

Trade Investigation Application

If you have any issues regarding your trade, please complete this form. You may email your application to support-cn@decodefx.com and carbon copy to your account manager with Trade Investigation Application as the subject. Please specify the issues below with all the details you have, and attach a screenshot of the Journal from MT4 in your email. We would figure it out for you as soon as possible.

Account Information

Name

MT4 Account Number

Email Address

Issue Details

Time & Date On MT4

Product Symbol

Order ID

Details of Issues