



## GENERAL INFORMATION

Solid Oak Tree LLC

Suite 7, Henville Building,  
Main Street, Charlestown,  
Nevis, St. Kitts and Nevis

[office@thesolidoak.com](mailto:office@thesolidoak.com)



**Solid Oak Tree LLC (the “Company” or “we”)** acts as a principal and no agency, partnership, joint venture or employment relationship exists between counterparties or any other party and Solid Oak Tree LLC. All principal, credit, delivery and analysis decisions and responsibilities are borne exclusively by contract parties. Solid Oak Tree LLC is independently run and managed and has no capital or personal connections with any of its Approved Counterparts or Service Providers.

Full terms and conditions of service are available on demand. Counterparties are encouraged to request and retain Company’s full terms and conditions of service.

**NOTICE TO INSTANT MESSAGE CONTACTS:**

Please note that the Company routinely records and retains Instant Message communications. These communications are then held for the security of all parties and will be used in the event of a dispute to ascertain facts.

**NOTICE TO EMAIL RECIPIENTS:**

Please be informed that the Company do not utilise public and free email services such as hotmail, outlook, gmail, yahoo, etc and should you receive an email from address hosted with such free e-mail provider, it did not originate from Solid Oak Tree LLC and might be fraudulent. The Company utilises only e-mail addresses hosted on official Solid Oak Tree domain (thesolidoak.com). Always check header information of the email message to make sure it originated from Solid Oak Tree. As additional security measure, messages originating from our addresses are digitally signed by PGP keys.

Internet e-mail may be susceptible to data corruption, interception and unauthorised amendment for which we do not accept liability. Whilst we have taken reasonable precautions to ensure that e-mails and any attachments have been swept for viruses, the Company does not accept liability for any damage sustained as a result of viruses. Statements in e-mail messages or attachments that do not relate to the business of Solid Oak Tree are neither given nor endorsed by the Company or their Directors.

Please note that the Company reserves the right to intercept, monitor, and retain e-mail messages to and from their systems as permitted by applicable law. If you are not comfortable with the risks associated with e-mail messages, you may decide not to use e-mail to communicate with Solid Oak Tree but use alternative methods of communication.

Our email policies do not require that "cc" recipients read or respond to an email. Company policies are that "cc" recipients are being included either as a courtesy or to ensure a discussion is carried out in public or to give persons an opportunity to become involved in a discussion should they wish to do so.

**NOTICE TO TELEPHONE CONTACTS:**

Please note that Solid Oak Tree LLC routinely records telephone conversations. These conversations are then held for the security of all parties and will be used in the event of a dispute to ascertain facts.