

CUSTOMER LOYALTY CLUB TERMS & CONDITIONS






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The Customer Loyalty Club has been designed to appreciate and reward users for their loyalty and trading activity. It features Five VFX Score based tiers, where clients can move up or down depending on their level of activity.

Membership Tiers

The club includes **five levels** as follows:

1	 VANGUARD	0 to 499 VFX Score
2	 RONIN	500 to 3,999 VFX Score
3	 WARLORD	4,000 to 9,999 VFX Score
4	 LEGEND	10,000 to 29,999 VFX Score
5	 TITAN	30,000 VFX Score and above

All clients are placed in the **VANGUARD** tier upon completing KYC verification and confirming their phone number. By earning more VFX Score, they can progress to higher levels.

Tier Upgrade Conditions

- Clients will be upgraded once their **VFX Score** exceeds the threshold for the next tier.
- **Example:** A client reaching **500 VFX Score** will be promoted from **VANGUARD** to **RONIN**.

Tier Downgrade Conditions

- If a client has no trading activity in their account for **7 to 30 consecutive calendar days**, their current tier will be downgraded by one level.

Downgrade inactivity periods for each tier:

1	Ronin → Vanguard	30 days
2	Warlord → Ronin	20 days
3	Legend → Warlord	10 days
4	Titan → Legend	7 days

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How to Earn VFX Score

Clients can earn VFX Score in these ways:

1. VFX Score from Trading

For each **1 standard lot** of completed trades, VFX Score are awarded as follows:

Trading Instrument	Base VFX Score (VANGUARD Level)
Gold (XAUUSD)	3 VFX Score
Bitcoin (BTCUSD)	5 VFX Score
Other instruments	1 VFX Score

2. VFX Score based on deposit

For every 100 USD deposited, 1 VFX Score will be credited to the Customer Club.

Notes:

- Transactions in IRT symbols and stocks are not eligible for Loyalty Club benefits, and trading in these symbols will not contribute to your VFX Score.
- Within the crypto category, only **Bitcoin** trades qualify for VFX Score. Other cryptocurrencies do not earn VFX Score.

Basis for Receiving Rewards Based on Trading and Deposits

Receiving rewards in the customer club is based on a combination of Trading VFX Score and Deposit VFX Score. The scoring ratio is set at 70% Trading VFX Score and 30% Deposit VFX Score. If a customer's total VFX Score reaches the threshold but the proportion of each component does not match the specified ratio, receiving the reward will not be possible.

Example:

To receive a reward valued at 1000 VFX Score, the customer must accumulate 700 VFX Score from trading and 300 VFX Score from deposits.

Example:

If a customer has 600 Trading VFX Score and 500 Deposit VFX Score, despite having sufficient total points, they cannot receive the desired reward due to a shortfall of 100 Trading VFX Score.

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✂ Tier Multiplier for Trading VFX Score

Trading VFX Score earned at higher tiers are multiplied according to the following table:

Tier	(Multiplier)
VANGUARD	× 1
RONIN	× 1.5
WARLORD	× 2
LEGEND	× 2.5
TITAN	× 3

- **Example:** A TITAN member earns 6 VFX Score instead of 3 for every lot of Gold (XAUUSD) traded.

💡 Important Notes

- VFX Score and multipliers may be changed by the company at specific time intervals.
- Only closed and approved trades will be eligible for VFX Score.
- VFX Scores are automatically calculated and recorded in the club system.
- Only Standard and VIP accounts are eligible for VFX Score.
- Due to product price changes, the value and required VFX Scores for redemption may vary.
- Only trades that remain open for at least 120 seconds before being closed are eligible to receive VFX Score.
- Please send us a short video of the moment you receive your gift. Submitting this video is one of the requirements of our Customer Club, and your cooperation helps us continue providing higher-quality services.
- In the event that any violation or misconduct is identified on the part of the customer during the VFX Score accumulation process, Aron Groups reserves the right to completely revoke all VFX Scores earned by the customer and to cancel all related requests and benefits associated with the Customer Loyalty Club.

⚠ Product Delivery Restrictions

Due to legal regulations and import or distribution restrictions in certain countries, the delivery or shipment of some products may not be possible in all regions. In such cases, the company reserves the right, in coordination with the customer, to either substitute the product or arrange delivery in an alternative country.