



CLIENT PORTAL

User Manual

CLIENT PORTAL GUIDE

www.tier1fx.com



Table of Contents

INTRODUCTION	2
DASHBOARD	3
MY ACCOUNTS	4
TRANSFERS	6
A. Landing Accounts	6
B. Deposit Funds.....	6
C. Withdraw Funds.....	8
D. Internal Transfers	9
1. Same Currency Transfers.....	9
2. Transfers between accounts of different currencies.	9
DOCUMENTS	10
PROFILE	11
Email Notification Preferences:	11

INTRODUCTION



Welcome to your Tier1FX Client Portal!

Your one-stop accounts & funds management tool, Client Portal is a valuable part of your overall Tier1FX experience.

Intuitive and smart interface, interactive dashboard and comprehensive reporting tools allow you to manage your profile and accounts in an easy and efficient way.

The following pages introduce the portal's main functionalities, divided by its main sections:

- Dashboard
- My Accounts
- Transfers
- Documents
- Profile

While we hope you find the information below useful, please feel free to contact us for further details or assistance:



support@tier1fx.com



[LIVE CHAT](#)



+356 2327 3000



DASHBOARD

This is your quick reference to the latest activity and status of our accounts.

TIER1FX
Test - Jane Test - Smith | EXIT

DASHBOARD
MY ACCOUNTS
TRANSFERS
DOCUMENTS
PROFILE

Account Overview

Account Number	Equity	Daily
EUR		
200-001-0010009	0.00	0%
200-002-0010009	1.00	0%
200-003-0010009	0.00	N/A

Recent Activity

Date/Time	Activity Details
15/07/2015 09:55:25	1.00 EUR has been transferred from account 200-000-0010009 to 200-002-0010009.
15/07/2015 09:54:39	1.00 EUR is pending transfer from account 200-000-0010009 to 200-002-0010009.
08/07/2015 16:46:39	A new USD landing account 100-000-0010009 has been successfully created.
08/07/2015 16:39:59	You have denied the request to create a new USD landing account
07/07/2015 10:12:34	Transaction ID 28972 Incoming Funds for the amount of 10.00 has been canceled.

Percentage Change

As Of: 17/07/2015

Market Hours

Market	Open	Close	GMT
London	08:00	16:00	GMT
New York	13:00	21:00	GMT
Sydney	21:00	05:00	GMT
Tokyo	23:00	07:00	GMT

Quick Reports

Report Type:

Account:

Date Range: to

[Run Report](#)

Market News

Time	Currency	Details	Impact
17/07/2015 00:00:00	AUD	CB Leading Index m/m	
17/07/2015 12:30:00	USD	Building Permits	
17/07/2015 12:30:00	USD	Housing Starts	
17/07/2015 12:30:00	USD	Core CPI m/m	
17/07/2015 12:30:00	USD	CPI m/m	
17/07/2015 12:30:00	CAD	Core CPI m/m	
17/07/2015 12:30:00	CAD	CPI m/m	
17/07/2015 14:00:00	USD	Dollar Index Consumer Sentiment	

Broker Promo

Account Overview: Lists all your accounts, their equity and the daily PL in percentage.

Recent Activity: Shows all recent activity on your Client Profile. Here you can find updates on the status of your requests, deposits, withdrawals etc.

Quick Reports: Offers quick access to trading and transactions reports on your accounts.

Trading Tools: Market Hours and Market News.

MY ACCOUNTS



Here you can see all your Landing, Trading and Managed accounts, separate by currency:

TIER1FX Test - Jane Test - Smith EXIT

DASHBOARD **MY ACCOUNTS** TRANSFERS DOCUMENTS PROFILE

My Accounts : Account List Account List EUR, GBP, USD Create New LANDING ACCOUNT

€ 200-000-0010009 EUR Landing Account Balance: 0.00

Type	Account ^	Balance	Floating P/L	Equity	Daily	
	200-001-0010009 Managed Account		0.00	0.00	0.00	0
	200-002-0010009 Trading Account		1.00	0.00	1.00	0
	200-003-0010009 Managed Account		0.00	0.00	0.00	N/A

[Add EUR Account](#)

£ 300-000-0010009 GBP Landing Account Balance: 0.72

Type	Account ^	Balance	Floating P/L	Equity	Daily
------	-----------	---------	--------------	--------	-------

[Add GBP Account](#)

\$ 100-000-0010009 USD Landing Account Balance: 0.00

Type	Account ^	Balance	Floating P/L	Equity	Daily
------	-----------	---------	--------------	--------	-------

[Add USD Account](#)

- You can also request new accounts by clicking the Add button under each currency.
- To add an account in a currency that is not already available, click Create New Landing Account in the right-hand side menu.
- To view details of each account, simply click on the account number, highlighted in blue.



Tip: The amount in Green shows the balance of your Landing Account(s). The amount under the Balance column shows the balance of each of your trading and managed accounts.

Note: The Client Portal account number is not the same as your MT4 account number. To view the MT4 login, associated with a Client Portal account, simply click the number highlighted in blue.

Tip: Your Client Portal **account number gives you details about your account:**

- The first 3 digits indicate the currency: USD accounts start with 100-, EUR accounts – with 200-, GBP – with 300- etc.
- The middle section shows the order in which the accounts were opened; 000 always indicates a Landing Account, as it is always the first one to be opened in that currency.
- The last 7 digits are your unique Tier1FX registration number, they are the same for all your accounts.

Tip: You can **nickname each of your accounts** for easy reference. In order to rename an account, click on it in order to display it and click [Rename Account](#).

Account Name	Balance	Credit	Floating P/L
[account name] Rename Account	0.00	0.00	0.00



TRANSFERS

Fund Transactions

A. Landing Accounts

All deposits and withdrawals are processed through your Landing Account (a.k.a. “wallet” account):

a. When you **deposit funds**, they will be credited to your Landing Account and from there you can distribute them to your Trading and/or Managed Account(s) via the Internal Transfers tab on Client Portal;

b. When you wish to **withdraw funds**, simply transfer the desired amount from your Trading/Managed Account(s) and submit a withdrawal request from the Withdraw Funds tab.

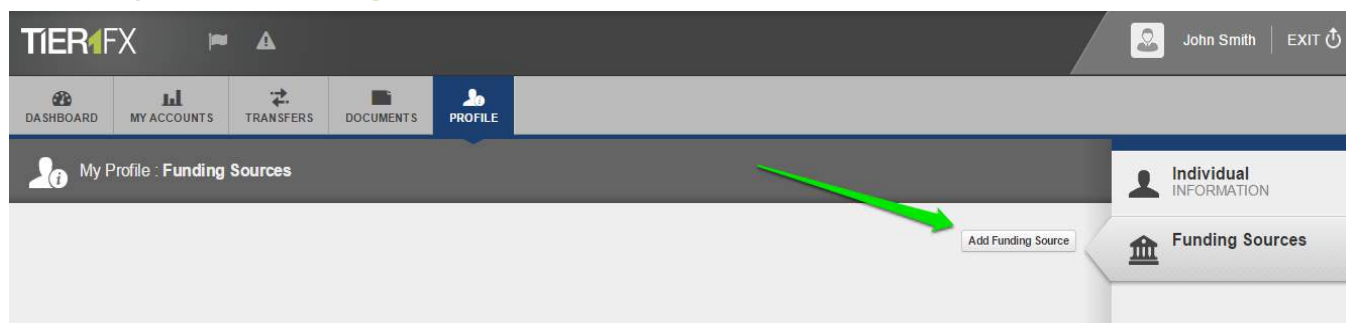
c. You have **one Landing Account per currency**, i.e. if you have a USD and EUR trading accounts, you will have one Landing Account in USD and one in EUR.

d. Trading Accounts are **not enabled for trading**.

✓ **Tip:** Landing Accounts are a great risk management tool. They allow you to keep your funds safe and secure at hand, and transfer only as much as you are willing to risk into your trading account(s).

B. Deposit Funds

➤ **Step 1:** “Add Funding Source” in the “Profile” section of Client Portal.



💡 **Tip:** Once the source is added, you will be able to choose it when making a deposit or withdrawal. This way you do not need to enter all details every time you wish to deposit or withdraw funds.

E.g. Adding your *Bank Account* as Funding Source:

Funding Sources *Required Fields

Source Name *	Source Type *	
<input type="text" value="My Bank Account"/>	<input type="text" value="Bank Account"/>	
BANK INFORMATION		
Bank Name *	Account Number*	Beneficiary Name
<input type="text"/>	<input type="text"/>	<input type="text"/>
Bic Number/SWIFT Code*	Receiving Bank Information	
<input type="text"/>	<input type="text" value="IBAN (EU)"/>	
Bank Address *		
<input type="text"/>		
<input type="text"/>		
City *	Country *	Postal Code
<input type="text"/>	<input type="text" value="Malta"/>	<input type="text"/>
<input checked="" type="checkbox"/> This bank requires an intermediary		
Intermediary Bank Name *	Country *	Bic Number/SWIFT Code *
<input type="text"/>	<input type="text" value="Malta"/>	<input type="text"/>
<input type="button" value="Cancel"/>		<input type="button" value="Add Source"/>

You can add an unlimited number of Funding Sources (e.g. you can add several bank accounts, a Neteller account, card etc.)

➤ Step 2: Deposit Funds

Once a funding source has been added, navigate to **Transfers** section. Here you can deposit, withdraw and transfer funds between your accounts. Click the **Fund Account** tab in order to process a deposit:

“*From Account*” – you can choose between all Funding Sources you have added;

“*To Account*” – you can choose the Landing Account in the currency you wish to deposit;

“*Broker Receiving Account*” – depending on the currency of the landing account you have selected, system will display the available options – in the case of bank wire for example, you will be able to choose between our two banks – HSBC Bank Plc and Dukascopy Bank SA.

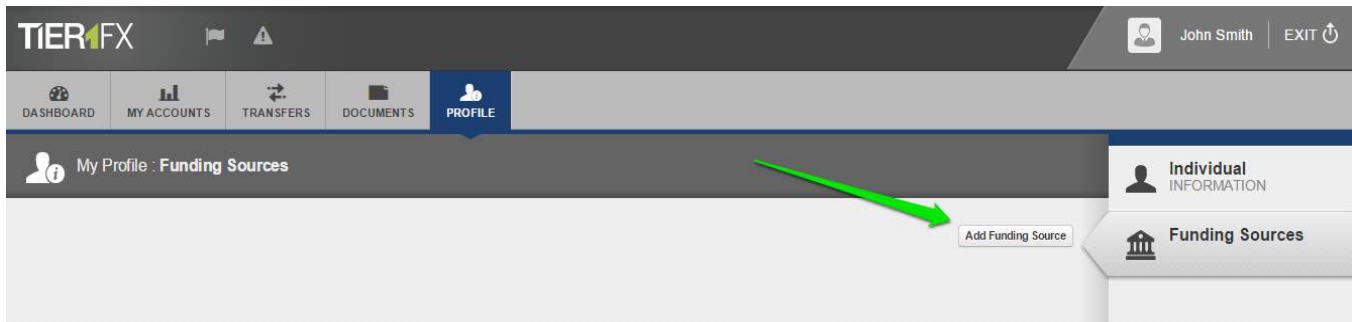
When you click “**Submit**”, you will receive an email with funding instructions, in the case of bank wire. In the case of Neteller or card deposits, funds will be instantly credited to your **Landing Account**.

➤ Step 3: Transfer the funds from your Landing Account to your Trading Account(s):

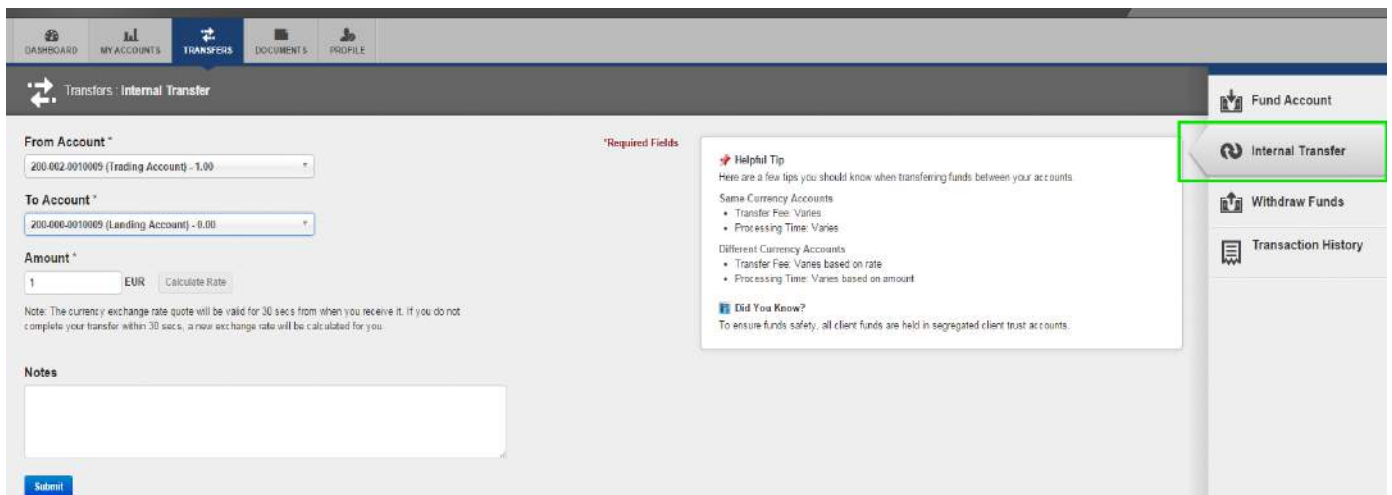
Once funds are credited to your Landing Account, you can transfer them to your trading/managed account(s). You can do so in the “**Internal Transfers**” tab under the Transfers section.

C. Withdraw Funds

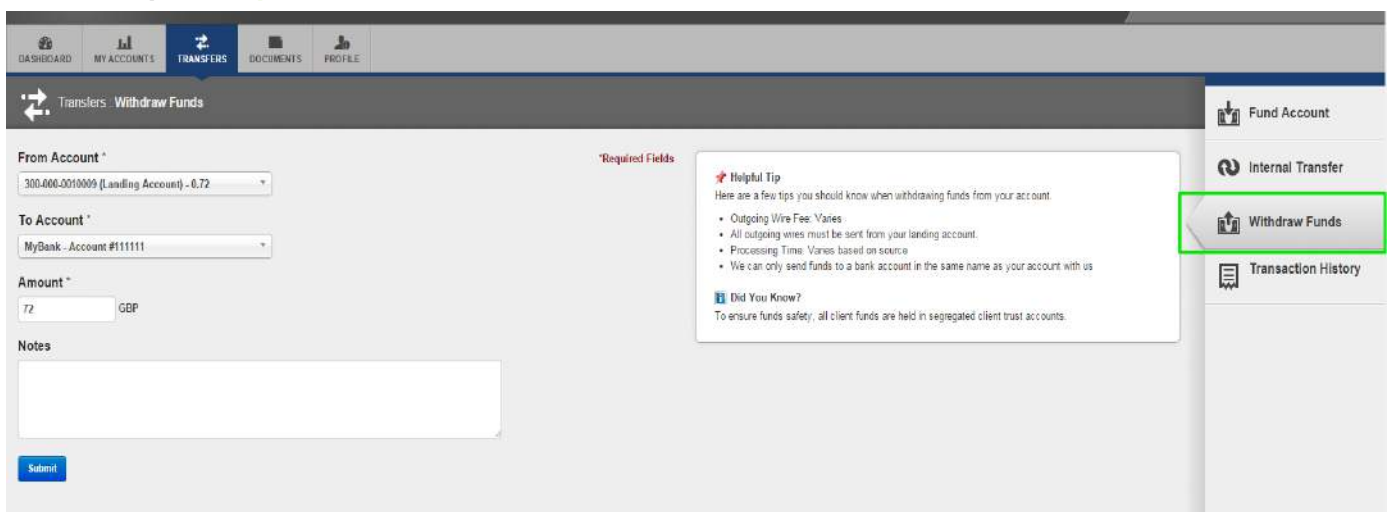
- **Step 1: Add a Funding Source**, as per [Step 1](#) above.
 - ✓ **Tip:** Skip this step if you have already a funding source to fund your account.



- **Step 2: Transfer the amount you wish to withdraw from your Trading/Managed Account to your Landing Account** from the **Internal Transfer** tab in Transfers section:



- **Step 3: Request a withdrawal** from the **Withdraw Funds** tab in Transfers section.



D. Internal Transfers

1. Same Currency Transfers

The screenshot shows the 'Internal Transfer' form in a web application. The navigation bar includes 'DASHBOARD', 'MY ACCOUNTS', 'TRANSFERS', 'DOCUMENTS', and 'PROFILE'. The main header indicates 'Transfers : Internal Transfer'. On the right, a sidebar menu has 'Fund Account', 'Internal Transfer' (highlighted with a green box), 'Withdraw Funds', and 'Transaction History'. The form fields are: 'From Account *' (200-001-0010009 (Managed Account) - 0.00), 'To Account *' (200-002-0010009 (Trading Account) - 1.00), and 'Amount *' (1 EUR). A 'Calculate Rate' button shows '0 second(s)'. A note states: 'Note: The currency exchange rate quote will be valid for 30 secs from when you receive it. If you do not complete your transfer within 30 secs, a new exchange rate will be calculated for you.' A 'Submit' button is at the bottom left. A 'Helpful Tip' box on the right provides information about transfer fees and processing times for same and different currency accounts.

2. Transfers between accounts of different currencies.

The screenshot shows the 'Internal Transfer' form for transfers between different currencies. The navigation bar is the same as in the previous screenshot. The main header indicates 'Transfers : Internal Transfer'. The form fields are: 'From Account *' (200-001-0010009 (Managed Account) - 0.00), 'To Account *' (100-000-0010009 (Landing Account) - 0.00), and 'Amount *' (1 EUR). A 'Calculate Rate' button shows '19 second(s)'. A note states: 'Note: The currency exchange rate quote will be valid for 30 secs from when you receive it. If you do not complete your transfer within 30 secs, a new exchange rate will be calculated for you.' Below the note, it says 'This equates to: 1.08 USD'. A box displays the 'Exchange Rate: 1 EUR = 1.07840 USD' and '1 USD = 0.9273 EUR'. There is a checkbox labeled 'Accept this exchange rate and continue *'. A 'Notes' text area is at the bottom, and a 'Submit' button is at the bottom left.

Enter the Amount in the currency of the “From Account” and click *Calculate Rate*.

You can accept the given rate by clicking “*Accept this exchange rate and continue*” and hit *Submit*.

Note: The transfer between different currencies is processed manually within accounting department working hours (9am – 5.30pm Malta time). For this reason the quoted exchange rate may differ from the actual rate at which the transfer is completed.



DOCUMENTS

This section stores the ID and Proof of Residence documents, which you have provided us with upon registration.

The screenshot shows a web application interface for document management. At the top, there is a navigation bar with tabs for DASHBOARD, MY ACCOUNTS, TRANSFERS, DOCUMENTS (which is active), and PROFILE. Below the navigation bar, a breadcrumb trail reads 'Documents : My Documents'. The main content area is titled 'My Documents' and contains a table with the following data:

Documents	Status	Actions
Personal Identification	Approved	
Proof of Residence	Approved	

On the right side of the interface, there is a sidebar with two sections: 'My Documents' (indicated by a folder icon) and 'Broker Forms' (indicated by a document icon).

Under Broker Forms section you can find some useful forms, such as this manual, Broker-to-Broker transfer form and others. The list of documents under this section may change periodically.

PROFILE



Here you can personalize your Tier1FX Client Profile and manage your [Funding Sources](#)

TIER1FX | Test - Jane Test - Smith | EXIT

DASHBOARD | MY ACCOUNTS | TRANSFERS | DOCUMENTS | **PROFILE**

My Profile: Individual Information

Individual INFORMATION

Funding Sources

Personal Information [Edit](#)

	Title Mr.	First Name Test - Jane	Middle Name	Last Name Test - Smith
	Date of Birth 01/02/1990		Gender Female	
	Citizenship United Kingdom		ID Information Drivers License: 124213	
	Country of Residence United Kingdom		Language English	Speaks English No
	Employment Status Self-Employed		Industry Finance	Occupation Trader
Account Number 0010009		Phone ID 1234	Password <input type="button" value="Change Password"/>	

Contact Information [Edit](#)

Residential Address 123 Main Street			
City London	Country United Kingdom		Postal Code 1234
Time At Current Address 8 years, 0 months			
Previous Address			
City	Country United Kingdom		Postal Code
Telephone Number 44-236636	Mobile Number 44-264236236		
Email Address yana@tier1fx.com	Alternate Email		

Email Notification Preferences

Email Type	Receive	Do Not Receive
Marketing Emails	<input checked="" type="radio"/>	<input type="radio"/>
System Emails	<input checked="" type="radio"/>	<input type="radio"/>

Email Notification Preferences: You can choose to not receive Marketing and System emails from us in the Email Notification Preferences.

Note: We recommend that you choose to Receive System Emails, as they may contain important information about your account and funds.