

## Frequently Asked Questions (FAQ) for Our Trading Platform

### General Information

Q: What is the brokerage fee for trading on your platform?

A: Our platform charges a brokerage fee of 10% on the profits made from your trades. This fee is deducted automatically from your account.

Q: What is the minimum starting capital required to begin trading?

A: The minimum starting capital required to begin trading on our platform is \$250. This amount allows you to access our full range of trading tools and services.

### Personal Broker

Q: Do I get assistance from a personal broker?

A: Yes, we provide every trader with a personal broker. Your personal broker is dedicated to helping you navigate the trading process, offering personalized advice and strategies tailored to your trading goals.

Q: How can my personal broker assist me?

A: Your personal broker can assist you with a variety of tasks, including:

- Providing market insights and analysis
- Suggesting trading strategies
- Offering risk management advice
- Helping you understand platform features and tools

### Support Services

Q: What kind of customer support do you offer? A: We offer 24/5 customer support, meaning our support team is available 24 hours a day, Monday through Friday. Our knowledgeable support staff is ready to help you with any questions or issues you may encounter.

Q: How can I contact customer support?

A: You can contact our customer support team via:

- Email: [support@greymaxltd.email](mailto:support@greymaxltd.email)
- Phone: +44 7451 277185
- Live chat on our platform

Our goal is to provide timely and effective assistance to ensure a smooth trading experience for all our users.

## Getting Started

Q: How do I create an account and start trading?

A: To create an account and start trading, follow these steps:

1. Visit our platform's registration page.
2. Fill out the registration form with your personal details.
3. Deposit the minimum starting capital of \$250 into your trading account.
4. Once your account is set up, you will be assigned a personal broker who will guide you through your first trades.

Q: What documents do I need to provide for account verification?

A: To verify your account, you will need to provide:

- A valid government-issued ID (passport, driver's license, or national ID card)
- Proof of address (utility bill, bank statement, or any official document with your address)

## Trading Features

Q: What types of assets can I trade on your platform? A: Our platform offers a wide range of tradable assets, including: -

Stocks - Forex (currency pairs) - Commodities - Indices - Cryptocurrencies Q: Do you offer any educational resources for traders? A: Yes, we provide a variety of educational resources to help you improve your trading skills. These include: -

Webinars and online courses - Trading tutorials and guides - Market analysis and reports - Interactive trading tools and

simulators Q: Are there any additional fees I should be aware of? A: Besides the 10% brokerage fee on profits, there are no hidden fees. However, it is important to review our full fee schedule for any potential charges related to deposits,

withdrawals, or specific trading activities.

## Profit Guarantees

Q: What profit guarantees do you offer for different account types? A: We offer the following profit guarantees based on your account type: - Basic Account: 15% profit guarantee - Bronze Account: 20% profit guarantee - Silver Account: 25% profit

guarantee - Gold Account: 25% profit guarantee - Platinum Account: 30% profit guarantee These profit guarantees are designed to ensure that you achieve a minimum return on your investments based on your chosen account type. If your

trading results do not meet these profit percentages, we will cover the difference. Our goal is to provide you with a reliable and profitable trading experience, regardless of market conditions. For more details on how these guarantees work, please

refer to our terms and conditions or contact your personal broker. If you have any other questions or need further assistance, please do not hesitate to contact our customer support team or your personal broker. We are here to help you

achieve your trading goals.



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