Rocktrading Ltd

Terms & Conditions

Introduction

This instrument constitutes a legally binding agreement entered into between Rocktrading Ltd and the individual who accepts the terms contained herein (hereinafter, the “User”).

This agreement establishes the general conditions under which Rocktrading Ltd will provide its services and products to the User. These conditions become mandatory upon the User duly submitting the application form, thereby expressly accepting the content and scope of the clauses contained herein.

The Client acknowledges and agrees that this agreement governs the opening and operation of one or more accounts for speculative transactions involving the purchase and/or sale of foreign currencies, contracts for difference (“CFDs”), among others. This is without prejudice to any other products or services that Rocktrading Ltd may offer in the future, at its sole discretion and subject to its operational capacity.

The Client declares that they have been duly informed of the nature, operation and inherent risks of transactions carried out in over-the-counter markets, as well as all risks described in the “Risk Policy” contained in our legal documentation package.

By accepting Rocktrading Ltd’s provision of the services described above, the User acknowledges and consents that the contractual relationship between the parties shall be governed by the rights and obligations set forth in this agreement. These provisions shall be fully enforceable in accordance with applicable law.

1. PURPOSE OF THE SERVICE

These Terms and Conditions form an integral part of the contractual relationship arising from the Specialized Services Agreement entered into between the parties, in accordance with applicable law.

Rocktrading Ltd acts solely as an intermediary, facilitating the connection between Users and various Payment Service Providers (PSPs) for the purpose of offering multiple alternatives for payment management.

It is important to emphasize that Rocktrading Ltd is not a financial institution, and the services it provides to Users do not, under any circumstances, include legal, tax, financial or accounting advice.

It shall be the Client’s responsibility to obtain all information necessary regarding transactions involving foreign currencies, CFDs, options and spread bets, and to ensure that all risks and provisions are clearly understood before undertaking any activity.

2. ACCOUNT CREATION

To use the Platform provided by Rocktrading Ltd, the User must create an account, which must be selected taking into consideration the User's interests, objectives and trading profile.

Rocktrading Ltd reserves the right to offer different types of accounts with individual characteristics, as well as to modify, at any time, the requirements for access to each type of account or to withdraw any option from its catalogue, with prior notice through authorized channels.

If the User fails to provide the requested documentation within seven calendar days, Rocktrading Ltd may suspend withdrawals and temporarily block the Account until the required information is received.

3. COMMUNICATION

The sole means of contact between Rocktrading Ltd and the User shall be the email address used for the User's initial registration on the Platform.

This channel will be used to contact the User and provide all information relating to the User's account, summaries of transactions carried out, information, announcements and/or promotions.

To ensure that information is sent correctly, Rocktrading Ltd shall maintain an internal protocol to verify compliance with the steps necessary for the proper delivery of information. The User shall be responsible for ensuring that their account remains active, that their email address was entered correctly during registration, and that the address is capable of receiving emails sent by Rocktrading Ltd.

If any issue arises regarding this means of communication, the User shall be responsible for contacting Rocktrading Ltd's customer service department so that assistance can be provided and the User's information can be corrected.

4. USER OBLIGATIONS

From the commencement of the commercial relationship between Rocktrading Ltd and the User, the User shall be solely and fully responsible for complying with the obligations applicable to them under this document. This includes, without limitation, the truthfulness, completeness and updating of the information and documentation provided; compliance with applicable tax provisions; payment of taxes arising from transactions conducted through the Platform; and the timely submission of tax returns and reports to any competent governmental or other authority where required by applicable law.

The User undertakes to:

Provide truthful and complete information.

Use the services for lawful purposes and refrain from carrying out fraudulent or illegal transactions, or transactions that may raise suspicions regarding the activities being conducted.

Comply with applicable provisions on Anti-Money Laundering and Countering the Financing of Terrorism.

Comply with all legislation applicable to the User.

In the event that the User breaches any of the provisions established above or any provisions that may subsequently arise, Rocktrading Ltd may take the measures permitted under the applicable contractual and legal framework.

5. USER RESPONSIBILITY

The User assumes full responsibility for any errors in the payment information provided to Rocktrading Ltd. The User also accepts that Rocktrading Ltd may be unable to process withdrawal requests when the requested amount is below the minimum established by the payment service provider.

Likewise, if the Account is blocked, Rocktrading Ltd may carry out forced withdrawals or reject withdrawal requests where the available balance is below the applicable minimum amount.

6. DATA UPDATES

The User represents and warrants that all information provided to Rocktrading Ltd is truthful, complete and accurate. The User further undertakes to immediately notify Rocktrading Ltd of any material change to such information, including, without limitation, changes to contact details, address or financial circumstances.

If identification documents provided by the User are modified or expire, the User must notify Rocktrading Ltd within a maximum period of three business days from the date of such modification or expiration. Such notification must be made in writing, duly signed, scanned and sent from the email address registered by the User on the Platform. The notification must include the modified document bearing its most recent issue date.

Rocktrading Ltd reserves the right to restrict, suspend, block or cancel access to the Platform at any time where there are reasonable indications or suspicions that information or documentation provided by the User is false, inaccurate, incomplete or fraudulent.

7. NON-ACCEPTED PROFILES

Rocktrading Ltd reserves the right not to open accounts for Users who are citizens or residents of the following countries:

Afghanistan; Cuba; Eritrea; European Union; Honduras; Iceland; India; Iran; Iraq; Kazakhstan; Libya; Liechtenstein; Myanmar; North Korea; Russian Federation; Serbia; South Korea; South Sudan; Sudan; Syrian Arab Republic; United Kingdom; United States of America.

Likewise, Rocktrading Ltd reserves the right not to establish commercial relationships with or execute transactions for Users presenting any of the following profiles:

Individuals who are citizens or residents of any of the countries previously listed by Rocktrading Ltd.

Individuals who do not have the legal capacity required under applicable law to exercise their rights and assume obligations.

Persons who refuse, omit or fail to provide information and/or documentation requested by Rocktrading Ltd for the purpose of verifying their identity.

Individuals or legal entities providing money/value transfer services, including those engaged in money services or similar activities.

Persons with criminal records, regardless of the nature or age of the offense.

Rocktrading Ltd may also, at any time and at its sole discretion, terminate the provision of its services and products to Users without being required to state a reason or provide prior notice.

8. PLATFORM FUNCTION

The Platform serves as the link between Users and the various Payment Service Providers, which are responsible for processing payments. Rocktrading Ltd's activity is therefore limited to issuing payment instructions submitted by the User. Execution and processing times depend exclusively on the Payment Service Provider.

9. ACCOUNT OPENING

The contractual relationship between the parties shall commence when the User creates an account through the corresponding section of the Platform.

To create the account, the User must provide a valid email address, which must subsequently be verified. Once this step is completed, the User must undergo an identity verification process and provide truthful, complete and up-to-date personal information, together with all documentation required under the “Know Your Customer” (KYC) procedure.

Where a minimum deposit requirement has been established for Account activation, the User must satisfy that requirement before Rocktrading Ltd enables access to the Account and its use.

The applicable minimum deposit shall be the amount in force and published on the Rocktrading Ltd Website at the time the Account opening request is submitted. Such amount may be modified in accordance with the applicable Terms and Conditions.

Once the verification process has been successfully completed, the Account may be considered verified. Each User may have only one verified account. Full compliance with the requirements described above is an essential condition for obtaining full access to the functionalities and services available on the Platform.

When creating an account, Users are advised to open only one account per mobile device. If multiple Users have accounts open on the same device, all orders issued from one of the registered accounts will be executed in the same manner for the other active accounts on that device.

For the User to conduct transactions on the Platform, Rocktrading Ltd’s Trading Department shall be responsible for granting access to the Platform.

10. ACCESS AND ORDER EXECUTION

The account holder is the only person authorized to issue payment orders through the Platform, unless otherwise provided.

For an order to be considered valid, it must be correctly registered by Rocktrading Ltd and contain the acceptance confirmation issued by the Platform. In accordance with the agreement between the parties, the Platform is the sole valid and recognized means for issuing and validating such orders.

Once the User has carried out a transaction, if the User does not receive a confirmation of the order issued, it shall be the User’s sole responsibility to contact Rocktrading Ltd and report the matter.

11. SYSTEM FAILURES

Rocktrading Ltd shall not be liable for interruptions, failures or communication errors that occur or may occur before the User is able to access or execute transactions on the Platform.

If situations arise in which errors occur in the issuance of an order, Rocktrading Ltd shall not be responsible for the resulting consequences unless such matter falls within Rocktrading Ltd's applicable responsibilities.

If the User places an order through the Platform and the Platform does not issue a confirmation for such request, it shall be the User's sole responsibility to contact Rocktrading Ltd promptly to request the relevant confirmation.

To provide security to Users, Rocktrading Ltd shall send transaction summaries through authorized electronic means. The User is solely responsible for reviewing such reports to verify that the information is correct and, if it is not, the User shall have two business days after receipt of the information to submit any clarification or dispute regarding such information.

12. ACCOUNT ACCESS AND SECURITY

Upon registering on the Platform, the User must create a username and personal password. Such credentials are strictly confidential, personal and non-transferable and must be safeguarded with due diligence by the User. The User assumes full responsibility for all actions or transactions carried out through the Account, whether resulting from the User's own actions or from misuse by a third party.

The User undertakes to immediately notify Rocktrading Ltd of any unauthorized use of their credentials or any incident that may compromise the security of the Account.

13. DEPOSITS AND WITHDRAWALS

Through the Platform, the User may make deposits and withdrawals of funds at any time during the term of this agreement, using any payment methods enabled on the Platform.

Minimum and maximum deposit and withdrawal amounts, as well as applicable fees, shall be available in the corresponding section of the Website and may be modified by Rocktrading Ltd at any time without prior notice.

Rocktrading Ltd shall not accept payments from third parties and shall not make deposits to anonymous accounts. As a general rule, funds must be withdrawn using the same method used for the deposit, unless there is a duly justified reason and Rocktrading Ltd has expressly authorized an alternative.

For deposits, Rocktrading Ltd shall credit the funds to the User's Account as soon as reasonably possible after the amounts have been received and cleared. If the funds are not correctly reflected, the User must notify Rocktrading Ltd immediately and may request an investigation, the costs of which shall be borne by the User. The User also undertakes to provide all documentation requested for that purpose.

If the User uses multiple payment methods, withdrawals shall be made using proportionality criteria defined by Rocktrading Ltd. Rocktrading Ltd may also determine the order in which reimbursements are made, at its sole discretion.

Rocktrading Ltd shall process withdrawal requests without undue delay and, where reasonably possible, within a maximum period of three business days, provided that: (a) the withdrawal request is complete and contains all required information; (b) the withdrawal is requested to the same account used for the deposit, or another account owned by the User that has been duly verified; (c) the User has sufficient funds in the Account; (d) no force majeure event prevents execution; (e) the User has satisfactorily completed KYC requirements; (f) the Account is not blocked or subject to sanctions or contractual restrictions; and (g) Rocktrading Ltd does not authorize withdrawals in favor of third parties or to anonymous accounts. If a withdrawal is requested to an account other than the original account, the User warrants that the account belongs to them and assumes full responsibility for the information provided, releasing Rocktrading Ltd from liability arising from errors in the information supplied.

In order to provide the highest level of security and protection to Platform Users, Rocktrading Ltd may, at its sole discretion: (a) reject withdrawal requests; (b) establish minimum or maximum limits; (c) propose alternative payment methods; and (d) request additional documentation.

If the User fails to provide requested documentation within seven calendar days, Rocktrading Ltd may suspend the withdrawal and temporarily block the Account until the requested information is received.

If the Account is closed, funds shall be returned proportionally according to the payment methods originally used, unless there are indications of illegal activity, in which case Rocktrading Ltd shall act in accordance with applicable regulations and may notify the competent authorities.

14. DEPOSITS AND WITHDRAWALS BY BANK CARD

For deposits made by bank card, funds may be returned to the same card for a maximum period of one calendar year. After that period, alternative methods for withdrawals shall be proposed.

15. MINIMUM AMOUNTS AND FEES

Rocktrading Ltd reserves the right to establish minimum and maximum amounts for deposits and withdrawals in accordance with the conditions imposed by Payment Service Providers. Requests that do not meet the applicable minimum amounts may be rejected. Funds sent in error or through unsupported methods may be non-refundable and may be considered lost without a right to claim.

The User acknowledges that there is a risk of loss of funds if the amount deposited is below the minimum required by Rocktrading Ltd or by the relevant Payment Service Provider.

16. VERIFICATION OF SOURCE OF FUNDS

Rocktrading Ltd reserves the right to request, at any time, additional information and/or documentation to verify the lawful source of funds in accordance with applicable Anti-Money Laundering and Counter-Terrorist Financing (AML/CTF) regulations.

Such documents may include, without limitation: proof of income; identification documents; proof of address; and video recordings with valid identification.

During this verification process, Rocktrading Ltd may temporarily suspend Account operations for up to fourteen calendar days. Rocktrading Ltd may also reject deposits or withdrawals if the verification results are not satisfactory under its internal compliance policies.

17. INTERNAL TRANSFERS

Rocktrading Ltd allows Users to make internal transfers of funds to another account, provided that the receiving account is enabled to make and receive deposits and withdrawals. To make such a transfer, the account must belong to the same User, or, if it belongs to a different User, the transfer amount must exceed the initial minimum.

The User must provide all information necessary to make the internal transfer. If any information supplied by the User is incorrect and the transfer is consequently made to an incorrect account, the User shall assume full responsibility and may not request a refund of the funds from Rocktrading Ltd.

The User may request an internal transfer, but Rocktrading Ltd retains full discretion to reject such transfer without providing a reason.

18. CHARGEBACKS

If a chargeback, whether intentional or accidental, occurs in relation to a deposit made by the User, Rocktrading Ltd reserves the right to debit the chargeback amount from the User’s Account. Such amount shall remain frozen until a final resolution is issued by the card issuer.

Once the issuer has reached a decision and determines that the deposited amount must be refunded, Rocktrading Ltd shall be entitled to charge the User’s Account an amount of USD 100 corresponding to administrative costs associated with investigating the chargeback request. The User authorizes such charge to be made to the credit card used for the initial deposit to open the Account.

Once a chargeback request is submitted, Rocktrading Ltd shall request the User's cooperation in resolving the dispute arising from the unrecognized deposit. If the User fails to cooperate, or if Rocktrading Ltd detects suspicious activity, it may apply anti-fraud controls and restrict access to the Account.

19. ZERO TOLERANCE FOR FRAUD

Rocktrading Ltd maintains a zero-tolerance policy toward fraud, particularly fraud involving credit cards. The User is therefore informed that, if there is suspicion or evidence of fraud, Rocktrading Ltd may take civil or criminal legal action to obtain compensation for the damage caused by the User.

If any or all transactions conducted by the User are identified as fraudulent, Rocktrading Ltd may immediately cancel them and close open orders without prior notice.

Rocktrading Ltd may immediately cancel and return funds to their source if a deposit made by the Client is considered high-risk or fails to comply with established anti-fraud policies.

20. ACCOUNT INACTIVITY

Rocktrading Ltd may deactivate and archive any Account that remains inactive for more than ninety calendar days. For purposes of this provision, an Account shall be considered active when any of the following occurs: (a) logging into the Platform; (b) changing Account settings; (c) making withdrawals; (d) executing transactions; or (e) any other transaction linked to the available balance.

The User may request reactivation of the Account through the area enabled for that purpose within the Platform.

21. LIMITATION OF LIABILITY

Rocktrading Ltd (and, where applicable, none of its providers) shall not be responsible or liable for:

Monitoring and/or tracking transactions carried out by the User.

Closing open positions that have not been closed by the User.

Executing orders issued by the User that do not match the quotations published on the Platform at the time the order is issued.

Losses, damages or expenses arising from technical failures during data transmission, system errors, network congestion, and other fortuitous events arising from technical failures beyond Rocktrading Ltd’s control.

Delays in sending or receiving information caused by delays, errors, omissions or inaccuracies in information shared through the Platform.

The User, their devices or information suffering a digital threat despite our best efforts, including vulnerability to viruses, malware, software and similar threats.

Misuse of credentials provided to the User, whether authorized or unauthorized. If such misuse causes harm to Rocktrading Ltd, the Account holder shall be responsible for such harm.

Losses or damages incurred as a result of using the Platform or other services offered by Rocktrading Ltd.

Misinterpretations or delays in execution resulting from unclear instructions, system interruptions or other circumstances outside Rocktrading Ltd’s control.

Any breach of the clauses contained in these Terms and Conditions shall entitle Rocktrading Ltd to take contractual measures, such as modification or suspension of the agreement, in the event of a dispute between the parties.

Information published on the Platform shall not be construed as individualized advice.

Effects arising from events such as natural disasters, armed conflicts, sabotage and similar events shall not create an obligation for Rocktrading Ltd.

Economic losses, indirect damages, loss of data, reputational harm and similar losses, except where otherwise provided, including cases involving death, injury or fraud.

22. ADVICE

Rocktrading Ltd does not provide investment, tax, trading or other advice.

From time to time, Rocktrading Ltd may provide Users with information concerning financial market conditions for strictly educational and informational purposes. Such information shall not be interpreted as professional advice or a guarantee of results. The User must be aware that decisions should be made based on their own analysis and consultation with independent and reliable sources.

Any suggestion, comment or recommendation that Rocktrading Ltd may issue shall be considered general guidance only, with no binding effect, and its adoption shall remain solely at the User’s discretion.

Rocktrading Ltd assumes no liability for losses, damages, penalties or other adverse effects resulting from the use or interpretation of information provided, as such information is strictly informational and non-binding.

Likewise, Rocktrading Ltd’s representatives and collaborators are not authorized to provide investment advice, portfolio management, algorithmic services, execution of automated strategies, fund management or similar activities.

All decisions made and transactions carried out by the User shall be made at the User’s own account and risk, and Rocktrading Ltd is not required to: (a) assess the suitability or appropriateness of contracts entered into by the User; (b) supervise the status or development of transactions; or (c) make margin calls or close open positions on behalf of the User.

Accordingly, Rocktrading Ltd shall not be liable for direct, indirect or consequential losses suffered by the User as a result of the User’s decisions or activities on the Platform.

Our services are limited exclusively to “execution”; our role is limited to executing transactions submitted by Users. No advice shall be provided regarding any transaction, nor shall Rocktrading Ltd supervise the User’s trading decisions to determine whether they are suitable or appropriate. Users are strongly advised to seek professional financial, legal, tax and other advice in order to make informed decisions with appropriate support.

23. CONSENT TO RECORDING OF TELEPHONE CALLS

The User expressly and irrevocably consents to Rocktrading Ltd:

Recording conversations held between the User and Rocktrading Ltd without requiring separate express consent or a distinctive recording tone.

Recording and storing communications conducted between the User and Rocktrading Ltd through its various communication channels.

Using, where necessary, any recording, transcription or record of communications between Rocktrading Ltd and the User for a lawful purpose, including in legal proceedings.

In the event of a dispute between the parties, the User may request access to the relevant recordings. However, this document does not impose any obligation on Rocktrading Ltd to inform the User about the retention or deletion of such recordings or records.

All recordings made shall be the exclusive property of Rocktrading Ltd and shall constitute valid, sufficient and binding evidence before any administrative, judicial or arbitral authority when their production is required.

24. MARKETING AND PROMOTIONS

The User acknowledges and accepts that promotions offered by Rocktrading Ltd may be conducted periodically and shall be subject to the terms and conditions applicable to each promotion. Rocktrading Ltd is also entitled to remove, suspend or terminate any promotion at any time at its discretion and without prior notice.

Rocktrading Ltd reserves the right to suspend, exclude or reject any User from one or all promotions where it has suspicions or indications that the User, individually or together with third parties, is attempting to manipulate the promotion or engage in criminal or bad-faith conduct. Accordingly, Rocktrading Ltd may take the necessary measures to suspend, block or cancel, temporarily or permanently, the services, Account, benefits, bonuses or advantages.

If such conduct results in the User obtaining a benefit, Rocktrading Ltd shall be entitled to withhold any profits or benefits generated by the User through such conduct.

25. APPLICABLE LAW

In order to comply with applicable legal requirements, Rocktrading Ltd may collect documentation relating to the User and/or their transactions in accordance with AML/CTF legislation, its regulations and other applicable rules.

Rocktrading Ltd may also carry out any verification it considers necessary in relation to the prevention of money laundering or other unlawful activities. Accordingly, Rocktrading Ltd reserves the right to adopt any measure it considers appropriate to ensure compliance with applicable regulations, without incurring liability as a result.

The User acknowledges and agrees that Rocktrading Ltd may request, at any time, certain information for the purpose of complying with applicable AML/CTF requirements. Both upon opening the Account and when carrying out transactions, the User undertakes to provide Rocktrading Ltd with all information, documentation and cooperation necessary to comply with applicable AML/CTF provisions.

The Client represents and warrants that:

They have no knowledge or suspicion that the funds used for their transactions originate from or are related to money laundering, terrorist financing or other unlawful conduct prohibited by applicable law, international law, treaties or conventions.

Their financial resources are not intended, directly or indirectly, to finance illegal activities.

26. ACCEPTANCE OF THE TERMS

Acceptance of each and every clause and section contained in this document is essential in order for the User to receive optimal service and functionality from the Platform and its services. The User is strongly encouraged to read and understand these Terms and Conditions, Privacy Notice, Risk Policy, Disclaimer, Cookie Policy, KYC (Know Your Customer), Anti-Money Laundering Policy and Beneficial Owner Form (all included in the legal documentation package), as well as the DOD, where applicable.

When the User accesses the Platform and subsequently uses one or more of our services, this document and all other documents arising from the contractual relationship between the parties shall be deemed accepted. Unless the User has communicated an objection to Rocktrading Ltd, all provisions contained in the legal documentation package shall be deemed accepted.

Rocktrading Ltd may terminate the agreement and suspend the contracted service whenever it deems appropriate.

The User shall be solely responsible for complying with all obligations arising from the commencement of the commercial relationship.

27. AMENDMENT AND RESCISSION

The latest updated version of this document and subsequent versions shall be available on our Platform.

Rocktrading Ltd is entitled to partially or fully amend these Terms and Conditions. Such amendments shall become effective upon publication on its website. The amendments shall apply to all open positions without exception, including those that have not been executed. In the event of force majeure, the User shall be notified ten days in advance.

28. TERMINATION

Termination of these Terms and Conditions and the Account Closure Agreement may take effect immediately, including the closure of any open position at the time of notification, provided that at least five days' prior notice has been given. Termination may occur if any of the following circumstances arises:

Breach by the User of any obligation arising under this Agreement or related documents.

Acts or omissions contrary to the provisions of this agreement.

Making statements or carrying out acts that directly or indirectly harm the reputation, operations or commercial relationships of Rocktrading Ltd.

Being charged with an offense that causes reputational or legal harm to Rocktrading Ltd.

Investigation of the User by a governmental or international authority in connection with transactions carried out on the Platform.

Prolonged failure to comply with the Margin Requirement.

Breach of any other contractual provision.

Falsehood of any representation or warranty made under these Terms and Conditions.

The foregoing shall not affect rights already acquired by Rocktrading Ltd or its right to claim any applicable compensation arising from termination. In such case, Rocktrading Ltd shall be entitled to:

Suspend or cancel the User's Account and restrict or deny access to the Platform.

Make any adjustments it considers appropriate to the Account.

Liquidate pending contracts that have not been timely executed.

Enter into new contracts if necessary to close existing ones.

Cancel active purchase and/or sale orders.

Temporarily suspend deposits and withdrawals.

Limit or disable available payment methods.

Retain amounts related to contractual breaches.

Exercise any right provided for in these Terms and Conditions.

If termination of the agreement or closure of the Account is requested by the User or by Rocktrading Ltd, no new transactions may be opened and no open positions may be maintained after written notice. The User must close all positions; if the User fails to do so, Rocktrading Ltd shall proceed with the corresponding closure.

Death or Incapacity of the User

In the event of the User's death or legal incapacity, Rocktrading Ltd may terminate the agreement and block the Account. Funds may only be withdrawn by the legal heirs, who must provide documentation proving their entitlement. Under no circumstances may they operate the Account or access the Platform.

Amendments to the Terms and Conditions

Rocktrading Ltd reserves the right to modify these Terms and Conditions and the applicable legal documents at any time. Amendments shall become effective upon publication on the website and shall apply to both active transactions and pending orders. Except in urgent cases, the User shall be notified at least ten business days in advance. Continued use of the services shall constitute tacit acceptance of such changes. If the User disagrees, the User must communicate such disagreement within the same period.

Effects of Rescission

Termination of the agreement shall not release either the User or Rocktrading Ltd from obligations previously incurred, including open transactions, movement of funds or other outstanding liabilities. The User shall pay any outstanding balance and costs arising from termination, as well as any damage caused. Once the relevant adjustments have been made, Rocktrading Ltd shall transfer the available funds in the User's Account, less any outstanding amounts.