

FAQ

Account related:

1. What is the minimum deposit for an account opening?

- 1'000 Euro for a Silver account
- 35'000 Euro for a Gold account
- 135'000 Euro for a Platinum account

2. Does RTFX charge any fees for an account opening or deposit?

No, RTFX does not charge fees for client deposits or withdrawals. However, banks may charge wire transfer fees. It is important to ask your bank what their applicable fees will be when initiating a wire transfer.

3. How can I withdraw my funds?

Clients may withdraw their funds by sending the completed and signed *“Withdrawal Request Form”* to our Back Office Department via email to backoffice@rtfx.com or via Fax to 00356 21 41 24 58.

The *“Withdrawal Request Form”* is found on the RTFX Trading Platform under the section *“My Documents”* or in the account under *“My documents”*.

Once our Back Office Department has received the request and performed all security checks, the client will receive the money by standard wire transfer to his/her bank account.

Withdrawals are normally processed within 48 hours.

4. Is there a minimum number of trades I have to place per month?

No, RTFX does not charge any inactivity fee nor penalize customers for their trading habits.

5. I forgot my password for my real money account. What shall I do?

In case you forget your password to access your FX trading account, kindly contact our Trading Desk. Your access is blocked after 3 unsuccessful entries.

6. I forgot my password for my Demo account. What shall I do?

Kindly use the *“Forgot password”* function on the Login page.

7. What does ECN mean?

Electronic Communication Network. ECN price is the tightest spread calculated on the basis of all bids and offers from RTFX's liquidity providers. ECN spreads will vary following the interbank market conditions.

8. What is the difference between ECN and Fixed spread?

A fixed spread means that the spread does not change. The ECN spread changes according to the market conditions, economic news and volatility, but offers better conditions during regular market.

9. What are the advantages of each?

ECN advantage:

- tighter during times when there is less volatility and movement in the market
- Fixed Spread advantage:
- during high volatility, the spread remains fixed and the customer knows exactly what price s/he is trading

10. Why would you choose one over the other?

It depends on your individual trading style. If you trade before and/or during news the fixed spread can be an advantage as you know exactly which spread will be applied, no matter how much volatility there is.

However, if your trading style is that you trade when there are no news and/or high volatility the ECN spread can provide you with a tighter spread than the fixed spread.

11. How can I change my trading settings on my real money account from Fixed Spread to ECN or vice versa?

To modify your trade settings from Fixed quotes to/from ECN quotes, you must send an email to back office at any time during the month, but not later than 1700CET one working day prior to the last working day of the month in order to have the amendments effected during the first working day of the subsequent month. Please ensure that you include your RF/RFC Number in the email.

12. How can I activate the trailing stop on my real money account?

In order to activate the trailing stop, kindly contact our Trading Desk via email, telephone or chat.

13. What is the leverage offered by RTFX?

1:100 = 100 times the Available Margin for the Major Currencies (*please refer to the full details in the Trading Conditions Table*).

14. Why does RTFX not offer a higher leverage?

Few competitors offer higher leverages but most regulators now refrain from doing so (the NFA in the US, for example, capped the leverage to 100x and the CFTC even proposed to introduce a reduction of the leverage to 10x in January 2010).

RTFX leverage is set to protect its customers against large losses while letting them participate in the Forex market even with a small deposit.

What differentiates RTFX, as you can see in the Trading Condition Table, is that the set leverage is an opening leverage. For example, with a 10K deposit, you can open a 1 million position. With most competitors, the first pip against your position would result in an automatic closing. With RTFX, you can maintain this position up to a margin erosion of 80%.

This means that RTFX will maintain your 1 million position open until your account balance reaches 2K. This is what we call the “*Last Treshold*”.

15. What documents are required to open a FX Trading account with RTFX?

In order to open a FX trading account with RTFX the following documentation is required:

- duly signed account opening request form
- copy of a valid passport for each account holder

- copy of a recent utility bill as proof of address (not older than 6 months)
- POA Agreement (if applicable)

Should you have any questions regarding account opening, please contact our sales team at sales@rtfx.com

16. Does RTFX allow scalping?

Yes

17. Which currencies can I use to place a deposit in my trading account?

You can open a trading account with RTFX in USD, EUR, GBP, CHF or JPY.

If you deposit funds into your account in a currency other than your base currency, the remitted funds will be converted into your base currency at the prevailing inter-bank price at the time.

You cannot maintain an account with two different currencies in deposit.

Forex related:

18. What is margin?

In financial trading, the word margin is used to describe a deposit used as collateral for taking positions in the market.

Trading with margin allows traders to open positions on credit, thus increasing the client's buying or selling power.

RTFX allows clients to use 100:1 leverage (thus requiring a 1% margin requirement). See our Trading Conditions Table for more details.

19. What is a Warning Threshold and Last Threshold?

As you can see in the Trading Condition Table, the Warning Threshold is set at 0.50% of your margin. For example, with a 10K deposit, you can open a 1 million position. You will be notified when your position has reduced your margin by 50% (meaning your account balance is 5K from 10k). This we call "Warning Threshold".

Similarly, the Trading Condition Table sets the Last Threshold at 0.20%. This means that RTFX will automatically close your 1 million position once your margin has been reduced to 20%. Conversely, your 1 million position will remain open until your account balance reaches 2K from 10K. This is what we call the "*Last Threshold*".

20. What are RTFX's trading hours?

Trading hours are from Sunday evening at 23:30hrs CET until Friday evening at 22:00hrs CET.

21. What happens to my positions if they are left open overnight?

Positions held overnight are automatically rolled over (swapped) to the next trading day. The result of carry for holding a position overnight can either increase or decrease the average price of your position, depending on 1) the currencies involved in the transaction 2) the direction of the position (long/short) 3) the interest rate differential between the currencies involved.

22. Is RTFX a market maker?

Yes. A market maker is a counterparty who provides prices directly to clients and is prepared to buy or sell at these rates.

23. What is the minimum transaction for RTFX accounts?

The minimum transaction is €10K for Silver accounts, €100K for Gold and €250K for Platinum.

24. What does DD mean?

DD means Dealing Desk.

25. What is an OCO order?

A *“one-cancels-the-other”* order is an order stipulating that if one part of the order is executed, then the other part is automatically cancelled.

26. What is a stop order?

A stop order is an order to buy or sell a currency pair when its price reaches a predefined price, limiting the investor's loss or locking one's profit. Orders are monitored by RTFX even if the client is not connected to its trading platform.

27. What is a limit order?

A limit order is an order to buy or sell a currency pair at a specified price. Orders are monitored by RTFX even if the client is not connected to its trading platform.

28. What is trading in single-step mode?

Trading in single step-mode means that a trader can execute a trade with one click, avoiding going through the Trade Ticket's step, thus speeding up the trading action. This mode can be set up through the platform when logged in. Under *'Setting'* select *'Single Step Mode'*, or otherwise use *'ALT + S'*, on your keyboard.

29. What is trading in lots mode?

Trading in lots mode is the same as trading with currency units, where 1 lot represents 100,000 currency units.

30. Are 'stop loss' orders guaranteed?

Order execution is guaranteed under normal market conditions but not guaranteed under hectic market conditions. Under hectic market conditions or when the order level falls within a price gap on the market opening, the order is executed at the best first quote available. Stop loss might then be executed at a level less profitable for the customer. Placing stop orders just before the publication of an important economic indicator might result in worse than expected executions.

RTFX related:

31. Is RTFX regulated?

Yes. RTFX is regulated by the MFSA (Malta Financial Service Authority) and MiFID (Markets in Financial Instruments Directive).

32. What is the MFSA?

The Malta Financial Services Authority is the single regulator for financial services activities in Malta. It regulates and supervises banks, credit and financial institutions, investment, trust and insurance business.

33. What is MiFID?

The Markets in Financial Instruments Directive is an EU law which provides a harmonized regulatory regime for investment services across the whole region. The main objectives of MiFID are to increase competition and consumer protection in financial services.

34. Who qualifies as a retail customer under MiFID?

A retail client is defined by MiFID as any client who is not a professional client or an eligible counterparty.

35. Who qualifies as a professional customer under MiFID?

Professional clients are defined as entities that are required to be authorized or regulated to operate in the financial markets or large undertakings meeting two of the following size requirements on a company basis, a) balance sheet total of €20,000,000 or more, b) net turnover of €40,000,000 or more, c) own funds €2,000,000 or more. Clients not satisfying two of the above criteria are, by default, retail clients.

36. What regulatory protection and guarantees do I have when trading with RTFX?

RTFX holds a broker/dealer license issued by the MFSA in March 2009. The MFSA was established by law in July 2002 and is the single regulator for financial services. The sector incorporates all financial activity including banking, investment and insurance.

RTFX Ltd is required to submit monthly reports to the MFSA to ensure full compliance with European norms in terms of capital adequacy ratios.

All client funds are segregated when not used by the clients for their trading activities. RTFX works together with UBS and HSBC, as depository banks.

In accordance with the European norms, and in order to maintain the reputation and integrity of the Maltese financial system, the MFSA adopts the same EU controls, particularly in the area of money laundering. RTFX, as a Maltese financial institution, is subject to Maltese law and all applicable regulations. Under the Maltese anti-money laundering act, which entered into force on 23 September 1994, all financial services entities must be supervised directly by the MFSA for the prevention of Money Laundering. RTFX is in compliance with this act, its regulations and controls.

Technical related:

37. What hardware do I require to operate the RTFX software?

The following hardware will be required in order to install the RTFX software:

- PC with Windows 2000, XP, Vista or Windows 7. Mac with OS X 10.5 or higher.
- Internet connection: 56 kbps modem, broadband highly recommended (DSL, cable, fiber)

- 1 GB or more highly recommended. Please follow the OS vendors recommendations.
- Screen resolution minimum of 1024x768
- 1GHz Pentium minimum, Core2 Duo recommended. Mac with G3 might be slow. Intel Mac recommended.
- Approximately 50MB of hard disk space
- Java Runtime 5 and higher. Java 6 instead of Java 5 recommended (<http://www.java.com>)

38. Error Message: "Login failed: Could not connect to server. Error Code 9."

Please click on the "Test my configuration" link that is underneath the Start RTFX Trader button. This compliance check must display two green lights, which prove that the correct version of java is installed and that a connection to our server can be established. If you have a red led, please go to the corresponding "Impossible to connect to our servers" section.

Check your Internet connection is up. Can you open a browser window, go to Google or Yahoo! and start a search? If not, get a working Internet connection.

If you are behind a firewall or if you installed an anti-virus software, they could deny access to the software. Configure your firewall or anti-virus to allow outgoing connections on port 443.

If you are connected through a proxy server which only allows HTTP data, you won't be able to connect. Ask your ISP for help in configuring the proxy.

Make sure no P2P software is open, as some can generate unexpected disconnections.

39. Error Message: "Login failed: Login or password incorrect. Error code 11"

You probably mistyped your login or password. Common errors include:

- Login and password are case-sensitive, for instance "demo01" instead of "DEMO01".
- Inverted login and password.
- Mixed similar characters like l (capital i) and 1 (one).
- Confusion between a login to demo servers or contest servers. Each is different.

40. Error message: "An error occurred while launching or executing"

This kind of error can either come from Internet Explorer cache or from the Java Webstart cache.

To empty Internet Explorer cache:

- Close all Internet Explorer windows
- Open a new Internet Explorer window
- Go to Tools Menu
- Internet Options
- General Tab
- Temporary Internet Files section -> Delete Files...

To empty the Java WebStart cache on Windows:

- Close all Internet Explorer windows and RTFX Platform
- Go to Start Menu -> run
- Type "javaws" (java 6 : "javaws -viewer") and click on OK
- A new window is displayed:
 - For Java version 5
 - Click on Edition -> Preferences
 - Click on General tab
 - Click on Button Delete Files and click on Button ok.

To empty the Java Webstart cache on Mac OS X:

- Start Java WebStart application (Applications Folder -> Utilities -> Java)
- Click on Java WebStart menu (upper left corner), then Preferences
- Below the General tab, click on the button to clean up temporary files.

41. What do I have to do if Java is not installed on my computer?

Download Java Setup and install it. [Download](#)

42. What do I have to do if my Java version is not suitable?

Download Java Setup and install it. [Download](#)

43. Display Problems in News and Graphs Windows

The configuration file saved on your computer may become corrupted and unreadable by the program, which generates display problem (blank windows). While we work to correct this, you can recover the default configuration by following these simple steps:

- go the Windows "Start" menu and choose "Run...", then copy and paste the following text in it: %HOMEPATH%\Realtimforex\pcrtfx\
- A Windows Explorer should open, which contains a folder with your RTFX username.
- Inside this folder, please delete the "client1.properties" file, as well as the "layout" folder. When restarting the application, your settings will be lost, but the application will work again.

Please do not hesitate to contact us if you encounter any problem.

44. I have a Macintosh computer. Can I use the RTFX Platform?

Our software runs on Mac OS X version 10.4 and above, or any version of Mac OS X 10.5 (Leopard) or 10.6 (Snow Leopard). Java is part of those versions of Mac OS X, and no additional software is necessary. Unfortunately there is no way to install an appropriate version of Java on prior Mac OS versions.

45. I still have a technical problem. What shall I do?

Please complete the [form](#) for our technical support team.