

Followme Terms & Conditions

Effective Date: 19 July 2025

Followme is a place to share ideas, strategies and insights respectfully and responsibly. These Guidelines apply to all content and behaviour on the Service.

“Your affirmative act of using our website located at www.followme.com (including all associated sub-domains, linked sites, mobile applications, APIs, and related services) (collectively, “Followme” or the “Service”) signifies that you agree to these Terms of Use. If you do not agree, do not use the Service. Followme is operated by FOLLOWME TECHNOLOGY SDN BHD (“FM”, “we”, “us”, or “our”).”

1 Acceptance of Terms

- 1.1 By creating an account or using the Followme platform (“Service”), you agree to be bound by these Terms & Conditions (“Terms”) and all referenced policies. Please ensure to read carefully, fully understand, and accept all the terms before using the Followme services. Unless you have fully read, fully understood, and accepted all the terms of this Agreement, you are not entitled to use the Followme services.

2 Followme Platform Definition

- 2.1 Followme is an innovative trading community platform. Upon receiving trade signals from signal providers (i.e., verified buy/sell signals), Followme confirms whether they match the margin allocation or contract size of the follower's account. If the signal is accepted, the Followme follow-trade system will synchronize and automatically execute the follow-order instructions for the follower's trading account.

3 Investment Risk Disclosure

- 3.1 Investment trading carries significant risk. Before opening an account or placing any trades, you should familiarise yourself with applicable laws and regulations and seek independent professional advice. Select any margin-trading products only after considering your financial situation, investment experience, risk tolerance, and other relevant factors
- 3.2 All materials on the Followme website (including text, images, audio, and video) are provided for general informational and educational purposes only. They do not reflect Followme’s endorsement of any views and do not constitute investment advice. Followme does not provide investment advisory services
- 3.3 Market risks are outside Followme’s control or influence. You are solely responsible for your trading decisions and bear all risks arising from your transactions.
- 3.4 The risks existing in the investment market are not controlled or influenced by Followme. You bear all the risks of your transactions personally.

4 Broker Information Services

- 4.1 Followme provides a directory of third-party brokers that are compatible with the platform, but each broker operates INDEPENDENTLY. Followme is not responsible for any trading-system outages or malfunctions, pricing/fee errors, accounting discrepancies, execution issues, or misstatements made by your chosen broker.
- 4.2 Before conducting any transactions, you should review your broker's applicable terms and policies—including those covering system incidents, privacy and data handling, accounting errors and corrections, omissions, and related matters.

5 Rules and Arrangements for Service Provision

- 5.1 You may access the platform via the Followme website or through broker-provided entry points that integrate with Followme.
- 5.2 Use of the Followme platform requires appropriate technical tools and know-how. You acknowledge and accept the inherent risks of internet-based trading services.
- 5.3 Access credentials (username and password) are required. Followme will not disclose your password. You are responsible for maintaining the confidentiality of your credentials and for any access or use by third parties arising from your failure to protect them.

6 Signal Providers and Services

- 6.1 The platform displays third-party trading signals. You may subscribe to one or more signals and elect to copy their trades.
- 6.2 Signal providers are independent of Followme and may not hold professional certifications or licences in the financial markets.
- 6.3 Even where the platform replicates signals accurately, your broker's execution may be delayed and your achieved prices may differ from the signal provider's prices.

7 Limitation of Liability and Disclaimer

- 7.1 Followme makes no guarantee that your broker will execute signal-based transactions immediately or in full, nor that your execution prices will match those of the signal providers.
- 7.2 To the maximum extent permitted by law, Followme is not responsible for any losses arising from platform errors.
- 7.3 You represent that all funds deposited with your broker are your own, lawfully obtained, and not connected to activities prohibited under anti-money-laundering laws.

8 Authorization and Customer Data

- 8.1 You authorise Followme, through appropriate technical means, to interface with your broker account in order to introduce trades generated by platform signals.
- 8.2 For identity verification, Followme may rely on legally recognised identification documents. You must promptly notify Followme of any changes to your personal data.

9 Performance Statistics Service

- 9.1 Actual profit/loss percentages will vary based on factors including initial balance, market conditions, and your account settings. Your results may differ from those of Followme signal providers.
- 9.2 Followme does not warrant that any signal or information on the platform will result in profits or avoid losses. You bear all gains and losses from margin or other investment activities undertaken via the Followme community.

10 Online Trading Risk Service

- 10.1 Internet-based trading entails risks arising from hardware, software, and connectivity (e.g., signal strength, routing, device configuration, network reliability). Followme is not responsible for losses caused by communication failures, mis-transmissions, or delays.
- 10.2 Volatility or illiquidity in global financial markets (including precious metals and FX) may prevent execution at favourable prices or at all. Followme is not responsible for losses, damages, costs, or expenses (including lost profits and other direct or indirect losses) due to market conditions or broker error.
- 10.3 Exercise caution when using mobile devices (e.g., iOS/Android) to trade or receive data. Mobile connectivity (4G/Wi-Fi/GPRS) may limit functionality compared to the web interface. Followme is not responsible for any losses or expenses arising from mobile use.

11 External Link Services

- 11.1 Links to third-party websites are provided for convenience only. Followme does not control, endorse, or make any representations regarding those sites or the information found there.

12 Membership Fee–Related Services

- 12.1 Handling of Payment Failures — User-Reported
 - 12.1.1 **Notification:** If you experience technical or payment issues, promptly report them via Followme customer support.
 - 12.1.2 **Verification:** Followme will verify the issue as soon as practicable and, if confirmed, assist with resolution.
 - 12.1.3 **Resolution:** Remedies may include re-initiating payment, offering alternative methods, or extending the membership period.
- 12.2 Handling of Payment Failures — System-Detected
 - 12.2.1 **Notice:** If a payment attempt fails, the system will notify you and prompt a retry.
 - 12.2.2 **Re-payment:** After notice, retry the payment as instructed; verify payment details and account balance.
 - 12.2.3 **Responsibility:** If failure is due to user issues (e.g., incorrect details or insufficient funds), you are responsible for any resulting consequences.
- 12.3 Calculation of Membership Service Period
 - 12.3.1 **Start:** The membership term begins upon successful payment; each 30-day interval constitutes one service cycle.
 - 12.3.2 **Extension:** If Followme fault prevents timely access, Followme will extend the membership period accordingly.

12.4 Membership Fee Disputes

- 12.4.1 **Process:** Raise questions or disputes through Followme customer support first.
- 12.4.2 **Records:** Retain payment records and related evidence for dispute handling.
- 12.4.3 **Time Limit:** Submit disputes within 30 days of payment; otherwise, you will be deemed to have waived objections.
- 12.5 Security of Membership Fee Payments
 - 12.5.1 **Secure Payments:** Followme applies industry-standard security measures to protect payment information.
 - 12.5.2 **User Responsibility:** You are responsible for securing your payment instruments and actions.
- 12.6 Additional Payment Requirements
 - 12.6.1 **Prohibited Payments:** Do not use unlawfully obtained payment methods.
 - 12.6.2 **Anti-Money Laundering:** Do not engage in money-laundering through fictitious transactions or other means.
 - 12.6.3 **Compliance:** You must comply with all applicable laws and regulations, including AML requirements.
- 12.7 Withdrawal Terms for Membership Fees
 - 12.7.1 **Preconditions:** Withdrawal requests must meet all platform prerequisites (e.g., account verification, transaction thresholds).
 - 12.7.2 **Application:** Submit requests via the platform's withdrawal function.
 - 12.7.3 **Review:** Followme will review requests to ensure compliance with eligibility and security criteria.
 - 12.7.4 **Timing:** Upon approval, processing will be completed within the applicable timelines, which may vary by third-party payment channel.
 - 12.7.5 **Service Fee:** A **20% service fee** is deducted from each withdrawal (e.g., a USD 100 withdrawal yields USD 80 net).
 - 12.7.6 **Limits:** Withdrawal limits and frequency may be restricted by platform policy or third-party channels.
 - 12.7.7 **Taxes:** Withdrawals may have tax implications. Followme may withhold/remit amounts as required by law.
 - 12.7.8 **Failures:** Withdrawal failures may result from incorrect payment details, account anomalies, or bank processing issues. Followme will notify you of the reason and available remedies so you can resubmit.
 - 12.7.9 **Records:** View withdrawal details in your transaction records or withdrawal history.

13 Legal Terms and Agreement Changes

- 13.1 This Agreement is governed by the laws of **Malaysia**, and any disputes arising from this contractual relationship are subject to the jurisdiction of the Malaysian courts.
- 13.2 Followme may amend these terms and conditions at any time. Posting the updated Agreement on the Followme website constitutes sufficient notice of such changes.

14 Eligibility

- 14.1 You must be at least 18 years old, pass Know-Your-Customer (KYC) verification, and not be subject to OFAC-sanctioned-country restrictions.

15 Account Security

- 15.1 Keep credentials confidential. Enable two-factor authentication. You are responsible for activities under your account.

16 User Content & Licence

- 16.1 You retain ownership of content you post. You grant Followme a worldwide, sublicensable, royalty-free licence to host, display and adapt your content for the purpose of operating and improving the Service.

17 Prohibited Conduct

- 17.1 No harassment, hate, illegal activity, market manipulation, spam, copyright infringement, or unlicensed investment advice.

18 Paid Services & Fees

- 18.1 Subscriptions, tips, advertising and other paid features are subject to published fees. Payments processed via third-party gateways; all fees non-refundable except as stated in the Refund Policy.

19 Use of Market Data

- 19.1 Real-time data is licensed from Followme's website is for personal use only. Redistribution requires a separate licence (see Market-Data Policy).

20 Privacy

- 20.1 Our Privacy & Cookie Policies explain how we collect and use personal data. By using the Service, you consent to such processing.

21 Enforcement & Termination

- 21.1 Followme may remove content, suspend, or terminate accounts that violate these Terms or other policies. Users may appeal within 30 days.

22 Disclaimers

- 22.1 Service provided "as-is" without warranties. Followme disclaims liability for indirect or consequential damages.

23 Contact

- 23.1 Use in-app reporting tools or email support@followme.com to flag violations.