



Technical Issues Form

Risk Warning: Trading foreign exchange, commodity futures, options, precious metals and other over-the-counter or on-exchange products and Contracts for Difference (CFDs) carries a high level of risk and may not be suitable for all investors. Leverage creates additional risk and loss exposure. Before you decide to trade foreign exchange, carefully consider your investment objectives, experience level, and risk tolerance. You could lose some or all of your initial investment; do not invest money that you cannot afford to lose. Educate yourself on the risks associated with foreign exchange trading, and seek advice from an independent financial or tax Adviser if you have any questions.

Important Risk Disclosure: <https://www.capitalstreetfx.com/en/important-risk-disclosure/>

Capital Street Intermarkets Limited
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TECHNICAL ISSUES FORM

If you are experiencing technical issues with your trading platform.

Please complete this form and send it to your relationship manager/nearest office, or email it to techsupport@capitalstreetfx.com or fax it to +44-2038088970.

► PERSONAL INFORMATION

Capital Street Intermarkets Account number: _____
Full name: _____
Email address: _____
Phone number: _____

► PLEASE EXPLAIN THE PROBLEM YOU ARE EXPERIENCING, PROVIDING AS MUCH DETAIL AS POSSIBLE.

► PERSONAL INFORMATION

- 1) Are you trading from home, office, or a public place? _____
- 2) Which country are you trading from? _____
- 3) Are there any open trades that you would like to close? _____
- 4) What is your Operating System? (eg. Windows XP, Vista): _____
- 5) Which Trading Platform are you using ? _____
- 6) What device are you using to access your trading account? _____
- 7) Are you connected to the internet by cable or Wi-Fi? _____
- 8) Which Capital Street server are you connected to? _____
- 9) What Anti Virus software are you using? _____
- 10) Do you have more than one trading platform installed? (eg. from another broker) _____
- 11) Are you connected to more than one trading platform? (eg. from another broker) _____
- 12) Have you tried reinstalling the trading platform? _____

► ADDITIONAL INFORMATION OR COMMENTS:

Capital Street Intermarkets Client Signature: _____ Date: _____

Disclaimer - Some financial instruments can be leveraged products that can result in losses exceeding your deposit. They are not suitable for everyone so please ensure you fully understand the risks involved. The information contained in this document is not directed at residents of the United States of America or any other jurisdiction where trading or investing in such instruments is restricted or prohibited by local laws or regulations.

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