
FTX CAPITAL MARKETS LLC: FORM CRS RESPONSES TO CONVERSATION STARTERS

FTX Capital Markets LLC (“FTX”, “we”, “us”, “our”)
Form CRS Customer Relationship Summary Responses to Conversation Starters
Effective June 28, 2022

Conversation starter: Given my financial situation, should I choose a brokerage service? Why or why not?

Response: If you are interested in opening an account where you do not receive recommendations or advice about whether to buy or sell investments or investment strategies or account monitoring, and you make all of your own investment decisions, then a self-directed brokerage like ours could be the right fit for you. FTX does not have an account minimum to open or maintain a brokerage account.

Conversation starter: How will you choose investments to recommend to me?

Response: FTX does not provide recommendations. We are not subject to a fiduciary duty to you and do not monitor or manage your account, including the monitoring of brokerage account investments, unless we state otherwise in writing.

Conversation starter: What is your relevant experience, including your licenses, education and other qualifications? What do these qualifications mean?

Response: The licenses, education and other qualifications of our financial professionals will not be relevant to your investment decisions because we do not provide recommendations and you must make all of your own investment decisions. FTX professionals are available only to provide account support. Please visit our [Support Page](#) and select the appropriate Stocks related category for your Support Ticket. If you choose our services, you must be comfortable with investing your assets on your own.

FTX is registered as a broker-dealer with the Securities and Exchange Commission, the states and territories listed on Financial Industry Regulatory Authority’s (FINRA’s) BrokerCheck [website](#) and is a member of FINRA. FTX’s financial professionals maintain licenses with FINRA.

Conversation starter: Help me understand how these fees and costs might affect my investments. If I give you \$10,000 to invest, how much will go to fees and costs, and how much will be invested for me?

Response: If you open a brokerage account through FTX with \$10,000 and want to invest in securities, you will pay a 0% commission on your trades. This means that \$0 of \$10,000 will go towards commissions or fees, and the remainder (\$10,000) will be invested in the securities you purchase.

If you choose to use additional services, such as wire transfers or ACATS, those services are charged at the then prevailing rate. If you incur returned ACH fees, those are charged to you.

Conversation starter: How might your conflicts of interest affect me, and how will you address them?

Response: As discussed in our Form CRS, we are not paid when you complete a transaction, which means we do not have an incentive to encourage you to make larger investments and trade more frequently. We do not receive Payment for Order Flow (PFOF) from your transactions. We do not recommend any investments, nor do we recommend any investment strategies. Whereas there is no fee or commission to use our services, we move cash balances to and from an affiliate with whom you may have an account relationship. Any revenue generated by the affiliate as a result of your relationship with the affiliate indirectly benefits us. FTX addresses any other conflicts that may arise by making available all of our disclosures in the [Disclosure Library](#) available on our website. FTX encourages you to read and familiarize yourself with all disclosures that are relevant to your investment relationship with us.

Conversation starter: As a financial professional, do you have any disciplinary history? For what type of conduct?

Response: Yes. However the disciplinary history dates back to February 2016 and the firm underwent an ownership change in February 2022. As noted in FTX's Form CRS, you can visit [Investor.gov/CRS](https://www.investor.gov/crs) for a free and simple search tool to research FTX and FTX's financial professionals. Information about FTX can also be found on FTX's [BrokerCheck](#) page.

Conversation starter: Who is my primary contact person? Is he or she a representative of an investment adviser or a broker-dealer? Who can I talk to if I have concerns about how this person is treating me?

Response: Because your account is entirely self-directed and our platform is fully-integrated online through our website and the FTX mobile brokerage application ("App"), you should direct any questions and concerns you may have to our [Support Page](#). Your question or concern will be directed to an appropriate FTX employee based on how you categorize your question or concern on the website or FTX App (as prompted by a dropdown) (e.g., Stocks Trading Issue, Stocks Account Setup Issue). If your question or concern is improperly categorized, and the FTX employee that receives it is unable to assist you, your question or concern will be redirected to a FTX employee that will be able to respond to your question or concern. FTX employees may escalate certain questions or concerns to their managers who handle escalated matters.