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## **Transaction problem FAQ**

### **Q: What are the trading products provided on our platform?**

A: We provide global investors with international online trading services for diversified products such as foreign exchange, rare metals, crude oil, natural gas, index digital assets, etc. For more details, please refer to the product center.

### **Q: When can I trade? What is the minimum trading lot size? How is the deposit charged?**

A: Because each product has different trading hours, minimum trading lots, and margin collection, please refer to the relevant product contract rules for details.

Rare metal trading: please check the precious metal details of contract ;

Foreign exchange transactions: view the details of foreign details of contract ;

Crude oil trading: check the crude oil details of contract;

Index trading: Please check the index details of contract.

Digital asset trading: please check the index details of contract

### **Q: Will there be a service fee for trading on the platform?**

A: No service fees are charged for transactions on the platform.

### **Q: What is the spread?**

A: Spread refers to the difference between the buying price and selling price in the trading platform, that is, the transaction cost of opening a position. The platform will charge a spread fee when opening a position. Under normal market conditions, product spreads are fixed. When product market liquidity is insufficient, the platform will adjust the spreads according to the current market conditions.

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**Q: What is a pending order?**

A: A pending order refers to setting an ideal transaction price. When the latest market price reaches the set price, the system will automatically open a position. The advantage of pending orders is that investors can open positions at the ideal price. Investors can independently select trading varieties, number of transactions, and target transaction price, without the need for long-term attention to market conditions or long-term open trading platforms.

**Q: What is a "buy limit order"? How to set it up?**

A: When you expect that the commodity price will adjust downward to a certain price and then rebound and rise, you can establish a Buy Limit (buy limit order). Please double-click the commodity you need to trade in the "Market Quotation" window "Commodity List" on the left of the platform, enter the number of open positions in the "Lots" input box in the pop-up window, and then select "Pending Order Trading" in the "Transaction Type" and Select "Buy Limit" for "Type" and enter the lower limit of the price. After setting the pending order period, click "Place Order". Taking London Gold as an example, the price of the London gold pending order must be at least 300 points lower than the current latest price and at least 200 points for London silver; when the future buying price is equal to the set pending order transaction price, the system will automatically buy and open a position.

**Q: What is a "stop-loss buy order"? How to set it up?**

A: When you expect that the commodity price will continue to rise after it passes through a certain price, you can create a Buy Stop (stop-loss buy order). Please double-click the commodity you need to trade in the "Market Quotation" window "Commodity List" on the left side of the platform, enter the number of positions opened in the "Number of Lots" input box in the pop-up window, and then select "Pending Order Trading" in the "Transaction Type". Select "Buy Stop" in "Type" and enter the upper limit of the price. After setting the pending order period, click "Place Order". Taking London Gold as an example, the price of London gold pending orders must be at least 300 points higher than the current latest price and London silver at least 200 points; when the future buying price is equal to the set pending order transaction price, the system will automatically buy and open a position.

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**Q: What is a "sell limit order"? How to set it up?**

A: When you expect the commodity price to rise to a certain price and then fall back down, you can establish a Sell Limit (Sell Limit order). Please double-click the commodity you need to trade in the "Market Quotation" window "Commodity List" on the left side of the platform, enter the number of positions opened in the "Number of Lots" input box in the pop-up window, and then select "Pending Order Trading" in the "Transaction Type". Select "Sell Limit" in the "Type" and enter the price limit. After setting the pending order period, click "Place Order". Taking London Gold as an example, the price of London gold pending orders must be at least 300 points higher than the current latest price and London silver at least 200 points; when the future buying price is equal to the set pending order transaction price, the system will automatically buy and open a position.

**Q: What is a "sell stop-loss order"? How to set it up?**

A: When you expect that the commodity price will continue to fall after falling below a certain price, you can create a Sell Stop (sell stop-loss order). Please double-click the commodity you need to trade in the "Market Quotation" window "Commodity List" on the left side of the platform, enter the number of positions opened in the "Number of Lots" input box in the pop-up window, and then select "Pending Order Trading" in the "Trade Type", Select "Sell Stop" in the "Type" and enter the lower limit of the price. After setting the pending order period, click "Place Order". Taking London Gold as an example, the price of London gold pending orders must be at least 300 points lower than the current latest price and London silver at least 200 points; when the future selling price is equal to the set pending order transaction price, the system will automatically sell and open a position.

**Q: Under what conditions will forced liquidation be carried out?**

A: When the account equity is lower than the mandatory liquidation margin requirement, the system will perform forced liquidation; when the market is over on weekends or holidays, the net value must be kept at least the amount of the over-market margin per lot, if insufficient, it cannot be deposited in time. If funds are deposited, partial liquidation will be carried out until sufficient; the prepayment ratio must be maintained at 30%, and the system will perform full liquidation when it is lower than 30%. Locking a position does not completely eliminate the risk of forced liquidation. The account balance may trigger a forced liquidation due to changes in interest expenses and bid-ask spreads. Therefore, customers must still pay attention to their account balance and maintain margin after the lock.

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**Q: How do we copy orders?**

A: First, open an account on the foreign exchange trading platform to register an MT4 trading account, and then deposit. Register an account in the documentary community and bind the mt account. Just choose to subscribe to the follower account.

**Q: When you login shows that the account is invalid and cannot connect to the server.**

A: The password is wrong! wrong password! wrong password! It is case sensitive, please contact customer service staff to reset if prompted repeatedly.

**Q: I cannot see my transaction order in CRM.**

A: Log in to the MT4 client terminal for historical transaction orders. Choose a time to view historical transaction records!

**Q: Why the account password is correct, and I cannot log in to the background or change the password?**

A: After the account subscribes to the follower account, during the subscription account transaction period, the system will enable the mask function to prohibit operations in order to prevent data leakage. Return to normal after the transaction ends.

**Q: Can I still trade on my own after subscribing to the follower account?**

A: Account transactions are normal, you can also choose to stop following