

TECHNICAL ISSUES FORM

If you are experiencing technical issues with your MT4 platform, please complete this form and email it to support@tadawulfx.com. Please provide as much information as possible to better assist us with your query.

➤ **PERSONAL INFORMATION**

Tadawul FX account number: _____
Full name: _____
Email address: _____
Phone number: _____

➤ **Please explain the problem you are experiencing, providing as much detail as possible.**

➤ **TECHNICAL QUESTIONS:**

- 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 version of MT4 are you currently using? (To check the version you are using, please go to your MT4 platform and choose **Help**→ **About**→ **Build Number**): _____
- 6) Are you using a desktop or a laptop? _____
- 7) Are you connected to the internet by cable or Wi-Fi? _____
- 8) Which Tadawul FX server are you connected to? (eg. FR GCC LIVE, GE GCC LIVE, GE SDC LIVE, FR LIVE, GE LIVE, DEMO, etc.) _____
- 9) What Anti Virus software are you using? _____
- 10) Do you have more than one MT4 platform installed? (eg. from another broker) _____
- 11) Are you connected to more than one MT4 platform? (eg. from another broker) _____
- 12) Have you tried reinstalling the MT4 platform? _____

➤ **Additional information or comments:**

Tadawul FX Client Signature: _____ **Date:** _____