

FAQs

1. Why are you rebranding from SM-INVEST to Scope Markets?

We strongly believe that by using a unified brand strategy and have one brand name is the best way to communicate what our main goal, to continuously offer our improved services. We also believe that by marketing our services under one powerful brand with a long history of success around the world, we will have even greater marketplace impact and become even stronger.

2. What other changes are you planning on making to the company?

Once the change of brand is done, you will see a change on our advertising and all our marketing materials

3. How can I contact Customer Support?

We offer Customer Support 24/5 via Livechat, Phone calls and Emails. You can access Livechat from our official website and your Portal area or you can send your request directly via email to customerservice@scopemarkets.com.

4. Do I need to make a registration to www.scopemarkets.com ?

No. Your trading account information including all your personal data, KYC documents, cash balance, transaction history, any open positions and/or any pending orders will be automatically transferred to the new portal.

5. There will be any downtime?

Between the **25th and 27th of September**, portal will not be available for any actions such as deposit, withdrawal, transfer between the accounts, change request, add additional accounts etc.

6. What benefits do I have with this upgrade?

Most importantly the Portal area layout will be more user friendly and will definitely lead to a better user experience. Among others:

- a. You will be provided with Wallet Account/s within your Portal area through which you will be handling all your deposits or withdrawals. You can maintain Wallets in 3 currencies, USD, EUR or GBP, and you may transfer funds between the different currency wallets easily.
- b. You will be able to open trading account on the Meta5 platform
- c. You will also be able to open Demo account

7. What is the Wallet and how does it function?

The Wallet is a central account from which traders can transfer funds into their trading accounts. It was developed to eliminate the need to constantly deposit funds into a trading account, which is itself at risk from open positions. Wallet acts as a safe account and keeps the remaining balance of a trader safe from unexpected market movements, but yet readily available for transferring to a trading account.

8. How many wallets can I open?

You can open up to three Wallets with different currency. The available Wallet currencies are USD, GBP and EUR.

9. Me as a client, do I need to do anything?

You will need to login to the new link which will be provided to you via email and reset your password for your new Portal area. Furthermore, you will need to connect the MT4 on the new **ScopeMarkets-Live** Server.

10. Will I login with the same credentials?

Your email address and your trading account will remain the same. You will only need to reset your password for the Portal area. Trading account password will remain the same.

11. Will the new password be the same for portal and platform?

Portal password will be reset by you and this is a required step. The credentials on MT4 Platform will not change. If you wish to reset your MT4 platform password, you can do so from the new Portal area, where your Trading Accounts Summary will be. Should you need more help please contact Customer Service at customerservice@scopemarkets.com.

12. Do I need to reinstall the MetaTrader mob app?

Don't need to reinstall the app but you will need to connect to the new server:

1. Open MetaTrader application
2. Click on "Settings" -> New Account -> Login to an existing account
3. Select/look for **ScopeMarkets-Live** Server
4. Insert your credentials (trading account and password)

13. What about my equity?

The change of portal will not affect your funds, or anything related to your trading account and balance.

14. Will this change affect my open deals?

Open deals and/or pending orders will not be affected.

15. Do I need to resend my KYC documents?

All the documents already uploaded will be automatically transferred to the new portal. In case of expired or additional documents required, you will be informed via email.

16. Will you provide me with a Portal Area user manual? If yes, when?

A user manual was provided to you via email. Please check your emails and should you need further assistance please contact us at customerservice@scopemarkets.com.

17. What about my pending withdrawals?

Your pending withdrawals, if you have any, will be transferred automatically to the new portal

18. Will I be charged any fee for this?

No fee – zero cost

19. Will I be able to deposit/withdraw faster with this upgrade?

Timeframes for deposit/withdrawal will remain the same

20. Will I be able to transfer funds from my USD Trading account to my EUR account?

You will be able to make any transfer of funds between your wallets within the Portal area.

21. Will I have the possibility to open a Demo account?

Sure! You may open a Demo account from your new Portal area credited with 100,000 USD valid for 30 days.

22. Will there be any changes in the legal documentation and T&Cs?

In order to enhance the quality of the information we provide you with, to reflect updated trading conditions for new products launched or to be launched in the future, and to comply with applicable regulations, we have updated our Terms and Conditions and other legal documentation available in our website, which shall become effective on the date of the launch of the new Portal. Such legal documentation will be sent to you prior becoming effective and shall govern your future relationship with Scope Markets. Upon your first login, you will also be requested to accept the new version of the Terms and Conditions along with any other legal.

23. What do I need to be able to trade?

If trading is disabled for you, you need to complete all the Verification Steps and make sure the required KYC documents are uploaded and verified. Follow the steps below to complete the Verification steps via your Portal area.

1. Login to Portal Area, <https://secure.scopemarkets.com/en/signin/>
2. Choose to proceed with a deposit if you wish. If not click "Next" in the right bottom
3. Complete the missing Personal Information and click "Next"
4. Click on "Submit" to process your first deposit or click on "Deposit later"
5. Complete the missing Financial Information and click "Next"

6. Upload the required Documents to help us Verify your account and click 'Save'

For Proof of ID, we can accept:

- Coloured copy of your passport
- National ID/Driving License (Front and Back)
- *All Documents must be valid and not expired

For Proof of Residence, we can accept:

- A utility bill (e.g., Water, electricity, internet), a council tax bill dated within the last 12 months, a bank Statement, or any other documents we deem acceptable.
- *All documents must be dated within the last 3 months with the logo of the issuer, stating your name and showing your complete address

*In certain occasions we might request two proofs of identification (preferably the second proof to be a Bank reference letter for identification purposes. This will be available on your Portal.