting

Where there is a Bet about the distance between two specified horses in a race at the finish (but see under Horse Racing (e) for Bets on aggregate distances) the maximum distances for the purpose of these Bets will be 12 lengths in the case of Flat racing and 15 lengths for National Hunt races. For distances below a length, the following will be applied:

Nose	0.05
Short head	0.1
Head	0.2
Short-neck	0.25
Neck	0.3
Half a length	0.5
Three quarters of a length	0.75

For the purposes of such Bets the distance between the horses will be the officially declared distance of those horses which have completed the race and followed the correct course. If any horse in a match Bet does not come under starter's orders, any Bets on that match, whether open or closed, shall be void. If one horse in a match fails to complete, or takes the wrong course, the other will be considered to have won the match by the maximum distance. If both horses fail to complete, or take the wrong course, all Bets

on that match, whether open or closed, shall be void. Any subsequent disqualification, stewards' enquiry or amendment shall affect Bets only if (i) it determines that one or more horses failed to complete the correct course, or (ii) the official distances are amended by the judge. The settlement of Bets will only be affected if such a disqualification or amendment takes place on the day of the race. If no official distances are declared, the distances between the horses will, subject to the maximum distances set out above, be determined by the number of places between them multiplied by two lengths per position.

e) Aggregate Distances (1st to 2nd, 2nd to 3rd and 1st to 3rd)

When there is a Market on the aggregate of the winning distances on racing at a particular meeting, the same rules will apply as with match Betting (see Horse Racing (d) condition above), except that the maximum winning distance shall in the case of a Flat race be considered to be 12 lengths and shall in the case of a National Hunt race be considered to be 30 lengths. In the case of a horse finishing alone, or winning by 'a distance', the distance will be settled as 12 lengths in a Flat race and 30 lengths in a National Hunt race. For the avoidance of doubt, the winning distance in a race will be the officially declared distance between the first two horses which have completed the race and followed the correct course. Aggregate 2nd to 3rd distances will be determined as per the rules determining

aggregate distances. In the case of only one or two horses finishing a race, then the 2nd to 3rd for that race shall be considered to be the maximum (12 for a flat race, 30 for a national hunt race). In the case of only two horses being declared for a race, then the 2nd to 3rd for that race shall also be considered to be the maximum (12 for a flat race, 30 for a national hunt race). 1st to 3rd distances will be the addition of the Aggregate Distances and the 2nd to 3rd distances.

f) Favourites Index

This is a Market on the performance of the favourites for a day's racing at a particular meeting. Unless otherwise stated, the quotation is made on the basis that the horse which is the SP favourite is awarded 25 points if it wins, 10 points if it is second and 5 points if it is third. If there are joint or co-favourites in a race, the horse with the lowest race card number is considered, for the purposes of the Bet, to be the favourite. If the returned favourite (as published in the following day's tabloid edition of the Racing Post newspaper distributed in London (i.e. not the Betting Shop Display edition or www.racingpost.co.uk)) has not come under starter's orders then, for the purposes of the Bet if its price at the time of withdrawal is: equal to or greater than 5/1, 5 points will be awarded. Less than 5/1 but greater than evens, 10 points will be awarded. Evens or less, 15 points will be awarded. If the returned favourite (as published in the following day's tabloid edition of the Racing Post

newspaper distributed in London (i.e. not the Betting Shop Display edition or www.racingpost.co.uk)) in the last race on the card does not come under starter's orders, Bets on the favourites index struck subsequent to the previous race shall be void. In the event of no SP being returned the favourite will be deemed to be the shortest price horse in the tabloid edition of the Racing Post betting forecast to come under starter's orders.

g) Jockey Index

Unless otherwise stated, Bets on the performance of a jockey at a race meeting work on the same principles as those on favourites (see Horse Racing (f) condition above). 25 points are awarded for a winner, 10 points for a runner up, and 5 points for a third. If for any reason the jockey on whom the Bet was made does not ride his intended mount in a race, but the horse still runs, then, for the purposes of the Bet, the horse still counts as if it had been ridden by the 'intended' jockey. The intended mount will be taken to be the horse published in the tabloid edition of the Racing Post newspaper distributed in London (i.e. not the Betting Shop Display edition or www.racingpost.co.uk) on the day of the race as to be ridden by the jockey concerned. If the jockey rides any horse which, according to that day's tabloid edition of the Racing Post, he was not scheduled to ride, that ride does not count for the purpose of Bets on that jockey. If the jockey has a non-runner then, if no betting show has been passed by SIS, if the SP forecast for that

horse given by the Racing Post is: equal to or greater than 5/1, 5 points will be awarded. Less than 5/1 but greater than evens, 10 points will be awarded. Evens or less, 15 points will be awarded. If a betting show has been passed by SIS, then points will be awarded as above according to the horse's price at the time of withdrawal. If the last intended mount of the jockey concerned does not come under starter's orders, Bets on the jockey index placed subsequent to the previous race in which the jockey concerned had an intended mount shall be void, whether open or closed. The same principles will apply to trainers.

h) Heavyweights

This is a Market on the performance of the Racecard Number 1's for a day's racing at a particular meeting. Unless otherwise stated, the quotation is made on the basis that the Racecard Number 1's in each race is awarded 25 points if it wins, 10 points if it is second, and 5 points if it is third. Bets on the performance of Racecard Number 1's at a race meeting work on the same principles as those on the Favourites Index and Jockey Index (see horse racing conditions (f) and (g) above).

i) Featherweights

This is a Market on the performance of the horse at the bottom of the racecard for a day's racing at a particular meeting. Unless otherwise stated, the quotation is made on the basis that the Featherweights in each race is awarded 25 points if it wins, 10 points if it is second, 5 points if it is third. Bets

on the performance of Featherweights at a race meeting work on the same principles as those on the Favourites Index and Jockey Index (see horse racing conditions (f) and (g) above).

j) Individual Race Index

A Bet may be offered about the performance of horses in individual races, awarding points according to official finishing positions. If a named horse fails to come under starter's orders, there will apply the following spread betting version of Tattersalls' Rule 4 which deals with deductions from bets in the event of a non-runner. We take the midpoint of the horse's quote at the time of withdrawal and reduce the points awarded by that amount, scaling down the points awarded for each position in the appropriate proportion. Any resulting decimals will be rounded to the nearest decimal place (halves rounded up). So, in an index where 25 points were awarded to the winner, 10 points for second and 5 points for third, if a horse with a midpoint of 8 was withdrawn, the rule works as follows: There were (25+10+5) i.e. 40 points available, and this is reduced by 8, i.e. 20%. The new values for winner, second and third will be reduced by 20%, becoming 20, 8 and 4.

k) Stop At A Winner

Where we offer a Market on the earliest race on a card to be won by the favourite, and the make-up is 10 times the number of that race, the make-up in the event of there being no winning

favourite will be 10 times one more than the number of races, i.e. 80 on a seven race card. Where there are joint or co-favourites, the horse with the lowest racecard number is considered to be the favourite. A favourite which dead heats for first place is treated as an outright winner, by way of exception to Horse Racing (a). In the event of a void race or the returned favourite being withdrawn, the make-up will be deemed to be the midpoint of our quotation at the time. In this event all Bets struck subsequent to the previous race shall be void, whether open or closed.

l) Racing Post Favourites

Where a Bet is offered at a race meeting on the performance of the horses nominated as favourites by that day's betting forecast in the Racing Post newspaper distributed in London, settlement will be based on the horse nominated as favourite by the tabloid edition of Racing Post (i.e. not the Betting Shop Display edition or www.racingpost.co.uk). In the event of joint or co-favourites being forecast by the Racing Post newspaper, settlement will be based on the first named horse in the Racing Post newspaper betting forecast. This is by exception to Favourites Index rule (f), which uses the lowest racecard number.

m) Multi Mules

This is a Market based on multiplying the card number of the horse finishing first by the card number of the horse finishing second. In the event of only one horse finishing the race, the make

up for that race will be zero.

n) Aggregate Racing Markets

These Markets are offered for our standard horse racing Markets across a specified number of meetings. If any race meeting included in these aggregate Markets becomes abandoned then the allocation for a particular Market to the aggregates will be the mid-point of the last available quote for the individual meeting Market.

o) Abandoned Meetings

If a meeting is abandoned after the completion of the first race all Bets will stand, and will be settled as if the number concerned (e.g. race card numbers, aggregate distances, favourites index, jockey index or aggregate starting prices) was the mid-point of the first updated quotation after the conclusion of the last completed race prior to abandonment. In the event of certain races on a card being cancelled, if such races were originally scheduled to take place before the last completed race prior to abandonment, then points for each such race will be allocated as per Horse Racing Rule (p) Void Races. If such races were scheduled to take place after the last completed race prior to abandonment, then no points will be allocated, as the midpoint settlement will reflect the points allocation for those races yet to be run. All Bets, whether open or closed, placed after the end of the last completed race shall be void. If no race is completed all Bets, whether open or closed, shall be void.

This rule (o) also applies in respect of our Daily Aggregates Market.

p) Void Races

In the event of a race being declared void, the following will be awarded for that race:

- (i) Racecard numbers: the number of declared runners for that race
- (ii) Match Bets: void
- (iii) Aggregate distances: 2 lengths on the Flat; 10 lengths for National Hunt
- (iv) Jockeys: as for jockey non-runner (see condition(g) above)
- (v) Favourites, Racing Post Favourites, Heavyweights and Featherweights: as for jockey non-runner (see condition (g) above)
- (vi) SPs: half the number of declared runners at the time the race was voided
- (vii) 2nd to 3rd distances: 2 lengths on the Flat; 10 lengths for National Hunt.
- (viii) Multi-Mules; half the number of declared runners for that race squared, at the time the race was voided.

If there are no finishers in a race, it shall be treated as void.

q) Walkovers

Walkovers will be excluded from all Markets unless created by the withdrawal of a horse after we have begun quoting a Market concerning the race in question, in which case the make-ups will be as follows:

- (i) Racecard numbers: number of horse walking over, doubled
- (ii) Favourite: 20 points

- (iii) Starting price: 1 point
- (iv) Distances: Flat 5 lengths, National Hunt 12 lengths
- (v) 2nd to 3rd distances: 5 lengths on the Flat; 12 lengths for National Hunt
- (vi) Multi Mules = 1 point.

MOTOR RACING AND MOTOR SPORT

a) Podium Positions

Podium positions are final for settlement of individual race Markets. Time penalties applied to drivers/teams prior to the podium presentation will count towards the result. Any penalties applied after the podium presentation will not count.

b) Race Entry

For drivers and teams to be counted as having taken part in a race weekend it is only necessary for their participation in one of the 'Free Practice Sessions'. Should a car/driver fail to qualify for the race for any reason then Bets on their race and qualifying performance will be settled as if they are the first (or next if there are multiple non-qualifiers) non-finisher. Any Bets taken on drivers/teams who take no further part in the race weekend after the Bets have been placed will be void.

c) Curtailment or Abandonment

If a race is curtailed or abandoned and no podium ceremony takes place (i.e. no official result is declared) then all Bets, open and closed, shall be void, unless there is an official result in which case Bets will be settled by reference to that result. In the event of an official result

being declared and a reduced points system being awarded (e.g. half points) then that system shall also be used for purposes of long-term Markets.

d) Classified Finishers and Other Race Specials

These will be settled with reference to the official results. In the event of an abandoned or curtailed race if no official result is declared then Bets shall be void; if an official result is declared they will be settled accordingly. Winning margins will be settled on the official winning margin as the first and second cars cross the winning line. Any time penalty or disqualification incurred after the race by any drivers who finished the race will not be taken into account for the purposes of this Market. If only one car finishes, winning margin Bets will be settled at the stipulated maximum make-up. A 'classified finisher' is one who is deemed to have completed at least 90% of the distance covered by the eventual race winner and is indicated as a classified finisher by being given a classified finishing position in the official results.

e) Race Match-Bets

Those cars not classified in the official results are therein awarded a placing within the results in order that they retired from the race. These official results at the time of the podium will be used for purposes of settling race match-Bets and any other relevant markets.

f) Qualifying Markets

Markets on qualifying performance will be settled according to the fastest lap times in the relevant qualifying period irrespective of any penalties subsequently applied to form the grid for the race even if those penalties have been awarded prior to the qualifying session.

Long-Term Markets:

g) Settlement of Championship Markets

For indices based on the drivers' and constructors' championship, settlement will be based on the podium positions at the last race of the season, and nothing occurring thereafter shall affect the settlement of those Markets. If there is a divergence between the official points system and that being used by Sporting Index for purposes of long-term points Markets (for reasons given in items j and k below) then the official system shall be used for championship Markets. If any driver or constructor is penalised or excluded from their relevant championship prior to the podium presentation of the last race of the season then for purposes of championship Markets they shall be settled with reference to the official standings. There is no minimum required number of races that a driver of constructor must enter for Bets on their championship placement to stand.

Long-Term Points Markets:

h) Settlement of Points Markets

Podium positions for the final race of the season (or last of the stipulated number of races, where applicable), will be used for settlement of drivers' or constructors' points, and nothing occurring thereafter shall affect the settlement of those Markets. There may be a minimum required number of races that a driver or constructor must enter for Bets on their championship points to stand and where this is the case any such minimum number will be stipulated in the Web Note applicable to that Market. If a driver fails to enter the minimum necessary number of races then all Bets on their points will be void at the end of the season. Race Entry is as per condition (b) above.

i) Abandonment; Long-Term Markets

If any Grand Prix is abandoned, or where no official result is declared, then for the purposes of all long-term Markets:

- (i) the race in question shall be disregarded, if the number of races completed in the season is not less than the number of races stipulated at the start of the season; or
- (ii) the Market shall be adjusted pro rata, if the number of races completed in the season is less than the number of races stipulated at the start of the season.

Any drivers or constructors must take part in a minimum number of races for Bets on their points to stand. Participation is defined as being active in at least one qualifying session of the relevant race meeting.

j) Points Scoring Systems

The points scoring system to be used during any season will be declared at the start of the season and will remain in place for the purposes of Sporting Index's long-term points Markets for the duration of that season irrespective of any changes in the FIA scoring system.

k) FIA Rulings

i) Rules

All FIA rulings that affect individual drivers/constructors/teams points will also be reflected in our long-term points Markets, unless this relates to a rebasing of the underlying scoring system used by the FIA, consistent with condition (i) above.

ii) Exclusion

Any exclusions from FIA points scoring will also be reflected in our points scored and our Markets will reflect the FIA championship standings except where the FIA rebase their scoring system mid-season, consistent with condition (j) above.

l) Other Motor Sports

Markets relating to Formula 1, NASCAR, A1, MotoGP, Formula E and Indycar races are treated in accordance with Motor Racing.

RUGBY LEAGUE AND UNION

a) Penalty Try

If a penalty try is awarded in a Rugby Union match, the shirt number of the try scorer will be deemed to be eight.

If a penalty try is awarded in a Rugby League match, the shirt number of the tryscorer will be deemed to be that of the player awarded the penalty try (or the player who would have scored the try). In the case of no player being awarded a penalty try in a Rugby League match, the shirt number of the tryscorer will be deemed to be seven.

b) Shirt Numbers

For the purposes of any Bet about shirt numbers, a player will be deemed to wear throughout the game the shirt worn at the start of play (or, in the case of a substitute, when he comes on to the pitch). Any player whose shirt number bears no number at the start (or, in the case of a substitute, when he comes on to the pitch) will be considered to be wearing the number allocated to that player on the team sheet. In the event of that player not being mentioned on the team sheet, the player will be allocated the number 16 for rugby union and 14 for rugby league. If any player wears a shirt with letters instead of numbers, the alphabet is taken to correspond with numbers 1 to 26 e.g. A=1, J=10 etc. In the event of any uncertainty about the identity of a tryscorer, the settlement procedure set out in Football (b) will apply.

c) Named Tryscorers

Where a Bet is offered about the identity of a specified number of tryscorers in a Rugby match: i) Penalty tries do not count in a Rugby Union match, notwithstanding a broadcaster's decision to award them to a named

player. In a Rugby League match, the penalty try will be credited to the player who has been awarded the penalty try (or the player who would have scored the try). In the case of no player being awarded a penalty try in a Rugby League match, that penalty try will not count. ii) In the event of uncertainty about the identity of a tryscorer, the settlement procedures set out in Football (b) will apply. iii) Unless otherwise stated, a specified point's allocation will be awarded to each of the named players who take no part in the 80 minutes play, plus injury time.

d) Hotshots

For players who do not play any part in a match, an allocation of 8 points per non-participating player will apply to Hotshots, unless otherwise stipulated. If none of the players participate the Market shall be void.

e) Rugby Union Player Try Minutes

Players must start the match for Bets to stand, i.e. players starting from the bench will not count.

f) Rugby League Player Try Minutes

Players do not need to start the match but must play some part of the match for Bets to stand, i.e. players starting from the bench will count provided they come onto the pitch.

SNOOKER

a) Official Result (Not In-Running)

If for any reason a match is not played to completion then even if an official

result is given all Markets not traded in-running or updated at intervals shall be void. This will include all non in-running Markets even if a result is known prior to the time of abandonment.

b) Official Result (In-Running/Interval updated Markets)

If for any reason a match is not played to completion then even if an official result is given all Markets traded in-play or at intervals will be settled at the mid-point of the of the last tradable quote when play ceases, excepting those where a result is known prior to the time of abandonment, which will be settled on the basis of that result.

SPEEDWAY

a) Domestic Speedway

All supremacy trades (including any placed in-play) will stand provided an official result is declared and 12 out of a possible 15 heats are run.

b) Grand Prix Speedway

Grand Prix outright indices and heat indices will be settled as per the official result. Rule 4's may apply to outright indices. In heat indices, all four riders must go to the tape for Bets to stand. If any rider is replaced then all Bets on that heat are void.

TENNIS

a) Individual Matches

(i) Duration of match reduced: If the maximum duration of a match is reduced (but not by reason of the

disqualification or retirement of one of the players during the match, such scenario being dealt with in paragraph (ii) below), e.g. from five sets to three sets, all Bets (including supremacy, total games and set supremacy Bets), whether open or closed, shall be void.

(ii) Player retires or is disqualified during match traded in-play: Where the match is traded in-play, the player's retirement or disqualification will result in the game taken to be abandoned and the relevant in-play Market will be dealt with and settled according to General Sports Rules Condition 2.

(iii) Player retires or is disqualified during match not traded in-play:

Any match not traded in-play during which a player retires or is disqualified will be settled according to the following rules, which supersede General Sports Rules Condition 2: Match supremacy will be settled awarding the unfinished sets needed for victory to the player going through to the next round/winning the match. (For example if a player retires in the first set, his opponent will be deemed to have won a five set match 3-0).

All other Markets will be void unless they have already made up (e.g. Stop at an Ace).

b) Special Markets

Special Markets may be offered from time to time about performances. Markets are settled in accordance with General Sports Rules Condition 6 unless

otherwise stated. Where a Market is offered which relates to the number of occurrences of certain events within a tournament, and the tournament is postponed or cancelled, or the length of the tournament is reduced, any Bet on such Markets, whether open or closed, shall be void.

UFC

a) The Result

For final settlement purposes we will refer to the official UFC website (<http://uk.ufc.com/>). In the event that a result of a bout is amended, we will not alter our settlement unless the result was changed on the same day that the fight took place.

b) No Contest

In the event of a bout being classed as a 'No Contest', then all bets on that bout will be voided.

OTHER SPORTS

Any Market for any other sport not listed with its own individual rules will be governed by General Sports Rules Condition 8.

SECTION 4 COMPLAINTS HANDLING PROCEDURE

As a Financial Conduct Authority authorised and regulated firm, Sporting Index Limited is required to comply with the Financial Conduct Authority's rules for the handling of complaints. This section summarises our procedures in this respect.

a) Eligible Complainants

Any applicants who have successfully opened an account in accordance with Sporting Index's procedures or past clients, where the complaint arises out of matters relevant to his/her having been a customer of Sporting Index.

b) Appropriate Complaints

A formal complaint, received by email, telephone, online live chat, fax or letter, about an aspect of the Sporting Index's service either offered or withheld. For clarification, day-to-day enquiries, for example about a make-up price or deal query, are not considered a formal complaint and are therefore excluded.

c) Investigation of Complaints

Complaints will be handled or reviewed by staff of sufficient experience, competence and authority. Any complaint which has not been resolved satisfactorily by Sporting Index's Customer Services Team will, at the time of acknowledgement to the client, be referred to the Sporting Index's Compliance Officer. Please note that Sporting Index reserve the right to

suspend an account until investigations into your complaint are concluded.

d) Exemptions to These Procedures

If:

- (i) The complaint does not involve an allegation that the complainant has suffered, or may suffer, material financial loss, stress or inconvenience; or
- (ii) The complaint has been resolved by the end of the following business day (the definition of business day for this purpose is between the hours of 9am and 5pm Monday to Friday); or
- (iii) The complaint relates to an activity of the firm that does not come under the jurisdiction of the Financial Ombudsman Service then the procedures summarised in this section will not apply.

e) Time Limits

A complaint will be acknowledged within five (5) business days and include the name and job title of the relevant contact point together with summarised details of these internal complaint handling procedures. Within four (4) weeks of receiving a complaint, the complainant will be sent:

EITHER

a final written response which:

- (i) accepts the complaint and, where appropriate, offers redress (financial or otherwise), or
- (ii) offers redress without accepting the complaint, or (iii) rejects the complaint and gives reasons for doing so

OR

a holding response in writing, which explains why the firm is not yet in a

position to resolve the complaint. This will give an indication of when further contact will be made which must, at the very latest, be within eight (8) weeks of receipt of the complaint.

Within eight (8) weeks of the receipt of a complaint, or when the complainant is sent a final response, the person handling the complaint will:

- (i) inform the complainant that he may refer the matter to the Financial Ombudsman Service within 6 months, and
- (ii) include an explanatory leaflet about the Financial Ombudsman Service.

f) Offers of Redress

Where a complainant has suffered a material financial loss and it is decided that redress is appropriate, the aim will be to provide the complainant with fair compensation for any acts or omissions where Sporting Index accepts responsibility.