

Documents for Validation

What supporting documents do I need to provide if I want to be your client?

- Proof of identity: a color copy of valid passport or other official identification document issued by authorities (e.g. driver's license, identity card, etc). The identification document must contain the client's full name, an issue or expiry date, the client's place and date of birth or tax identification number and the client's signature.
- Proof of address: a recent utility bill (e.g. electricity, gas, water, phone, oil, Internet and/or cable TV connection, bank account statement) dated within the last 3 months confirming your registered address.

Why do I need to submit my documents for account validation?

As a regulated company, we operate in accordance with a number of compliance-related issues and procedures imposed by our regulatory authority. These procedures involve the collection of adequate documentation from our clients with regards to KYC (Know Your Client).

Can I update my personal information?

If you wish to update your email address, please send an email to support@uagtrade.com from your registered email address.

If you wish to update your residential address, please send an email to support@uagtrade.com from your registered email address and upload the proof of residency (not older than 3 months) confirming that address.

Wallet & Trading Account

How can I open an account(wallet)?

Click sign up or register account, and fill in the form and upon completion you will receive an email with your login details that you can use to log in to our dashboard. Kindly note that it is a MUST for you to have an introducer to open an account with UAGTRADE. In case if you do not have one, please contact our live chat or send an email to support@uagtrade.com.

How can I start trading?

For your information, we use the wallet system. Once you successfully registered, it is actually for the wallet. In order to start trading, you need to fund in your wallet first, and then you can create real account. However, for demo account, no fund is needed to be deposited first. If you have already opened a trading account via your wallet, received your login details by email, submitted your identification documents for account validation, the next step is to download and install the trading platform.

What trading account types do you offer?

We offer the following trading account types:

PRO : spread as low as 0.3pips with 17 usd commission per lot

SUPREME : spread as low as 1.3 pips with no commission

ECN : spread as low as 0.3 pips with 5 usd comission

What is the minimum deposit/withdrawal for a trading account?

It is minimum is 100USD for initial deposit and 50USD for next subsequent deposit, while for withdrawal the minimum amount is 10USD.

Do you offer Islamic accounts?

Yes, we do. UAGTRADE offers swap-free account for clients who follows the Islamic faith.

How long can I use a demo account?

At UAGTRADE demo accounts do not have an expiry date, and so you can use them as long as you want. Demo accounts that have been inactive for longer than 90 days from the last login will be closed. However, you can open a new demo account at any time. There is no limit for demo account.

Is my money safe?

UAGTRADE ensures the safety of client funds and consumer protection as per the applicable laws and regulations. Thus, the measures that UAGTRADE undertakes include the following:

- Segregation of clients' funds

Clients' funds get transferred to the company's segregated client bank account with our liquidity provider. These funds are off balance sheet and cannot be used to pay creditors in the unlikely event of company insolvency. We maintain client and operational bank accounts with banking institutions of great repute.

- Supervision by the regulator

As a regulated broker, we are obliged to meet strict financial requirements. We are thus required by law to maintain sufficient liquid capital to cover clients' deposits, and any outstanding and operational costs. In addition, an external auditor conducts an annual audit of the company's financial statements.

What spreads do you offer?

We offer variable spreads that can be as low as 0.3 pip. We have no re-quoting; our clients are given directly the market price that our system receives from our liquidity provider.

What are your trading hours?

At UAGTRADE, currently we have a 5+1 daily candle week for all clients, as this is related to the data feed for pricing and GMT timing is depending to our liquidity provider. The 5 daily candle is per usual weekly candle from Monday to Friday, however we have 1 extra daily candle due to Sunday candle, containing 2-3 candle of H1 time-frame candle from 21:05 to 24:00 as our server time is GMT+0.

Do you allow news trading?

Yes, we allow news trading. You can trade using any system and EA including arbitrage and trade balance.

What leverage do you offer?

We provide leverages between 1:10,1:50,1:100 and 1:200. In order to request for change in leverage, whether increase or decrease in leverage, please email to support@uagtrade.com.

Do you does not allow certain method of trading?

No, we do not. We allow all type of trading, positional, swing, intraday, scalp, expert advisor, news trading, hedging, etc.

Do you have slippage?

Slippages hardly ever occur if you trade with us. In case of slippage occurs, it is either due to a delay between action and execution or due to lack of liquidity depth. At UAGTRADE, your orders are filled at the best available market price, which may be to your benefit.

Is there a dormant fee if I don't use my trading account?

No, but an account shall be deemed as dormant from the last day of the ninety days during which there has been no activity in the account. In case if you want to keep a certain trading account, please make sure at least 10USD is available in that trading account.

What is the maximum amount that I can trade online?

There is no maximum amount you can trade online, but there is a maximum number of 100 standard lots you can trade online at streaming prices for every accounts. If you want to deal in an amount bigger than your account type's maximum lots, you may break your trade into smaller sizes.

Why are rollover rates tripled on Wednesdays (Fridays*)?

When placing a trade in the market, the actual value date is two days forward, for instance, a deal done on Thursday is for value Monday, a deal done on Friday is for value Tuesday, and so on. On Wednesday, the rollover amount is tripled to compensate for the following weekend during which time rollover is not charged because trading is stopped at weekends. However kindly note that, for certain instruments the rollover rates is tripled on Fridays.

Can I change the base currency of my account?

No. the base currency that is available is only in USD currency.

Formula and Calculation Related

What is margin / margin level / free margin?

Margin is the required amount in the base currency of the trading account needed to open or maintain a position.

When trading forex, the required/used margin for a specific position = Number of Lots * Contract size / Leverage. Here the result is originally calculated in the first currency of the traded pair, and then converted into the base currency of your trading account, which will be numerically displayed on your MT4, or any other trading platform.

The margin requirement for gold and silver is calculated like this: Lots * Contract Size * Market Price / Leverage. The result will be in USD, which will be converted into the base currency of your trading account, in our case, it is only USD.

For index CFDs, the required margin is Lots * Contract Size * Opening Price * Margin Percentage. The result will be in USD, which will be converted into the base currency of your trading account, in our case, it is only USD.

Margin level is calculated with the formula $\text{Equity}/\text{Margin} * 100\%$.

Free margin is your equity minus margin. It means the available funds that you use for opening new positions, or for maintaining existing positions.

How can I calculate the margin?

Margin calculation formula for forex instruments is the following:

$(\text{Lots} * \text{contract size} / \text{leverage})$ where the result is always in the primary currency of the symbol.

For standard contract sizing accounts all forex instruments have a contract size of 100 000 units.

For instance, if the base currency for your trading account is USD, your leverage is 1:200 and you are trading 1 lot EURUSD, the margin will be calculated like this:

$(1 * 100\,000/200) = 500$ Euros

Euro is the primary currency of the symbol EURUSD, and because your account is USD, the system automatically converts the 500 EUROS to USD at the actual rate.

What is leverage? How does it work? Why is less money required for a higher leverage and is the risk higher?

Leverage is the multiplication of your balance. This allows you to open bigger trading positions since the margin required will be lowered according to the leverage you have chosen. Even though with leverage you can make a bigger profit, there is also a risk of having a bigger loss because the positions you open will be of higher volume (lot size).

Example:

Your trading capital is 10,000USD

The leverage chosen is 100:1

For a STANDARD trading account this means $100 * 10,000 = 1,000,000\text{USD}$

On EURUSD long position opening at 1.366, position closing at 1.366

The difference is 0.0300 pips thus $1,000,000 * 0.0300 = 30,000\text{USD}$ this is the profit you made.

How do you calculate swaps in currency pairs (in forex) and for gold/silver?

The swap formula for all forex instruments, including gold and silver, is the following:

lots * long or short positions * point size

Here is an example for EUR/USD:

Client base currency is USD

1 lot buy EUR/USD

Long = -3.69

Because it is a buy position, the system will take the swap rate for long position, which currently is -3.69

Point size = contract size of a symbol * minimum price fluctuation

EUR/USD point size = 100 000 * 0.00001 = 1

If we apply the given numbers in the formula, it will be $1 * (-3.69) * 1 = -3.69$ USD.

So for 1 lot buy EUR/USD, if the position is left overnight, the swap calculation for the client will be -3.69 USD.

Here is an example for gold:

Client base currency is USD

1 lot buy gold

Long = -2.15

Because it is a buy position, the system will take the long points, which currently is -2.15.

Point size = contract size of a symbol * minimum price fluctuation

Gold point size = 100 * 0.01 = 1

If we apply the given numbers in the formula, it will be $1 * (-2.15) * 1 = -2.15$ USD.

So for 1 lot buy gold, if the position is left overnight, the swap calculation for the client will be -2.15 USD.

The result of the swap calculation is always the secondary currency in a symbol, and the system converts it to the base currency of the trading account.

How to calculate 1 pip of profit or loss for Forex?

*Amount of Base Currency * Pips = Value in Quote Currency*

*Value of 1 pip in EUR/USD = 1 Lot (100 000 €) * 0.0001 = 10 USD*

*Value of 1 pip in USD/CHF = 1 Lot (100 000 \$) * 0.0001 = 10 CHF*

What is the profit or loss calculation for CFDs?

The profit calculation is as follows:

$(\text{Close Price} - \text{Open Price}) * \text{Lots} * \text{Contract Size}$

The lot size on every CFD differs.

Deposits/Withdrawals

What payment options do I have to deposit/withdraw money?

We offer direct bank transfer, and other payment methods such as Paypal, and BTC. As soon as you open a trading account, you can log in to the dashboard, setup your preference transfer method for deposit and withdrawal. Kindly note that in order to change the method, you need to send us a ticket or email via support@uagtrade.com.

In which currencies can I deposit money into my trading account?

You can only deposit money in USD, MYR, IDR, BHT, KHR, AED for direct bank transfer, any accepted currencies available for Paypal, and BTC. However, kindly note that every currency received will be converted and displayed in USD as our base currency for trading account is only in USD.

What is the minimum and maximum amount that I can deposit/withdraw?

The initial first time minimum deposit is 100USD, and the next subsequent deposit minimum amount is 50USD. Minimum withdrawal amount is 10 USD.

What is the withdrawal priority procedure?

In order to protect all parties against fraud and minimise the possibility of money laundering and/or terrorist financing, UAGTRADE will only process withdrawal/refunds back to the source of the original deposit according to the Withdrawal Priority Procedure below:

- Paypal withdrawals. Withdrawal requests submitted, regardless of the withdrawal method chosen, will be processed via this channel up to the total amount deposited by this method. For the excess amount (more than deposit), you can choose to either use Paypal or change method using direct bank transfer.
- Direct bank transfer withdrawals. Direct bank transfer withdrawals will be processed once all Paypal deposits have been completely refunded.
- Bitcoin wallet withdrawals. We only accept deposit using BTC, but we do not process withdrawal in BTC. For withdrawals of BTC, kindly note that we will process via direct bank transfer in currencies.

All withdrawal requests will be completed within 1-3 working days; however all withdrawal requests submitted will be instantly reflected in the clients' trading account as pending withdrawals. In case of changing method of withdrawals, kindly raise a ticket or send email to support@uagtrade.com.

Can I withdraw my money whenever I want?

In order to withdraw funds, your trading account must be validated. This means that first you need to upload your documents in our Members Area: Proof of Identity (ID, passport, driving license) and Proof of Residency (utility bill, telephone/Internet/TV bill or bank statement), which include your address and your name and can't be older than 3 months.

Once you receive confirmation from our Validation Department that your account has been validated, you can request the funds withdrawal by logging in to dashboard, selecting the Withdrawal option and sending us a withdrawal request. All withdrawals are processed by our within 3 days on business days except public holiday.

Can I withdraw my money if I have an open position?

Yes, you can, however kindly make sure and check your margin level is sufficient enough to sustain the open position, before request withdraw the money in trading account to wallet. This is to prevent any case of your account to reach stop-out level or margin call level due to your withdrawal.

How long does it take for funds to reach my bank account?

Kindly note that all withdrawals will be process within 1-3 working days upon approval, excluding public holidays. In case if the fund is still not reflected in your bank, it is usually caused by the fund is floating at your bank. In case of that happen, you need to contact your bank.

Are there any deposit/withdrawal fees?

We do not charge any fees for Paypal and BTC method deposit. However kindly note that there are charges implemented by Paypal(usually 5%) and BTC wallet, which is not related to us. For Direct Bank Transfer available currencies, it will be depending on the rate of exchange which we specified and display in dashboard area.

Can I transfer funds from my trading account to another client's trading account?

No, this is not possible. It is forbidden to transfer funds between different clients' accounts and involve any third parties.

Can I deposit to/withdraw from my friend's/relative's account?

As we are a regulated company, we do not accept deposits/withdrawals made by third parties. Your deposit can only be made from your own account, and the withdrawal has to go back to the source where the deposit was made.

Is it possible to transfer money from one trading account to another trading account?

Yes, this is possible. As we use the wallet system, so you can have up to 3 trading accounts at a time. You can use the MT4 to wallet options at the withdrawal section.

I used more than one deposit option, how can I withdraw now?

If one of your deposit methods has been a Direct Bank Transfer, you always need to request withdrawal up to the deposit amount, as a prior to any other withdrawal method. Only in case that amount deposited via Paypal is fully refunded back to source, you may select another withdrawal method, according to your other deposits.

Trading Platforms

What is the difference between demo and real accounts?

While all features and functions of a real account are also available for a demo account, you should keep in mind that simulation cannot replicate real trading market conditions. One relevant difference is that the volume executed through the simulation does not affect the market; while in real trading volumes have effect on the market, especially when the deal size is large. Moreover, users can have a very different psychological profile depending on whether they trade with demo or real accounts. This aspect may impact the evaluation performed with the demo account. We advise you to be cautious and avoid complacency about any conclusion that you may draw from using a demo account.

How can I view my trading history?

Open the terminal window by pressing Ctrl+T on your keyboard, and select the account history tab. Right click to enable the context menu, which will allow you to save your trading history as an .html file so that you can later view it when you log out of the trading platform.

Can I use robot/auto traders or expert advisors?

Yes, you can. All our trading platforms support the use of expert advisors.

How do I add an expert advisor?

To add an expert advisor (EA), first you need to open the MT4 Client Terminal, click on File on the top navigation menu, and click Open Data Folder in the drop-down menu. In the open Data Folder click on MQL4 and Experts. The Experts folder is where you can add the expert advisors (EAs). Paste the .mq4 or .ex4 EA file into the Experts folder. Once you are ready with this, restart the MT4 platform by closing it and then reopening it.

What do I do if the attached expert advisor does not trade?

First check if trading is allowed by going to Tools -> Options -> Experts tab -> Allow real trading. Then make sure that the expert advisor button on the main tool bar is pressed. You should be able to see a smiley face in the top right-hand corner of your chart which shows that you have activated your EA correctly. If everything is all right, but the EA still does not trade, see your log files via the experts tab in the terminal window (you should be able to see what error occurs). You can also email us for further assistance at support@uagtrade.com.

I can only see 9 pairs on my MT4. How can I see the rest?

Log in to your MT4 platform -> Market watch window -> right click -> Show all -> scroll down and you will be able to see all instruments available for trading.

Can I change the time zone in MetaTrader?

No, you can't. The time zone of our trading servers is always GMT+0 winter time and GMT+1 summer time. Since our pricing and timing is from our liquidity provider, thus the GMT time setting resulted to candlesticks on Sundays. So we have 5+1 daily candle for certain instruments.

I can't see the opening/closing price on my chart.

Every buy order is open at ASK price and closed at BID price, and every sell order is open at BID price and closed at ASK price. By default, you are only able to see the BID line on your chart. In order to see the ASK line, right click the particular chart -> Properties -> Common->and tick the show ask line.

Do you offer trading platforms for MAC?

Yes, we do. The MT4 trading platform is also available for MAC and can be downloaded from the MT4 for desktop section.

Features of UAGTRADE

Which are the features of UAGTRADE?

Trading on forex, precious metals, energies, and index CFDs is provided

- real-time Straight Through Processing and No Dealing Desk market execution
- options for client to diversify as retail trader, investor, fund manager, or affiliate
- proven fund manager for PAMM with more than 1 year trading record, as well as full listed CopyTrade manager
- no re-quotes and no rejection of order with tight spread as low as 0.3 pips
- with a minimum deposit as low as 100USD for first time deposit and 50USD for subsequent deposit
- option to open more than 1 account: 3 real accounts (including CopyTrade as manager or Follower), unlimited PAMM account as Fund Manager (upon T&C), no limitation for PAMM investor, and unlimited demo account.
- safe and direct deposits and withdrawals with no 3rd party working as Local Depositor allowed
- fast 1 working day for deposit processing and 1-3 working days for withdrawal processing
- professional educational content and weekly technical analysis as well as market news reporting