Department: Customer Support

Full Name: xxxxxxxxx

Email: xxxxxxxxxxxxxxxxxxxx

Your Question: Dear support, I tried to open demo account on your webpage. On first account 68720, you realized 3 times the XAU/USD pending order, that I never opened via MT4 or Jforex platform. On second account 68961 your fees for 0,2 lot trade opened

Staff: Customer Service

10:28 Your Question: Dear support, I tried to open demo account on your webpage. On first account 68720, you realized 3 times the XAU/USD pending order, that I never opened via MT4 or Jforex platform. On second account 68961 your fees for 0,2 lot trade opened

10:28 Please wait, an operator will be with you shortly.

10:28 You are now chatting with Customer Service (Customer Service) - Customer Support

10:28 Customer Service: Hello,

10:30 Customer Service: The pending orders you talking about in account 68720 did you place them in jforex or MT4?

10:31 xxxxxx n second account 68961 your fees for 0,2 lot trade opened were 10 times for 5,57 USD. That´s 57,5 USD for 0,2 lot! I set two pending orders on AUD/JPY list night. The sellstop pending order ticket : 4911698 was not realized

10:31 xxxxxxx no I did not make ani pending orders on XAU/USD in MT4 or Jforex

10:31 xxxxxxx I think your bridge doesn´t work properly

10:32 xxxxxxx If your demo accounts doesn´t work, how can work your live accounts?

10:34 Customer Service: The fees did you get them from your Dukascopy statement?

10:34 xxxxxxx I did´t receive any statement from Dukascopy at all

10:34 Customer Service: And your account 68720 is there any orders open in the Jforex account connected to that account right now

10:35 xxxxxxx Yes now I see that opened trades on XAU/USD in Jforex and MT4 too, but I did not opened them

10:37 xxxxxxx I tried to made pending order on XAU/USD in Jforex before 2-3 days, but this order was not realized, so I closed Jforex, and yesterday I see, that my account will have margin call. Because, there are 3 opened trades

10:37 xxxxxxx And I did not opened them. Maybe it is that pending order, which Jforex did not realized, but why was realized 3-times?

10:41 Customer Service: yes it might be is there anything open in your jforex account under the position or order tab?

10:42 xxxxxxx you mean that account 68720? Yes, the XAU/USD 3 times like in MT4

10:53 xxxxxxx I restarted the Jforex platform, and Now I see two opened trades XAU/USD long 10 and EUR/USD long 0,001 mil

10:53 xxxxxxx but these trades are not on MT4

10:54 Customer Service: can you please close the trades in jforex

10:55 Customer Service: then i will close them in your MT4 account so your account will show the same thing on both sides

10:55 xxxxxxx https://demo-login.dukascopy.com/fo/rep ... 4a9dd9b2ac

10:55 xxxxxxx: closed

10:56 xxxxxxx I see one pending order on EUR/USD with executing status, but I can not close it

10:56 Customer Service: the order in jforex I can't close for you

10:58 Customer Service: I believe the xauusd got stuck in the same way in the jforex and that sent opening signals to the MT4 account

11:00 xxxxxxx but If it will be live acount, now I will lost 50 000 €, this is the serious problem

11:00 xxxxxxx And what about the swap 57,50 USD on 0,2 lot trade in account 68961?

11:01 xxxxxxx And non-realized pending order on the same account?

11:02 Customer Service: what's your balance in your jforex account? The Mt4 will synch the balance with your jforex account 22:00 gmt

11:04 xxxxxxx 1294,51 USD account 68720

11:04 Customer Service: The orders needs to be in both platforms to actually affect your funds,

11:05 xxxxxxx you can check it here : https://demo-login.dukascopy.com/fo/rep ... 4a9dd9b2ac

11:05 xxxxxxx So you are telling me, that if it will be live account, I will not loose that money?

11:05 xxxxxxx or?

11:06 Customer Service: It depends if the orders were open in the jforex account the money would be affected

11:09 xxxxxxx so if I want to trade live funds on MT4, and I will never ever used jforex. Will I have the problems like nonrealized orders, huge swaps, like on demo account 68961?

11:09 xxxxxxx Because this demo was not traded on Jforex, I only used MT4

11:09 Customer Service: When trading it's recommended to run both platforms side by side so you can see that orders open in Mt4 is also opened in jforex and the other way around

11:10 Customer Service: The t3 bridge is 2-way so when placing orders in the Mt4 they will be opened in the jforex account

11:11 Customer Service: and if you place orders in jforex they will be opened i Mt4

11:12 Customer Service: Why the swap has been charged 10 times we need to look into that

11:12 xxxxxxx I understand, but you not realized pending order, and your swap was 10 times bigger as usual, why?

11:22 Customer Service: We will investigate why you swap has been charged in such way.

11:24 xxxxxxx Will you investigate, why was not realized my pending order too?

11:25 Customer Service: Yes, and then we will contact you by email address xxxxxxxxxxxxxxxxxxxxxxxxxxx

11:27 xxxxxxx Thak you