

1.11.2025

Inactivity Fees and Dormant Accounts Policy

Solantis LLC

Introduction

Solantis LLC (hereinafter “the Company”, “we”, “us”, “our”, “ours” and “ourselves” as appropriate), is authorized and regulated by the Financial Authorities of Saint Lucia with license number 202500785.

Solantis adheres to principles of transparency and fairness in all client interactions. This Inactivity Fees Policy delineates the criteria for applying inactivity fees to client trading accounts, ensuring compliance with regulatory requirements and the protection of client assets. We are orientating ourselves on the ESMA Q&A on MiFID II investor protection (2023 update) to provide a high standard and protection.

1. Definition

A trading account shall be classified as inactive if no trading activity occurs for a continuous duration of six (6) months. For this Policy, trading activity means executing at least one trade (opening or closing a position) in any account of the same client.

Making deposit or withdrawal, or transferring money between accounts without executing a trade does not interrupt or reset the inactivity period.

The inactivity fee is not charged where:

- (a) the client maintains open positions;
- (b) there is an ongoing formal complaint about account access/fees;
- (c) the account is restricted for regulatory/technical reasons not attributable to the client; or
- (d) a force-majeure event materially impairs access to the platform.

An Affiliate or IB is classified as inactive when they did not withdraw their commission within one year or onboarded no new Affiliate within 6 months, within their first 2 Levels.

2. Inactivity Fee Structure

If a client's trading account remains inactive for six (6) consecutive months, Solantis reserves the right to charge a monthly inactivity fee. The fee is applied to cover the administrative costs associated with maintaining the account and ensuring the continued availability of our trading platform.

Deposits/withdrawals, any transfers of funds between accounts or logins do not qualify as activity for the purposes of this Policy. Logins, deposits/withdrawals, any transfers of funds without trading do not reset the period. Corporate actions (e.g., dividends, stock splits) are not treated as activity from the client's side.

The inactivity fee is 25 (USD) per account per month, exclusive of VAT (where applicable). Fees will not create a negative balance, but Solantis is alleged to deduct the fees when deposits where made. Solantis can also deduct these fees from commissions.

3. Notifying Process

Solantis must not inform the client prior to the deduction. A reminder notice is sent at 5 months of inactivity as warning and reminder. Notices are sent via email (and in-app where and if available).

4. Reactivation of Accounts

Accounts reactivate upon executing any trade. Upon reactivation, inactivity fees will cease to apply. However, previously applied inactivity fees are non-refundable.

If the account was charged due to a Company error or service unavailability documented by us, inactivity fees for the affected period will be refunded.

Deactivated accounts that had funds on, will not be reactivated, if the client wants to withdraw. The withdraw process will be done by the Company.

The account can be reactivated by a deposit, but the client must then start trading otherwise fees will apply.

Reactivating an inactive account may require the client to undergo additional Know Your Customer (KYC) verification and Due Diligence inquiries. Solantis reserves the right to request any additional documentation, information, or verification procedures it deems necessary before reactivating an account. Until such requirements are satisfied, the account will remain inactive.

5. Fee Deduction

The Inactivity fees will be deducted directly from the available balance in the client's trading account. If the balance is insufficient, the account may be archived (read-only). Clients retain the right to access statements and to withdraw available funds at all times. No inactivity fee will create a negative balance.

The fee is charged once per calendar month, on the first business day following completion of 6 consecutive months of inactivity and monthly thereafter until activity resumes or the account is closed.

If your Affiliate Account will be deactivated or deleted a new one must be create.

6. Regulatory Compliance

This Policy ensures compliance with transparency and fair-treatment requirements and aligns with our guidelines to ensures that all practices related to inactivity fees are transparent, fair, and in the best interest of our clients.

7. Accessibility of Information

Information on inactivity fees is available before account opening in the Terms & Conditions, Costs & Charges summary.

8. Contact information

If you have questions, please contact the support.