



CAPITAL  
STREETFX

# TECHNICAL ISSUES FORM

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[support@capitalstreetfx.com](mailto:support@capitalstreetfx.com)

## TECHNICAL ISSUES FORM

If you are experiencing technical issues with your trading platform.

Please complete this form and send it to your relationship manager/nearest office, or email it to [techsupport@capitalstreetfx.com](mailto:techsupport@capitalstreetfx.com) or fax it to +44-2038088970.

### ► PERSONAL INFORMATION

Capital Street Intermarkets Account number: \_\_\_\_\_

Full name: \_\_\_\_\_

Email address: \_\_\_\_\_

Phone number: \_\_\_\_\_

### ► PLEASE EXPLAIN THE PROBLEM YOU ARE EXPERIENCING, PROVIDING AS MUCH DETAIL AS POSSIBLE.

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### ► PERSONAL INFORMATION

- 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 Trading Platform are you using ? \_\_\_\_\_
- 6) What device are you using to access your trading account? \_\_\_\_\_
- 7) Are you connected to the internet by cable or Wi-Fi? \_\_\_\_\_
- 8) Which Capital Street server are you connected to? \_\_\_\_\_
- 9) What Anti Virus software are you using? \_\_\_\_\_
- 10) Do you have more than one trading platform installed? (eg. from another broker) \_\_\_\_\_
- 11) Are you connected to more than one trading platform? (eg. from another broker) \_\_\_\_\_
- 12) Have you tried reinstalling the trading platform? \_\_\_\_\_

### ► ADDITIONAL INFORMATION OR COMMENTS:

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Capital Street Intermarkets Client Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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