SEDOFX

CLIENT HELP CENTRE

Trading questions, answered clearly.

A complete searchable reference for SedoFX clients — from opening an account and accessing platforms to funding, verification, Copy Trading, Money Manager services, IB and risk.

SEARCH ANY QUESTION

Use Ctrl+F / Cmd+F in your PDF viewer to find a question, keyword or topic instantly.

For current, account-specific conditions, always refer to the information shown in your SedoFX client area and current website.

Browse the Help Centre

Choose a topic below, or search the PDF for any keyword. The complete client Q&A; library follows.

Trading leveraged products involves risk. This guide does not promise profits or guarantee execution, pricing, spreads, leverage, liquidity or payment availability.

General & Getting Started

10 client questions and answers

QUESTION

What is SedoFX?

SedoFX is an international trading platform operated under the SedoFX brand by SEDO CAPITAL LTD. The website presents access to global markets through a modern trading environment covering Forex, precious metals, commodities, indices and digital assets.

QUESTION

What markets can I trade with SedoFX?

You can access Forex, Gold & Precious Metals, Commodities, Indices and Digital Assets, including major, minor and exotic currency pairs, precious metals, energy products, global indices and cryptocurrencies, subject to the account and instrument availability.

QUESTION

Who can open a SedoFX account?

The service is not available in certain jurisdictions, including the United States, Canada and jurisdictions subject to applicable international sanctions or restrictions. Clients are responsible for ensuring that their use of the service complies with the laws applicable to them.

QUESTION

How do I open a live account?

Use the Open Live Account option on the SedoFX website and complete the registration process. The website describes the onboarding flow as: create your account, complete verification, then explore the available markets and trading environment.

QUESTION

Is a demo account available?

The SedoFX platform page provides a Demo Account option. A demo account is intended for practice and familiarisation with the platform before using a live trading account.

QUESTION

Do I need to complete verification?

Yes. KYC verification is required before you can access full account features such as deposits, withdrawals and account management.

QUESTION

How long does KYC verification take?

Account verification can be completed in a few minutes in straightforward cases and may take up to a maximum of 48 hours when additional review is required.

QUESTION

What documents may be required for KYC?

You may be asked for a valid identity document, such as a passport, national ID or driving licence, and proof of address, such as a utility bill or bank statement. Documents should be clear, valid and not expired.

QUESTION

What should I do if my verification is delayed?

First check that the submitted documents are clear, valid and complete. If the review remains pending beyond the normal stated timeframe, contact SedoFX support or your account manager for assistance.

QUESTION

Where can I get help?

The SedoFX website lists client support and provides support@sedofx.com as a contact email. Use the official client-support channels for account, funding, verification or platform issues.

Popular Questions Before You Trade

15 client questions and answers

QUESTION

How do I choose between Standard, Pro and VIP?

Choose the account that matches your trading needs and available capital. Standard has a $100 initial minimum and is positioned as the straightforward option; Pro has a $1,000 minimum and is positioned for active traders; VIP has a $20,000 minimum and is designed for high-volume traders.

QUESTION

Is the $100 Standard minimum the same as the $25 minimum deposit?

No. $100 is the minimum initial deposit for the Standard account. The platform also allows deposits from $25, so after the Standard account has met its $100 initial requirement, additional deposits can be made in amounts of $25 or more.

QUESTION

Can I make a $25 additional deposit into my Standard account?

Yes. Once your Standard account has received the required initial $100 deposit, you can make an additional deposit of $25 or more.

QUESTION

How quickly can my account be verified?

Verification can be completed within a few minutes in straightforward cases and may take up to 48 hours when additional review is required.

QUESTION

What happens if my verification documents are unclear or expired?

The documents may not be approved. Upload clear, valid and unexpired documents that match your account information. If additional information is requested, provide it through your SedoFX account or contact support.

QUESTION

Can I start with a demo account before trading live?

Yes. SedoFX provides a Demo Account option so you can familiarise yourself with the trading platform and practice before using a live account.

QUESTION

Can I trade Gold with SedoFX?

Yes. Gold and other precious metals are among the markets available through SedoFX, subject to the instrument and account availability shown in the trading platform.

QUESTION

What happens to spreads during major economic news?

Spreads can widen during major economic news releases because volatility and market liquidity can change rapidly. Traders should account for this when planning entries, exits and stop levels.

QUESTION

What should I check before opening a leveraged trade?

Check the position size, required margin, available free margin, leverage, spread, market volatility and your maximum acceptable loss. Higher leverage increases the speed at which both gains and losses can occur.

QUESTION

What happens when my margin reaches the stop-out level?

At a 20% stop-out level, the system begins automatically closing open positions, starting with the most unprofitable positions.

QUESTION

Can I share my trading performance without giving someone trading access?

Yes. Investor Access provides read-only access so another person can view trading activity without being able to open, close or modify trades.

QUESTION

Can I stop copying a manager whenever I want?

Yes. You can stop copying a manager through the Copied Managers section of the SedoFX platform.

QUESTION

Can I become both a trader and an IB?

SedoFX provides both trading and IB functionality. IB participation requires an approved IB application. If you want to use both services, contact your Account Manager to confirm the applicable setup for your account.

QUESTION

Where should I look first if I cannot find an answer?

Start with the SedoFX Help Centre/FAQ and the relevant account, trading, funding or platform section. If the answer is not available, contact SedoFX support at support@sedofx.com.

QUESTION

Are trading profits guaranteed?

No. There is no guarantee of profit in leveraged trading, Copy Trading or Money Manager strategies. All trading involves risk and past performance does not guarantee future results.

Accounts, Pricing & Trading Conditions

26 client questions and answers

QUESTION

What trading accounts are available?

SedoFX offers Standard, Pro and VIP account tiers. Standard is designed as a straightforward trading account, Pro is positioned for active traders seeking tighter conditions, and VIP is designed for high-volume traders requiring premium conditions.

QUESTION

What is the minimum deposit for the Standard account?

The current SedoFX account page lists a $100 minimum deposit for Standard, with spreads from 0.3 pips, $0 commission and maximum leverage of 1:500. Always confirm the current requirement in the client portal before funding.

QUESTION

What is the minimum deposit for the Pro account?

The current SedoFX account page lists a $1,000 minimum deposit for Pro, spreads from 0.0 pips, a $3.50-per-lot commission and maximum leverage of 1:500.

QUESTION

What is the minimum deposit for the VIP account?

The minimum deposit for the VIP account is $20,000.

QUESTION

Are spreads fixed or variable?

SedoFX uses variable (floating) spreads that can change with real-time market conditions and available liquidity. Raw spreads can start from 0.0 pips on selected major FX pairs, depending on account and market conditions.

QUESTION

Can spreads widen?

Yes. Spreads can widen during periods of high volatility, lower liquidity and major economic news releases.

QUESTION

What is the minimum lot size?

The minimum trade size is 0.01 lots, allowing traders to use smaller position sizes and manage exposure more precisely.

QUESTION

What leverage does SedoFX offer?

SedoFX offers leverage up to 1:500, subject to the account, instrument and applicable jurisdiction. Higher leverage increases both potential gains and potential losses.

QUESTION

Does SedoFX support scalping?

Yes. Scalping is supported, subject to the applicable execution policies and Terms & Conditions.

QUESTION

Does SedoFX allow hedging?

Yes. Hedging is allowed, including holding positions in opposite directions on the same instrument.

QUESTION

What is the margin call level?

The margin call level is 20%. When your account reaches this level, you should consider reducing exposure or adding funds to restore a safer margin position.

QUESTION

What is the stop-out level?

The stop-out level is 20%. When the account reaches the stop-out level, the system begins automatically closing open positions, starting with the most unprofitable positions.

QUESTION

Does SedoFX provide negative balance protection?

Yes. SedoFX provides negative balance protection. In extreme market conditions, if an account balance falls below zero, it is automatically reset to zero.

QUESTION

What are the trading hours?

The current trading-conditions page states 24/5 trading across global sessions. Digital assets are separately presented as available for 24/7 trading.

QUESTION

What affects trading execution?

Execution can be affected by market liquidity, volatility, spreads, connectivity and available liquidity. The website describes ultra-low-latency infrastructure and deep liquidity, while the risk disclosure warns that under certain market conditions requested prices may not be executable.

QUESTION

Can I hold positions overnight?

The current trading-conditions page describes overnight margin conditions. Exact financing/swap costs and instrument-specific rules should be checked in the trading platform or current instrument specifications before holding a position overnight.

QUESTION

What is slippage?

Slippage is the difference between the requested price and the price at which an order is executed. The SedoFX risk disclosure notes that volatility and reduced liquidity can produce price gaps or slippage.

QUESTION

Are trading costs the same for every account?

No. The current account pages show different spreads, commissions and leverage by account tier. Traders should compare the full cost structure—not only the headline spread—before selecting an account.

QUESTION

What is the difference between Standard, Pro and VIP accounts?

The account tiers differ in minimum funding requirements and trading conditions. Standard is the entry account, Pro is positioned for active traders, and VIP is designed for higher-volume traders. Review the current account comparison before choosing.

QUESTION

What is a pip?

A pip is a standardised unit used to express price movement in many currency pairs. Pip value depends on the instrument, trade size and quoted currency.

QUESTION

What is a lot in Forex trading?

A lot is a standard unit used to measure trading position size. Your platform shows the available trade-size increments and the applicable minimum for each instrument.

QUESTION

What is free margin?

Free margin is the portion of your account equity that is not currently committed as margin for open positions. It changes as positions and market prices change.

QUESTION

What is margin level?

Margin level is a measure of account equity relative to used margin. It helps indicate the available capacity supporting open positions.

QUESTION

What is a Stop Loss?

A Stop Loss is an order instruction designed to close a position when the market reaches a specified price level. Execution can be affected by market conditions and gaps.

QUESTION

What is a Take Profit order?

A Take Profit is an order instruction designed to close a position when the market reaches a specified target price. Execution remains subject to market conditions.

QUESTION

Can market conditions affect my requested entry price?

Yes. In fast-moving or low-liquidity markets, the price available when an order is executed can differ from the requested price. This is one reason slippage can occur.

Platforms & Account Access

14 client questions and answers

QUESTION

Which trading platforms does SedoFX provide?

SedoFX provides web, desktop and mobile trading access, with dedicated guides for desktop installation and iOS/Android access.

QUESTION

Can I trade from a web browser?

Yes. The web platform is designed for browser-based trading without installation and provides advanced charting, real-time markets, smart order management and multi-asset access.

QUESTION

Can I trade from desktop?

Yes. The SedoFX platform page provides a desktop option and links to a desktop installation walkthrough.

QUESTION

Can I trade from iOS and Android?

Yes. SedoFX provides mobile trading access for both iOS and Android.

QUESTION

Does the web platform support advanced charting?

Yes. The current platform page lists advanced charting tools designed for technical analysis, along with real-time market data and smart order management.

QUESTION

Can I manage risk and pending orders on the platform?

Yes. The trading platform provides order-management and risk-control functionality, while account features also support tools such as copy allocation and investor access.

QUESTION

How do I change the trading platform language?

Log in, open the profile/account menu in the top-right corner, select Language, and choose the preferred language. The guide lists English (US), Spanish, French, German, Arabic and Vietnamese. It states that the interface updates automatically.

QUESTION

Will changing the language affect my trades?

No. The language guide states that changing the interface language does not affect trading-account settings or open trades.

QUESTION

What if I forget my trading password?

On the SedoFX login page, select Forgot Password, enter your registered email address and choose either Sign In With Verification Link or Reset Password. The one-time verification link is valid for 15 minutes.

QUESTION

What is the one-time verification login?

It is a secure link sent to your registered email that provides one-time access without entering your trading password. The link is valid for 15 minutes and does not change your password.

QUESTION

How do I create a new trading password?

Choose Reset Password, open the reset link sent to your registered email, enter and confirm your new password, then save it. A strong password should combine upper- and lower-case letters, numbers and special characters.

QUESTION

What should I do if I did not request a password reset?

Do not use or share the reset link. If you did not request the reset, no action is required. If you suspect unauthorised access, contact SedoFX support immediately.

QUESTION

Can I use the same account across web, desktop and mobile?

SedoFX provides web, desktop and mobile access. Use the login details and account options provided for your account and follow the relevant platform guide.

QUESTION

What should I do if the platform is not connecting?

Check your internet connection, confirm that you are using the correct login and platform details, restart the application or browser and retry. If the issue continues, contact support with the error details.

Deposits & Withdrawals

17 client questions and answers

QUESTION

How can I fund my SedoFX account?

Available funding methods include USDT on TRC-20, ERC-20 and BEP-20 networks, Bitcoin, Ethereum and bank wire transfers. Payment options can vary by region and account, so always use the funding methods shown in your SedoFX client area.

QUESTION

What is the minimum deposit?

The minimum initial deposit for a Standard account is $100. The platform also allows deposits from $25, so once your Standard account has met the $100 initial requirement, you can make additional deposits of $25 or more.

QUESTION

Are there deposit fees?

SedoFX does not charge deposit fees. Cryptocurrency transactions can still involve blockchain network fees determined by the relevant network.

QUESTION

How long do crypto deposits take?

Crypto deposits are normally credited once the blockchain transaction is confirmed. In normal conditions this can be very fast, although blockchain confirmation times can vary.

QUESTION

How long do bank-wire deposits take?

Bank-wire deposits can take a few hours to 1–2 business days, depending on the banking system and processing bank.

QUESTION

How do I withdraw funds?

Log in to the SedoFX dashboard, open the Withdrawal section, enter the amount, select the available withdrawal method, and confirm the request. The finance team then reviews and processes the request.

QUESTION

What is the minimum withdrawal amount?

The minimum withdrawal amount is $10.

QUESTION

How long do crypto withdrawals take?

Crypto withdrawals can be processed from instantly up to 24 hours, depending on the required checks and network conditions.

QUESTION

How long do bank-wire withdrawals take?

Bank-wire withdrawals are generally processed within 2–3 hours and can take up to 48 banking working hours, depending on bank processing.

QUESTION

Does SedoFX charge withdrawal fees?

SedoFX does not charge withdrawal fees. Applicable blockchain transaction costs are covered by SedoFX, while any charges imposed independently by banks or payment providers may still apply.

QUESTION

Can I withdraw to a different payment method?

Withdrawals are generally processed through the same method used for the original deposit whenever possible. Crypto deposits are normally withdrawn via crypto, while bank-wire funding returns the initial capital through bank wire. Approved alternative methods may be available for profits in certain cases.

QUESTION

Why can a withdrawal be rejected?

A withdrawal can be rejected because of incomplete KYC, an incorrect wallet address, insufficient available balance, open trades affecting free margin, security or compliance checks, or unusual account activity.

QUESTION

Can I withdraw while I have open trades?

You can submit a withdrawal request only when sufficient funds remain available after considering your open positions and margin. Open trades can reduce available margin and may cause a withdrawal request to be rejected.

QUESTION

Can I deposit using someone else's payment account?

Use payment methods in your own name and follow the current payment and compliance requirements. This reduces verification, fraud and withdrawal issues.

QUESTION

What should I do if my deposit is not credited?

Check the transaction status, payment details and—where applicable—blockchain confirmation. If the funds still do not appear after the expected processing window, contact SedoFX support or your account manager with the transaction reference.

QUESTION

What payment methods are available for deposits?

Available methods can include USDT on TRC-20, ERC-20 and BEP-20, Bitcoin, Ethereum and bank wire transfers. The exact methods available to you are shown in the SedoFX client area.

QUESTION

What payment method should I use for a withdrawal?

Where possible, withdrawals are generally processed through the same method used for the original deposit. The methods available to you are determined by the current funding and compliance requirements.

KYC, Security & Privacy

14 client questions and answers

QUESTION

Why does SedoFX require KYC?

KYC verification helps protect your account, prevent fraud and support applicable financial compliance requirements. Verification is required before full access to deposits, withdrawals and account-management functions.

QUESTION

Where do I upload KYC documents?

Log in, open the profile icon, select Settings, go to Personal Details, then locate Verification Files. Upload the requested identity and address documents and submit the verification request.

QUESTION

What makes a good KYC document?

Documents should be clear, valid and not expired. Make sure the information is readable and matches the details on your SedoFX account.

QUESTION

How is personal information handled?

The current SedoFX privacy policy states that personal information may be used to provide services, manage accounts, process transactions, communicate with clients, improve offerings and meet legal obligations. It also states that SedoFX does not sell personal information to third parties.

QUESTION

How does SedoFX describe platform security?

The website describes encrypted access and secure infrastructure, while the privacy policy states that reasonable technical and organisational measures are used to protect personal information. No internet transmission or electronic storage method can be guaranteed to be completely secure.

QUESTION

What is an Investor Password?

An Investor Password is a read-only credential that allows another person to view trading activity without being able to open, close or modify trades. Personal details such as your email address and contact number remain private.

QUESTION

Who is Investor Access useful for?

Investor Access is useful when you want to share trading performance with investors or clients, allow a mentor or analyst to monitor activity, or provide transparency without giving trading control.

QUESTION

How do I generate Investor Access?

Log in, open Account Settings, select Investor Access, choose the trading account and click Generate Access. The system creates temporary viewer credentials for that account.

QUESTION

Can I remove Investor Access?

Yes. Open Investor Access, select the relevant trading account and choose Remove Access to deactivate the generated investor credentials.

QUESTION

What should I do if I suspect unauthorised account access?

Change your password immediately, avoid sharing credentials, and contact SedoFX support. Do not disclose your main trading password to another person.

QUESTION

Is my trading password the same as my Investor Password?

No. Your trading password provides account access for trading, while Investor Access is designed for read-only monitoring and cannot be used to execute or modify trades.

QUESTION

Does SedoFX provide investment advice?

No. The current risk disclosure states that information, research and analysis are for informational purposes and should not be treated as investment, tax or legal advice.

QUESTION

Will SedoFX ever ask for my trading password?

Do not disclose your trading password to another person. For account-security concerns, use official SedoFX support channels and follow the platform’s verified password-reset process.

QUESTION

How can I identify a suspicious SedoFX message?

Be cautious with unexpected requests for passwords, verification codes, wallet transfers or sensitive information. Use official SedoFX channels and contact support directly if a message appears suspicious.

Copy Trading

14 client questions and answers

QUESTION

What is Copy Trading?

Copy Trading links your account to a selected trader or manager and automatically mirrors that trader's positions in real time, proportionally to the amount you allocate.

QUESTION

How does Copy Trading differ from trading signals?

Signals provide information that you can act on manually. Copy Trading automatically mirrors the selected trader's positions in your account.

QUESTION

How do I choose a trader to copy?

Review each manager's historical returns, drawdown, win rate, consistency and risk level before allocating funds. Past performance is not a guarantee of future results.

QUESTION

How much can I allocate to Copy Trading?

You choose the amount you want to allocate to the selected manager. The live Copy Trading interface determines the available allocation options and any applicable limits.

QUESTION

How are copied positions sized?

Copied positions are scaled proportionally to the amount allocated to the selected manager. This allows the same strategy to be mirrored without requiring the same account balance as the manager.

QUESTION

Are copied trades executed automatically?

Yes. Once you are linked to a manager, opening, adjusting and closing trades are automatically mirrored in your account.

QUESTION

Can I stop Copy Trading?

Yes. You can stop copying a manager through the Copied Managers section.

QUESTION

Can I change my Copy Trading allocation?

Yes. Your Copy Trading allocation can be modified from the Copied Managers section.

QUESTION

Can I copy more than one manager?

Yes. You can follow multiple managers to diversify your Copy Trading allocation. Diversification can spread exposure but does not remove market risk.

QUESTION

Should I monitor Copy Trading if it is automatic?

Yes. Automatic execution does not remove risk. Regularly review the manager's performance, drawdown, open trades, allocation and overall account exposure.

QUESTION

Can I lose money through Copy Trading?

Yes. Copy Trading is not risk-free. If the selected trader makes losing decisions, those losses can be mirrored in your account, and market volatility can affect results.

QUESTION

Does past manager performance guarantee future returns?

No. A manager's historical performance is not a guarantee of future results. Performance can change as market conditions and trading decisions change.

QUESTION

What should I review before copying a manager?

Review track record, drawdown, win rate, consistency, risk level, trading style, allocation and the potential for loss. Do not select a manager solely because of a high historical return.

QUESTION

Who controls my funds in Copy Trading?

You retain control over your account allocation and can stop copying or adjust your allocation. Copy Trading mirrors the selected manager's trades within the parameters available to your account.

Money Manager / Asset Manager

10 client questions and answers

QUESTION

What is a Money Manager on SedoFX?

A Money Manager is an experienced trader who can manage external client capital through SedoFX's multi-account technology, subject to approval and the applicable terms.

QUESTION

What is required to become a Money Manager?

You need a verifiable trading record, normally 3–6 months of consistent performance, disciplined risk management and low drawdown, together with an active funded Master Trading Account, completed KYC and an approved Money Manager application.

QUESTION

How do I apply to become a Money Manager?

Log in to your SedoFX dashboard and submit the Money Manager application. The request is reviewed for approval; once approved, Money Manager permissions can be enabled.

QUESTION

What revenue models are available for Money Managers?

SedoFX supports a profit-percentage sharing model using a High Water-Mark principle and a fixed monthly subscription model, subject to the agreed partnership terms.

QUESTION

What is a High Water-Mark?

A High Water-Mark means performance fees are charged only on new net profits above the account's previous high-water mark. If the account falls below its previous peak, the loss must be recovered before a new performance fee is charged.

QUESTION

Can you give an example of the High Water-Mark model?

Example: if an account rises from $10,000 to $12,000, a 20% performance fee would be $400 and the High Water-Mark becomes $12,000. If the account later falls to $11,000, no performance fee is charged. If it then rises to $13,000, the new profit above the $12,000 High Water-Mark is $1,000 and the 20% fee is $200.

QUESTION

What is the fixed monthly subscription model?

A fixed monthly subscription charges an agreed flat fee per connected client account, regardless of trading volume or performance. The model is suitable for services such as signal provision or advisory arrangements where agreed.

QUESTION

How are Money Managers expected to report performance?

Money Managers should maintain transparent communication with clients, including regular performance reporting. The Money Manager process recommends automated monthly performance summaries.

QUESTION

How can a Money Manager attract investors?

Investor links, verified performance information and private referral networks can be used to introduce potential investors and present a manager's trading history.

QUESTION

Is approval automatic?

No. A Money Manager application is subject to review and approval before the relevant permissions are enabled.

Introducing Broker (IB) Program

7 client questions and answers

QUESTION

What is an Introducing Broker (IB)?

An IB is a partner who refers new traders to SedoFX and earns commissions based on the trading activity of referred clients, subject to the applicable partnership agreement.

QUESTION

How do I become an IB?

Register and log in to your SedoFX account, open the profile menu, select Become an IB, submit your request and wait for approval.

QUESTION

What is the Partner Room?

After IB approval, the Partner Room provides access to your IB dashboard, unique referral link, client statistics and performance information.

QUESTION

How does the IB referral link work?

When a prospective client registers through your IB referral link and starts trading with SedoFX, the client is linked to your IB account.

QUESTION

How are IB commissions calculated?

IB commissions are based on the trading activity of referred clients. The exact commission structure depends on your partnership agreement and is provided by your SedoFX Account Manager.

QUESTION

Who can help with IB commission questions?

Your SedoFX Account Manager can assist with commission structures, partner support, client management and other IB-program questions.

QUESTION

Can an IB track referred clients?

Yes. The Partner Room and IB dashboard provide client statistics, referral activity and commission information.

Fees, Risk & Responsible Trading

10 client questions and answers

QUESTION

Is Forex and CFD trading risky?

Yes. SedoFX's risk disclosure states that leveraged financial products carry a high level of risk and may not be suitable for all investors. Losses can occur rapidly, particularly when leverage is used.

QUESTION

Can leverage increase losses as well as profits?

Yes. Leverage magnifies both potential gains and losses. The SedoFX risk disclosure warns that a small adverse market move can consume margin quickly.

QUESTION

Can I lose more than my initial deposit?

Trading with leverage carries substantial risk and losses can occur rapidly. SedoFX also provides negative balance protection under its applicable terms. Review the Risk Disclosure and account terms for the protections that apply to your account.

QUESTION

What should I consider before trading?

Consider your objectives, experience, risk tolerance, position size, leverage, margin requirements, costs, market volatility, liquidity, execution conditions and the amount you can afford to lose.

QUESTION

Does SedoFX guarantee profits?

No. SedoFX does not guarantee profits. Trading results depend on market conditions, strategy, execution and risk management.

QUESTION

Is past performance a guarantee of future results?

No. The website's risk disclosure explicitly states that past performance is not indicative of future results.

QUESTION

Does SedoFX provide investment recommendations?

No. SedoFX states that its information and analysis are for informational purposes and do not constitute investment advice or a recommendation to buy or sell financial instruments.

QUESTION

Why can spreads change during news?

Major economic releases can cause rapid changes in liquidity and volatility. As a result, floating spreads may widen during major news events.

QUESTION

What is responsible leverage?

Responsible leverage means using only the amount of leverage consistent with your risk plan and position size. Maximum available leverage is not the same as recommended leverage.

QUESTION

How should I manage risk?

Use appropriate position sizing, define acceptable loss before entering a trade, monitor margin, avoid excessive concentration and understand the instrument's volatility. The SedoFX risk disclosure places responsibility for trading decisions and monitoring open positions on the client.

Support, Policies & Customer Information

10 client questions and answers

QUESTION

Where can I find SedoFX legal documents?

The website provides dedicated pages for Terms & Conditions, Risk Disclosure, Privacy Policy, Cookie Policy, Complaints Procedure, Legal Documents and KYC/AML Policy.

QUESTION

What is SedoFX's privacy policy about?

The privacy policy explains how SedoFX collects, uses, stores and protects personal information when users visit the website, communicate with support, open or maintain accounts, or use SedoFX services.

QUESTION

Does SedoFX sell personal information?

The current privacy policy states that SedoFX does not sell personal information to third parties.

QUESTION

What are cookies used for?

The current Cookie Policy states that cookies and similar technologies may support essential functionality, security, preferences, performance, analytics and support, with marketing cookies used where applicable and subject to consent requirements.

QUESTION

What is the official SedoFX support email?

SedoFX offers support@sedofx.com for client support.

QUESTION

What company operates the SedoFX brand?

SEDO CAPITAL LTD operates the SedoFX trading brand.

QUESTION

Where is SEDO CAPITAL LTD registered?

SEDO CAPITAL LTD is registered in England and Wales. The registered office shown on the website is 20 Wenlock Road, London, England, N1 7GU.

QUESTION

Are all countries supported?

No. SedoFX states that services are not available to residents of certain jurisdictions, including the United States, Canada and jurisdictions subject to applicable international sanctions or restrictions.

QUESTION

How can I get help if my question is not covered here?

If you cannot find the answer you need, contact SedoFX support at support@sedofx.com. For account-specific matters, provide your registered email address and relevant account or transaction details so the support team can assist you efficiently.

QUESTION

Where should I check current account and trading conditions?

Check the current SedoFX website, trading-conditions pages and the information displayed in your client area. Live conditions such as spreads, leverage, instruments and payment availability can change.

Gold & Metals

3 client questions and answers

QUESTION

What is XAUUSD?

XAUUSD is the commonly used market symbol for gold quoted against the US dollar. Its price can respond to interest-rate expectations, the US dollar, real yields, geopolitical risk and other market factors.

QUESTION

What can cause XAUUSD volatility to increase?

Gold volatility can increase around major economic releases, central-bank decisions, changes in interest-rate expectations, geopolitical developments and sharp moves in the US dollar or bond yields.

QUESTION

Can XAUUSD spreads widen during major news?

Yes. XAUUSD spreads may widen when volatility rises or liquidity changes, particularly around major economic releases and other periods of fast market movement.