



ONSA FX (Pty) Ltd.  
Best Execution Policy

Licence Number: 53192

Registration Address: 26 Baker Street, Rosebank, Johannesburg,  
South Africa, 2196

# Best Execution Policy

OnsaFx is a brand name of OnsaFx (Pty) Ltd, an authorised Financial Service Provider (“FSP”) registered and regulated by the Financial Sector Conduct Authority (“FSCA”) of South Africa under licence number FCSA 53192, and located at 26 Baker Street, Rosebank, Johannesburg, South Africa, 2196.

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This Best Execution Policy summarises the process of how OnsaFx takes steps to achieve the best possible result (or “best execution”) for its clients, when executing clients’ orders by receiving and transmitting client’s orders for execution on the trading venues.

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## 1. INTRODUCTION

- 1.1. This Best Execution Policy (the “Policy”) summarises the process of how OnsaFx (Pty) Ltd (also referred to as “OnsaFx”, the “firm”, “us”, “we” and “our”) takes steps to achieve the best possible result (or “best execution”) for its clients, when executing clients’ (also referred to as the “client”, “you”, “your” and “yourself”) orders by receiving and transmitting client’s orders for execution on the trading venues. This Policy is applicable to OnsaFx as an Agency broker and should be read in conjunction with the terms of OnsaFx’s Client Agreement.
- 1.2. The regulations that apply to the firm and which relate to achieving the best possible result on behalf of our clients when transmitting orders to our liquidity providers for execution, are the Financial Advisory and Intermediary Services Act, 2002 (Act No. 37 of 2002). OnsaFx (Pty) Ltd is a financial service provider incorporated in South Africa under registration number: 2023/648987/07, which is authorised and regulated by the Financial Sector Conduct Authority (FSCA) under FSP licence number FCSA 53192.
- 1.3. This Policy forms part of our Client Agreement (which is also available on our website). Therefore, by entering into an agreement with OnsaFx, you are also agreeing to the terms of this Policy.

## 2. OVERVIEW

- 2.1. Your order will be created on OnsaFx’s MT5 trading platform. Those orders will be immediately transmitted through to our various liquidity providers utilising our straight through processing.
- 2.2. When providing a brokerage service to you in relation to financial instruments (as set out in Annex 1), OnsaFx will take reasonable steps to achieve the best overall trading result for you. This means that the Firm will aim to provide “best execution” subject to and considering the nature of your orders, your order size, speed and likelihood of execution or settlement, the prices available to the Firm in the market, the nature of the market in question, and a reasonable assessment of the sometimes overlapping and conflicting execution factors (which are detailed in section 9).
- 2.3. OnsaFx’s intention is, so far as possible, to exercise consistent standards and operate the same processes across all markets, clients and financial instruments in which OnsaFx operates.
- 2.4. OnsaFx also intends to provide you and other market participants with access to (where possible) tradable prices on a non-discriminatory basis. However, the diversity in those markets and instruments, and the kind of orders that you may place, mean that different factors will have to be considered in relation to any particular transaction.

## 3. CLIENTS

- 3.1. OnsaFx deals with Private Clients, Professional Clients, and Eligible Counterparties as defined in the Financial Advisory and Intermediary Services Act.

3.2. OnsaFx always intends to handle orders and expressions of interest in an equitable and consistent manner. Once a client is classified for the purposes of a particular instrument, that client may not then elect to be re-classified for the purposes of one transaction of a type it customarily undertakes.

3.3. Exceptional circumstances may be considered at the time, with the consent of OnsaFx (please note OnsaFx may decline to provide a service should a reclassification be requested).

#### 4. EXECUTION VENUES

4.1. OnsaFx receives price feeds from liquidity providers. Having multiple liquidity providers is important, especially during abnormal market conditions such as times of extreme volatility, as the firm is still able to provide its clients with competitive prices. OnsaFx has elected to appoint various liquidity providers/execution venues to whom all orders will be transmitted for execution. They are also our technology providers.

4.2. OnsaFx has identified those venues on which OnsaFx will most regularly seek to transmit your orders, and which OnsaFx believes offer the best prospects for achieving the best possible results for you, considering the execution factors detailed below. One of our liquidity providers has common shareholdings with OnsaFx, which has been identified as a conflict of interest; however, this conflict is carefully managed by OnsaFx through its best execution policy.

4.3. When selecting the venue on which to transmit trades, OnsaFx will take reasonable measures to ensure that the selected venue obtains the best possible trading result for its clients. In selecting the venues, OnsaFx has considered the client categorisations already under the scope of venue and the following factors:

- the nature of transactions that they undertake, whether they are established firms,
- whether they are authorised by a recognised regulatory body,
- whether systems and measures are in place to manage, identify and mitigate any potential risks,
- their reputation in the market,
- their financial standing and credit rating,
- the quality of their compliance and risk management policies and processes, proven track record in the relevant (OTC, regulated or MTF) market,
- are compliant and have not had any relevant regulatory filings against them,
- have completed a due diligence questionnaire and provided necessary due diligence records and verification documentation

4.4. Selection criteria is also subject to the following factors:

- In the markets in which OnsaFx operates, OnsaFx can give clients visibility to only the prices that have been communicated to the firm by the liquidity providers;
- OnsaFx will be able to provide the Bid and Ask prices (via the platforms and subject to the other matters referred to below);

- Time availability of prices and where there has been latency of price feeds – in many markets there are lulls and spikes in trading as negotiations align trading interests at different times and different parts of the curve, accordingly the last price may not always be available or act as a reliable indicator of current price.
- The steps taken by the liquidity providers to ensure prices offered are met and under what circumstances (if any) there has been failure.
- The proportion of trades that are executed at the bid/offer quoted and how they measure this.
- How the firm assesses whether it provides sufficient liquidity for each instrument.
- OnsaFx cannot allow clients to trade in a market unless it is reasonably satisfied that the client's:
  - trade orders will be capable of being executed
  - Fees may vary between clients, based on agreements and levels of activity.

#### EXECUTION FACTORS

The liquidity providers will exercise their own discretion in determining the factors that they need to take into account for the purpose of providing you with the best possible result. These execution factors in the markets in which OnsaFx operates have been listed and will include, but are not restricted to:

4.5. Price and Costs of Execution: Prices and cost of execution are given very high importance in relation to the operation of our platforms and the execution of your orders.

4.5.1. The automated system will seek out the best overall outcome for the transaction. The firm's price for a given CFD is derived through reference to the price of the relevant underlying financial instrument, which the firm obtains from its third-party liquidity providers, so that at any point in time the prices are accurate and competitive. To this price may be added OnsaFx's spread and fees, so the price may differ from the exchange or Market Makers' quotes on the underlying instrument. However, OnsaFx will seek out the best possible price on the Underlying Asset.

4.5.2. The firm will not quote any price outside the market's operation time. The prices generated electronically on our platforms are provided by our liquidity providers who aggregate and provide the market data; consequently, the prices you may see on our trading platforms might not be the same as the prices you see on platforms available in the market. OnsaFx shall determine, at its discretion, the prices that are executable and appear through the trading platforms. The Client accepts that he/she shall disregard any bid and/or ask prices quoted by a financial product provider other than OnsaFx.

4.5.3. Our platforms will generate prices continuously, but there may be instances where this is not possible. Internet issues, connectivity delays, and price feed errors can sometimes create a situation where the price displayed on the trading platforms does not accurately reflect the market rates. For example, technical difficulties may be encountered in connection with the trading platforms, which could involve instances of poor telecommunication/internet connectivity, system errors, system outages, malfunctions, software erosion, hardware damage, severe volatility, illiquidity, and/or other factors.

There are also other factors that may affect the price of the CFDs' underlying financial instruments/products from which the firm derives its prices. Such difficulties could lead to possible economic and/or data loss.

- 4.5.4. The above technical difficulties may also cause prices to change between the time an order is placed and the time the order is executed. In general, if such a change occurs, the order will be executed depending on the trading platform and account type specifications.
- 4.5.5. OnsaFx further reserves the right, in its sole discretion, to unwind an executed trade or adjust the price of executed trades (including trades that have been confirmed or settled) to a fair market price if the trade was mispriced because of technical difficulties with the trading platforms.
- 4.5.6. It should be noted that the price at which a trade is executed may vary significantly from the original requested price during abnormal market conditions. This may occur, for example, during the following scenarios:
  - a) During market opening;
  - b) During significant news or political events such as elections.
  - c) During volatile markets where the prices may move significantly up or down and away from declared price;
  - d) Where there is rapid price movement, if the price rises or falls in one trading session to such an extent that under the rules of the relevant exchange, trading is required to be suspended or restricted.
  - e) If there is insufficient liquidity for the execution of the specific volume at the declared price.
- 4.5.7. Where a "Manifest Error" has occurred—meaning a manifest or obvious misquote by us, or any market, liquidity provider, or official price source on which we have relied in connection with any transaction—having regard to the current market conditions at the time an order was placed, as determined by us. When determining whether a situation amounts to a Manifest Error, we may take into account any information in our possession, including information concerning all relevant market conditions and any error in, or lack of clarity of, any information source or announcement..
- 4.5.8. We will, when making a determination as to whether a situation amounts to a Manifest Error, act fairly towards you; however, the fact that you may have entered into, or refrained from entering into, a corresponding financial commitment, contract, or transaction in reliance on an order placed with us (or that you have suffered or may suffer any loss) will not be taken into account by us in determining whether there has been a Manifest Error.
- 4.5.9. In respect of any Manifest Error, we may (but will not be obliged to):
  - a) Amend the details of each affected transaction to reflect what we in our sole and absolute discretion consider to be the correct or fair terms of such transaction absent such Manifest Error; or
  - b) Declare any or all affected Transactions void, in which case all such transactions will be deemed not to have been entered.
- 4.5.10. It must be noted that OnsaFx will not be liable to you for any loss (including any incidental, indirect, or consequential loss) you or any other person may suffer or incur as a result of or in connection with any Manifest Error (including any Manifest Error by us) or our decision to maintain, amend, or declare void any affected transaction, except to the extent that such Manifest Error resulted from our own wilful default or fraud, as determined by a competent court in a

final, non-appealable judgment.

- 4.5.11. It is possible for price slippage to occur if, at the time of your order, the specific price requested by the client is not available. In such cases, the order will be executed close to, or a number of pips away from, the client's requested price. For further details, please see section 6 below.
  - 4.5.12. OnsaFx is determined and strives to always provide the best possible price to its clients irrespective of the order type and makes every effort and necessary arrangement to do so.
- 4.6. Likelihood and Speed of Execution: The likelihood and speed of execution are given very high importance in relation to the operation of our platforms and the execution of your orders.
- 4.6.1. Through the use of our automated trading platforms, orders will be executed automatically and promptly. It is possible for price slippage to occur (please refer to section 6 for more details).
  - 4.6.2. The firm relies on third party liquidity providers for prices and available volume; therefore, execution of the client's orders will depend on the pricing and available liquidity of the liquidity providers.
  - 4.6.3. When a client places an order, the order is automatically and instantly transmitted through to our liquidity providers for execution without manual intervention by the firm. There may be rare and exceptional circumstances beyond our control—for example, power outages, network connection issues, or electricity failures—which may require manual intervention by the firm. We believe this to be an unlikely and rare event; however, this is further explained in the Client Agreement.
  - 4.6.4. OnsaFx reserves the right to decline any verbal instruction in cases where its telephone recording system is not operational, where we are not satisfied with your identity, where the transaction is complicated, or where the quality of the line is poor.
  - 4.6.5. We further reserve the right to ask you to give instructions regarding your transactions by other means that we deem to be appropriate.
  - 4.6.6. OnsaFx bears no responsibility for any loss that arises as a result of delayed or unreceived communications sent to clients.
- 4.7. Size, Nature and Characteristic of the Order: The size, nature, and characteristic of the order are given very high importance in relation to the operation of our platforms and the execution of your orders.
- 4.7.1. A typical transaction consists of a currency trade in one lot or less, and is therefore highly liquid. Some venues may not cover all instruments; as a result, in certain cases, the nature of the order will determine the venue.
  - 4.7.2. OnsaFx reserves the right to place a cap on the number of trades and/or a limit on the total net position value per profile for a specific instrument. In such an event, the firm will undertake all possible efforts to notify clients in advance.
  - 4.7.3. The client should bear in mind that, in terms of volume, financial instruments traded through the trading platforms are measured in lots, and the minimum volume of a trade is available on our website



#### 4.8. Characteristics of the Client

4.8.1. Our client base will mainly be Private Clients although we will also deal with Professional Client and Eligible Counterparties.

4.8.2. OnsaFx is aware that Private Clients are afforded the highest protections and will place greater emphasis on any obligations owed to them.

4.9. Spread: The size, nature, and characteristic of the order are given very high importance in relation to the operation of our platforms and the execution of your orders.

4.9.1. OnsaFx applies balanced and consistent mark-ups to raw spreads (where applicable) to ensure our average spreads are highly competitive within the marketplace. During liquid trading hours (for example, the EU/US trading session), our spreads are lower (also referred to as “tighter”) compared to our average daily spread displayed on our website. OnsaFx can provide you with continuous (in milliseconds) price presentation of the flow of the bid/ask prices, and combined with times of high liquidity, our prices are complemented such that your trades are able to be executed at the best available prices.

4.9.2. Details of our spreads are provided on our website, but most importantly on the MetaTrader 4 platform. Though OnsaFx attempts to provide competitive spreads during all trading hours, clients should note that these may vary and are susceptible to underlying market conditions.

4.9.3. Please note that the details provided on the spreads, which are available on our website, are for indicative purposes only. Clients are advised to check important news announcements and be aware of client communications sent by OnsaFx alerting clients to upcoming events that may have a potential impact on market volatility and liquidity, which may result in the widening of spreads, among other impacts.

#### 4.10. Overnight/Swap (‘financing’) Fee

In the case of overnight/swap fees, the value of open positions in some types of financial instruments is increased or reduced by a daily financing fee (‘swap’) throughout the life of the trade. The financing fees are based on prevailing market interest rates. Details of daily financing/overnight fees applied are available on our website.

#### 4.11. Currency Conversion

Any currency conversion calculations are provided by the firm to the client in the currency in which the trading account is denominated and the currency of the relevant CFD, using the cross-spot rate.

Example: Client X has an account that is denominated in EUR. Client X trades GBP/JPY (with GBP as the base currency and JPY as the variable currency). In this instance, the firm’s trading platforms will always display the trade Profit & Loss in EUR, using the EUR/JPY ‘live’ rate from our trading platforms.

#### 4.12. Likelihood of Settlement

5. All the financial instruments offered on our trading platforms do not involve any physical delivery of the underlying asset or assets. Therefore, no settlement occurs.

## 6. PRICE SLIPPAGE

- 6.1. The automated system will seek out the best overall outcome for the transaction, and this is likely to be the most important execution factor for our clients. On certain occasions, at the time an order is presented for execution, the specific price requested by the client may not be available; therefore, the order will be executed close to or several pips away from the client's requested price. If the execution price is better than the price requested by the client, this is referred to as 'positive slippage'.
- 6.2. In contrast, if the execution price is worse than the price requested by the client, this is referred to as 'negative slippage'. Please be advised that 'slippage' is a normal market practice and a regular feature of the foreign exchange and stock markets under certain conditions, such as
- 6.3. Illiquidity and volatility due to news announcements, economic events, market openings, market data latency, or simply the speed of your internet connection may all contribute to slippage. This is not an exhaustive list).
- 6.4. You should be aware that when positive or negative price slippage occurs, in either event, price slippage will be passed to you.

## 7. FEES AND COSTS

- 7.1. OnsaFx does not charge different fees or costs depending on the execution venues used; however, execution venues may have different fees or costs which may be passed on to you. The aggregate value of all fees, costs, and any commission payments owed by you, the client, are incorporated into the firm's quoted price.
- 7.2. For some markets, you may be liable to pay commission charges for opening and closing trades; however, these costs will be disclosed to you whenever required.

## 8. PAYMENT FOR ORDER FLOW

- 8.1. OnsaFx does NOT receive 'Payment for Order Flow', meaning that we do not receive commission or fees for arranging transactions with market makers, thereby ensuring that there is no conflict created by fees in our execution arrangements.

## 9. CONTRACTS FOR DIFFERENCE (CFD)

- 9.1. OnsaFx recognises that when closing out an open position, the client must close out the contract with OnsaFx that sold it to them, even if there is a better price elsewhere. The price that is quoted for a CFD product will be based on the price of the relevant underlying instrument. To this will be added OnsaFx's spread and fees, so the price may differ from the exchange or market makers' quotes on the underlying instrument; however, OnsaFx will seek out the best possible consideration on the underlying instrument.

## 10. CONFLICTS OF INTEREST

OnsaFx recognises that conflicts may exist between the interests of OnsaFx and its clients. The platform on which orders are transmitted will display the best available price from one of our chosen liquidity providers that we have determined (based on several execution factors) to be suitable for certain market orders.

- 10.1. Although this may pose a conflict of interest, OnsaFx will take steps to manage, mitigate, and avoid potential and actual conflicts. Internal systems are in place to ensure that otherwise comparable client orders are carried out sequentially and promptly, unless the characteristics of the order or prevailing market conditions make this impractical or it is not in the best interests of the client.

#### 11. MONITORING AND REVIEW

- 11.1. OnsaFx will monitor the effectiveness of its order execution arrangements and best execution policy in order to identify and, where appropriate, incorporate any amendments to procedures.
- 11.2. OnsaFx will assess, on a regular basis, whether the execution venues provide the best possible result for its clients, or whether OnsaFx needs to make changes to its execution arrangements.
- 11.3. OnsaFx will review its order execution arrangements and best execution policy at least annually, or whenever a material change occurs that affects its ability to continue to obtain the best possible result for the execution of client orders on a consistent basis, using the venues included in its best execution policy.
- 11.4. OnsaFx will notify you of any material changes to its order execution arrangements or best execution policy as described above, either by email or on the website.

#### 12. NO FIDUCIARY RELATIONSHIP

- 12.1. OnsaFx's commitment to provide you with "best execution" does not mean that it owes you any fiduciary responsibilities over and above the specific regulatory obligations placed upon it, or as may be otherwise contracted between OnsaFx and yourself.
- 12.2. You remain responsible for your own investment decisions, and OnsaFx will not be responsible for any market trading loss you suffer as a result of those decisions.

#### 13. EXEMPTIONS FROM THE PROVISION OF BEST EXECUTION

Notwithstanding the intentions expressed above, OnsaFx does not undertake to provide "best execution" if you fall within any of the following exemptions:

- 13.1. Eligible Counterparties
  - 13.1.1. If you are classified as an Eligible Counterparty, you will not be entitled to best execution.
- 13.2. Client Instructions
  - 13.2.1. Where you provide OnsaFx with a specific instruction in relation to your order, or any particular aspect of your order, including an instruction for your trade to be executed on a particular venue, OnsaFx will execute the order in accordance with your instructions.

13.2.2. However, please note that in following your instructions, OnsaFx will be deemed to have taken all reasonable steps to provide the best possible result for you in respect of the order, or any aspect of the order, covered by your specific instructions.