HIROSE SOLUTIONS LIMITED

Important Notes in Respect of Online Forex Trading (MT5 Platform – Hedging Mode)

1. Entry Stop / Stop Orders

An Entry Stop Order is an instruction to buy or sell if a specific price (less favourable than the current quote) is reached. When the stop price is reached, the order becomes a Market Order, which executes at the next available price in the market. Therefore, these orders do not guarantee execution at the requested level.

This difference between the requested and executed price is known as slippage. Slippage can occur during periods of low liquidity or high volatility — for example, immediately after economic announcements or when the market reopens after weekends or holidays. In such cases, execution may occur at a significantly higher or lower level than anticipated.

2. Price Display

The bid/ask prices displayed on your MT5 platform represent our most recent quoted prices.
Due to factors such as network delay or internet connection speed, the prices visible on your screen may differ from the prices at which transactions are actually executed.
Please ensure that your internet connection is stable and free from interference.

3. Charts

Charts on MT5 are indicative and based on bid prices received from our liquidity providers.
They are refreshed several times per second; however, execution may occur at the ask price or a price not yet reflected on the chart.
As a result, executed trades may appear at a slightly different rate than that displayed on the chart at the time of execution.

4. Order Execution

Orders are executed based on the available liquidity at the quoted prices from our pool of liquidity providers.
If the size of your order exceeds the available liquidity at the best price, your order may be filled in multiple parts at different prices (partial fills).
During fast-moving or illiquid markets, execution may occur at a less favourable rate than the price shown on the screen.

The MT5 platform operates through our aggregated pricing engine, which selects the best bid and ask prices available at the time of execution.
Execution times and fill prices depend on market conditions and connection quality.

5. FIFO and Order Queue

When multiple pending orders (limit or stop) reach their trigger levels at the same time, they are executed sequentially in the order received (First In, First Out — FIFO).
This processing order is handled automatically by the MT5 server based on precise time-stamp priority.

Please note that for positions in the same symbol and direction, partial closures will also follow FIFO sequence by default.

6. Hedging Accounts (No Netting)

All trading accounts on our MT5 platform operate in Full Hedging mode.
This allows you to hold both long and short positions in the same currency pair at the same time.
Positions are managed individually, and each position may have its own stop-loss and take-profit levels.

While hedging can be useful for managing exposure, please note that:

- Both sides of a hedge incur spread costs at entry;
- Overnight financing (swap) is charged or credited on each side separately;
- Holding offsetting positions does not eliminate the cost of maintaining those trades.

We do not offer netting accounts. Therefore, opposite positions will not automatically offset each other.

7. IF-DONE and OCO Orders

When using IF-DONE or One-Cancels-the-Other (OCO) orders, please note that all linked orders may be executed at significantly different prices than expected, especially during periods of rapid market movement, after major economic announcements, or at the Sunday market open.

Example:
Friday close: GBPUSD = 1.49850
You place:
IF → Entry Stop (Buy) 1.50000
DONE → Limit (Sell) 1.50200
Sunday open: GBPUSD = 1.50500

Your Entry Stop executes at 1.50500, and your Limit order at 1.50200, resulting in a loss of 0.00300 (300 pips).

8. Internet Connectivity

When creating, modifying or executing orders on MT5, updates are normally processed immediately.
If your device or network connection becomes unstable, order or balance information may not refresh correctly.
Please always confirm your latest trading status in the Trade and History tabs on your platform.

Mobile devices may not update prices automatically when the connection is weak.
If displayed prices differ from the actual market price, your order may execute at the true market level, which could be significantly different from what you expected.

9. Your System Environment

Ensure that your PC or mobile device has adequate memory (RAM) and processing capacity to maintain real-time data updates.
Insufficient system resources may cause delays in price updates or execution.

If your platform becomes unresponsive or the prices stop updating:

- Log out and log back in;
- Reduce the number of open charts or symbols;
- Close other programs that consume system resources;
- Keep your MT5 application and operating system up to date.

Be aware that operating-system updates on mobile devices may temporarily affect compatibility with the MT5 app.

10. General Reminder

Always monitor your open positions, margin level, and connection stability.
Market conditions can change quickly, and displayed prices may not always be executable.
It is your responsibility to maintain sufficient funds and a reliable trading environment at all times.