



# Trade enquiries form

Whenever you have questions about your trades and/ or orders, we are happy to assist.

Please submit all the relevant information about your trades and/ or orders, so that we can investigate and provide you with detailed analysis.

Please submit your request by email in the following format:

- Email to [frontdesk@oanda.com](mailto:frontdesk@oanda.com)
- Subject line: "Trade investigation - (followed by the instrument involved, for example, currency pair, index, commodity, metal or bond)"

To ensure accurate and speedy processing, please provide as much information as possible about your trades or orders by completing the form below:

<b>Your username and account ID number:</b> (for example, 001-001-1234567-001 or MT4 account ID 7654321)
<b>The ticket number or transaction ID of the trades or orders involved:</b>
<b>The instrument (for example: currency pair, index, commodity, metal or bond) involved:</b>
<b>The time and date of the transaction:</b>
<b>The trading platform you are using (either fxTrade or MT4) and the medium you have used to access the platform, such as desktop, mobile, web or a third-party system:</b>
<b>Please describe the issue with your trades or orders:</b>
<b>What remediation or assistance would you like us to provide:</b>

If possible, please also provide screenshots of the platform or charts, and any other relevant information, via email to [frontdesk@oanda.com](mailto:frontdesk@oanda.com)