



# CFI UK Social Media Communication Policy

## Contents

- About This Policy .....2
- 1- Our Official Social Media Channels.....2
- 2- Your Responsibilities.....2
- 3- Understanding Our Social Media Content.....2
- 4- CFD Trading – Important Risk Information.....3
- 5- Service Availability.....3
- 6- Protecting Yourself from Scams.....3
- 7- Your Rights and Protections.....4
- 8- Accessibility and Support.....4
- 9- Contact Information.....4
- 10- Important Regulatory Information .....5
- Policy Updated.....5

## About This Policy

This policy explains how we use social media and what you need to know when engaging with our social media content. It forms part of your agreement with CFI UK and helps ensure your protection when using our services.

CFI UK is authorised and regulated by the Financial Conduct Authority (FCA) under firm reference number 828955. We're committed to providing clear, fair information through our social media channels.

### 1- Our Official Social Media Channels

Only engage with CFI UK through these verified channels:

- Official Website: <https://cfi.trade/en/uk>
- Official Instagram: <https://www.instagram.com/cfi.uk/>
- Official Facebook: <https://www.facebook.com/cfi.unitedkingdom>
- Official LinkedIn: <https://www.linkedin.com/showcase/cfi-uk>

**Important:** These are the only genuine CFI UK social media accounts. We may add new channels from time to time - always check our website for the latest list.

### 2- Your Responsibilities

To protect yourself and ensure you receive accurate information:

✓	<b>Only use our official channels</b> listed above for CFI UK social media content
✓	<b>Verify any suspicious communications</b> by checking our official channels or contacting us directly
✓	<b>Never share account details</b> or personal information through social media
✓	<b>Report fake accounts</b> claiming to be CFI UK to us immediately
✗	<b>Don't engage with</b> unofficial accounts claiming to represent CFI UK
✗	<b>Don't use social media</b> for account-specific queries or complaints - contact us through official channels instead

### 3- Understanding Our Social Media Content

What you need to know:

- Our social media posts are **educational and promotional content** designed to help you understand financial markets
- They are **not personal investment advice** - always seek professional advice for your specific situation
- Content may include **general market commentary** but should not be relied upon for investment decisions
- All posts comply with **FCA financial promotion rules** to ensure they're fair, clear, and not misleading

**Remember:** Social media content provides general information only. For personalised discussions about your account, please contact your account manager.

## 4- CFD Trading – Important Risk Information

CFDs are high-risk investments that can result in significant losses

Key facts about CFD trading:

- **Leverage amplifies both gains and losses** - you can lose more than your initial deposit
- **Markets can move against you rapidly** - especially during volatile conditions
- **Not suitable for all investors** - only trade if you understand the risks and can afford potential losses

Our protections for retail clients:

- **Negative balance protection** - you cannot lose more than your account balance
- **Leverage limits** - maximum 30:1 for major currency pairs, lower for other assets
- **No pressure selling** - we don't offer bonuses or incentives to encourage trading
- **Clear risk warnings** - prominently displayed on all CFD promotional content

**Important:** Never invest money you cannot afford to lose. CFD trading may not be suitable for everyone.

## 5- Service Availability

**Please note:**

- Our social media content may reference services available globally, but **not all services are available in every country**
- It's **your responsibility** to check whether specific products are legal and available in your location
- **UK residents** can access our full range of FCA-regulated services
- **International clients** should verify service availability before opening an account

Contact us if you're unsure whether our services are available in your country.

## 6- Protecting Yourself from Scams

Warning signs of fake CFI UK accounts:

- Accounts not listed in our official channels above
- Requests for money, passwords, or personal details
- Promises of guaranteed profits or "get rich quick" schemes
- Poor spelling, grammar, or unofficial branding
- Pressure to invest immediately

If you encounter suspicious activity:

- 1) **Don't engage** with the account
- 2) **Report it** to the social media platform
- 3) **Contact us immediately** through official channels
- 4) **Never send money** or share personal information

**Remember:** CFI UK will never ask for passwords, PIN numbers, or account details through social media.

## 7- Your Rights and Protections

As an FCA-regulated firm, we're committed to:

- Treating customers fairly and delivering good outcomes
- Providing clear, accessible information
- Considering the needs of vulnerable customers
- Maintaining proper records and monitoring our communications

Your protections include:

- **FCA regulation** and oversight of our activities
- **Financial Services Compensation Scheme (FSCS)** Protection for eligible clients
- **Financial Ombudsman Service** access for dispute resolution
- **Consumer Duty** protections ensure we put your needs first

## 8- Accessibility and Support

We're committed to making our content accessible to everyone:

- Risk warnings are clearly displayed and easy to read
- Content is designed following accessibility guidelines
- Alternative formats available on request

Need help or have questions?

- **General enquiries:** Contact your account manager or our customer service team
- **Complaints:** Use our formal complaints procedure (details on our website)
- **Account issues:** Log into your account or call our support line
- **Suspicious activity:** Report immediately using the contact details below

## 9- Contact Information

To verify communications or report problems:

 Email:	<a href="mailto:Uk.compliance@cfi.trade">Uk.compliance@cfi.trade</a>
 Phone:	0203 907 4131
 Website	<a href="https://cfi.trade/en/uk">https://cfi.trade/en/uk</a>
 Address:	16 Berkeley Street, W1J 8DZ
<b>Customer Service</b>	
 Phone:	0203 907 3907
 Hours:	24/5



## 10-Important Regulatory Information

CFI UK Limited

<b>FCA Authorisation:</b>	828955
<b>Registered Address:</b>	16 Berkeley Street, W1J 8DZ
<b>Company Number:</b>	11634673

Regulatory Protection:

<b>FSCS Protection:</b>	Eligible clients protected up to £85,000
<b>Client Money Rules:</b>	Your funds held in segregated accounts

**Check our regulation:** Visit the FCA Register at [www.fca.org.uk/register](http://www.fca.org.uk/register)

### Policy Updated

We review this policy regularly to ensure it remains current with regulations and best practices. Material changes will be posted on our website and communicated through our official channels.

**By continuing to engage with our social media content or using our services, you confirm you understand and agree to this policy.**

**October, 2025**