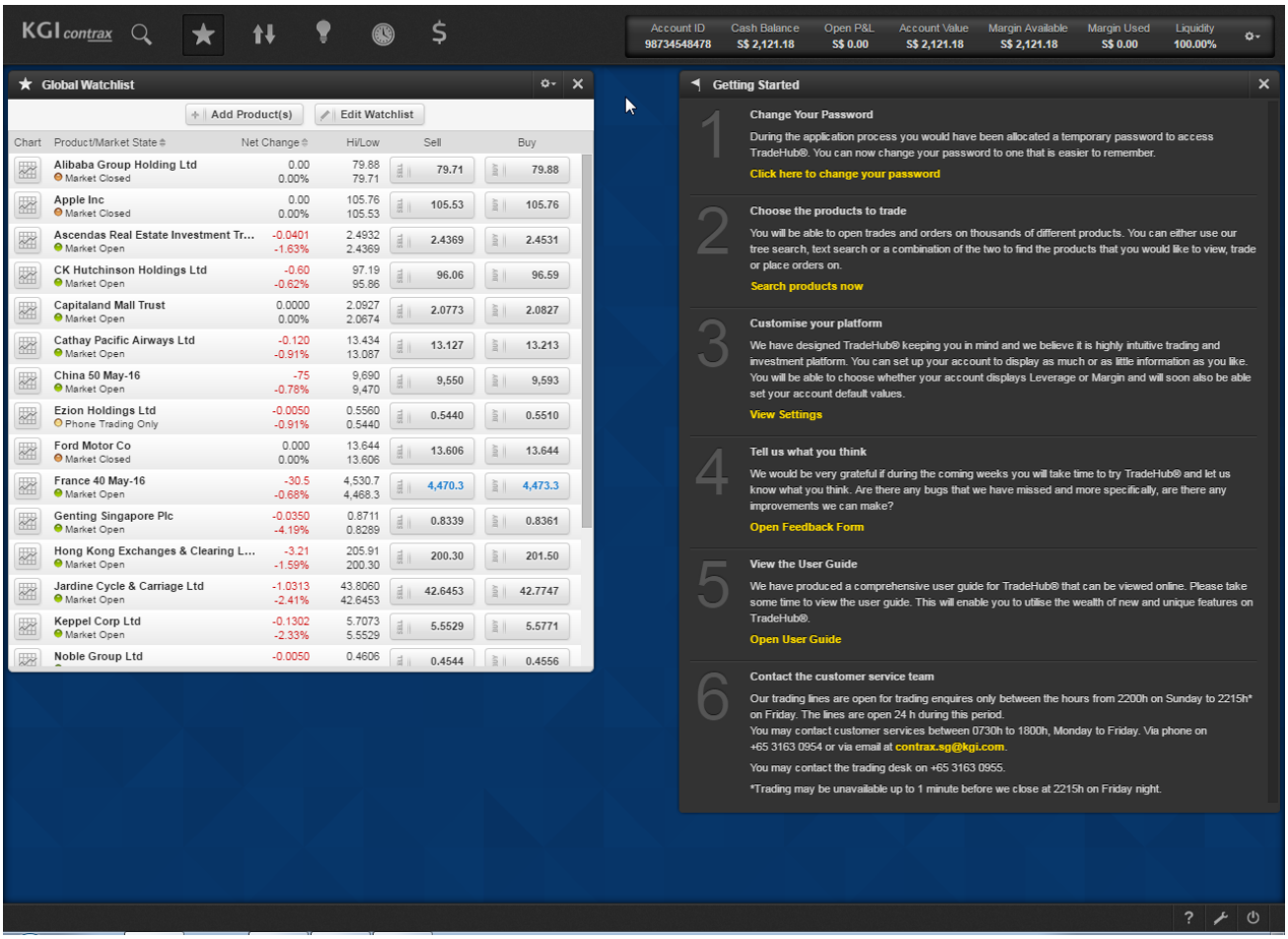
# KGI Contrax User Manual

*The screenshots in this user manual are for illustration purpose only.*

## Getting Started

Once you have logged in to your account, you will be presented with the KGI Contrax platform. From here you will be able to trade, carry out research, manage your account and more.
KGI Contrax has been designed with you in mind. It is very simple to pick up and is highly customizable.

There are three main sections to KGI Contrax; the top menu bar, the bottom menu bar and the trading area.
For example:



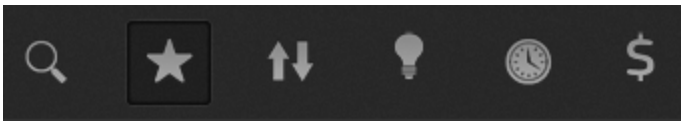
### The Trading Area

Upon your first login however, KGI Contrax will appear like this. We have created a watchlist for you; this features some of our most popular products. Please see the watchlist section to find out more about creating, editing and removing watchlists.

To the right of the Global Watchlist, is the Getting Started window. The Getting Started window is a quick start guide, detailing the points of how to get trading immediately. You will also be able to access the manual from the Getting Started window.

### The Top Menu Bar

We have tried to make KGI Contrax as user-friendly and elegant as possible. By using easy to identify icons, you will be able to access all the areas you need swiftly.



The first icon accesses the Product Search tool. You will be able to search using the ‘tree search’, text search or a combination of the two.

The second icon accesses the Favorites window. Using this window will allow you to build lists of your preferred products so that you can locate, view and trade them.

The third icon opens your Open Positions and Orders window. When you have open positions and orders they will be displayed here.

The forth icon is for the Tools and Resources. You will be able to access Reuters News.

The fifth icon will open your Account history. You will be able to view your Trade, Order and Transaction History for your account.

The sixth icon will allow you to access the Funds Management interface. Accessing this window will allow you to view all information related to managing your account balance. You can also access the Funds Management window by selecting ‘Manage Funds’ from the ‘Cog’ dropdown on the Account Summary bar.

To the top right of the platform you will be able to view your Account Summary. The Account Summary allows you to view the status of your account. In this section as a default, you can view your cash balance, your currently open profit and loss, your account value, margin available, margin used and your account liquidity.

To the bottom right of the platform, you will find three further buttons. You can access the Getting Started section, your account preferences and the logout button.

# Account Summary

Firstly we will look at the Account Summary bar. The account summary bar displays an overview of the status of your account. There are six fields displayed by default; Cash Balance, Open P&L, Account Value, Margin Available, Margin Used and Liquidity.

### Cash Balance

The Cash Balance displays your realised cash balance for the account in your base currency. When a trade is closed, the resulting P&L will be reflected here.

### Open P&L

The Open P&L value displays the cumulative P&L of all of your open positions in your base currency.

### Account Value

The Account Value displays your Cash Balance including your cumulative P&L in your base currency.

### Margin Available

The Margin available field displays your current Margin Available in your base currency. This is the amount of money you have available to place trades.

### Margin Used

The Margin Used field displays the cumulative Margin Requirement of all open positions and orders in your base currency.

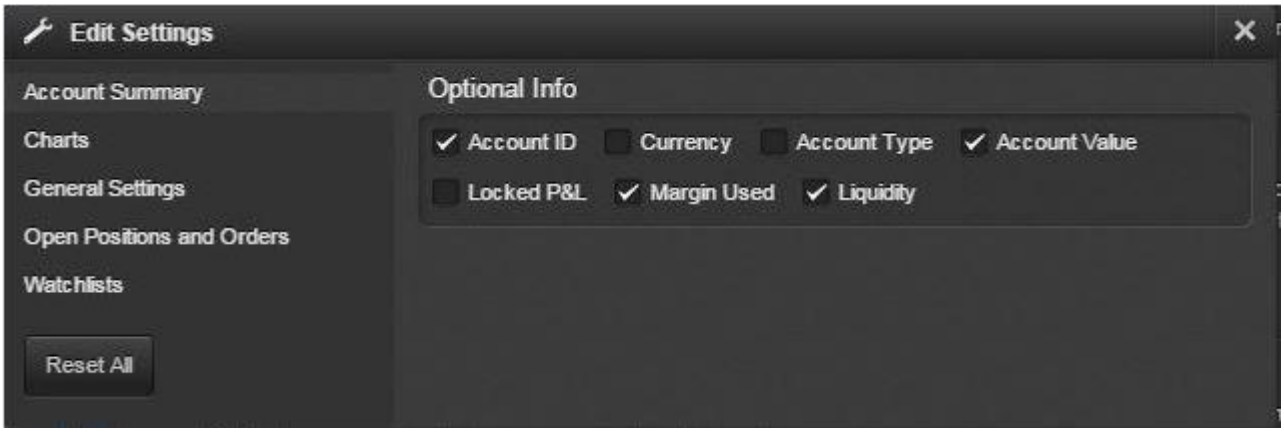
### Liquidity

The Liquidity field displays the health status of your account. A figure greater than 100% represents an overall profit; a figure less than 100% represents an overall loss. If your account

reaches a liquidity value of 0% all open positions on your account will be automatically liquidated.

### Optional information

In addition to the default values displayed in the Account Summary bar, you will be able to display your Account ID (This should be quoted when contacting client services or when making a bank transfer), Account Currency (This displays your account base currency) and Account Type (This displays the account type that you are looking at, whether it is a CFD account or Spread Betting account). These fields can be selected by accessing the account preferences section.



# Product Search

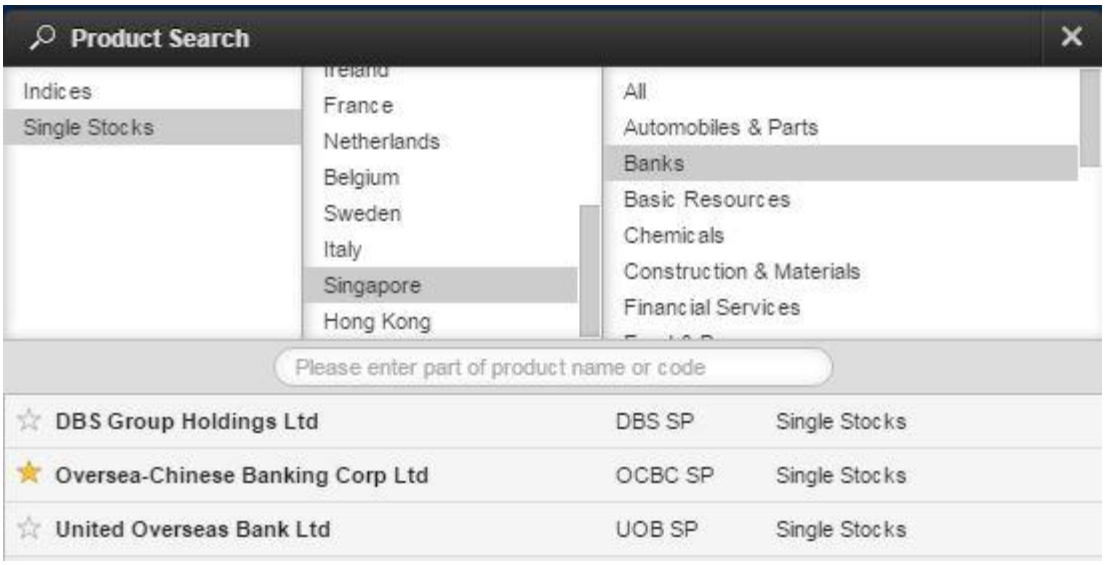
To access the Product Search window, select the magnifying glass icon found to the top left of the screen in the top menu bar. When you access the Product Search window you will have two search functions available. You can either use the Category Search, Text Search or a combination of the two. With the ability to use these search methods, this allows for greater flexibility.

### Overview

The top section of the Product Search will allow you to search for products by category. Below the category search section, you will find the text search field. This will allow you to search for products by name. The product search results will be displayed below the text search field.

### Category Search

To use the category search, firstly select an Asset Type from the 1st column. All our products are categorised by asset and will be found under one of these selections. Once you have selected an Asset Type, you will be presented with further options in the 2nd column. Some Asset Types have 3rd and 4thcolumns so that you can narrow your search down even further. A key feature of the category search is that you do not need to search in column order; for example you will be able to select ‘Single Stocks’ in the 1st column, ‘All’ in the 2ndcolumn and then ‘Banks’ in the 3rdcolumn. This will allow you to view all banking single shares that we offer in all available countries. To narrow down the results, you could then select a country in the 2nd column. This will then display relevant banking single shares for that country.

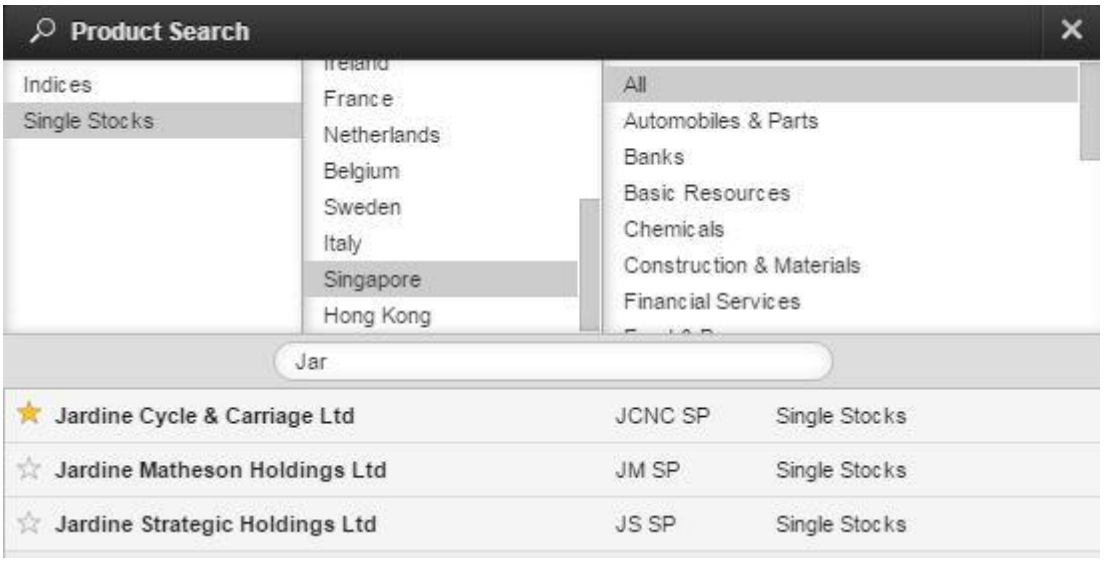



### Text Search

To find a product by name, start typing in the ‘Text’ field. You will be able to find products by their name or product code. You do not need to input the full product name, just type the first few letters and the results will filter accordingly. To reset your search, just delete the text you have entered.

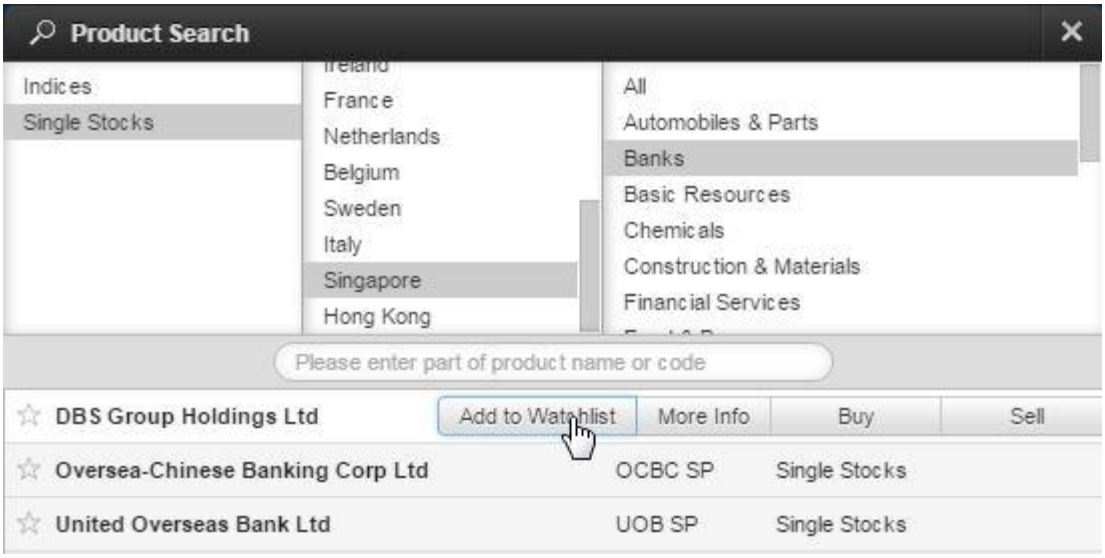
### Category and Text Search

The Product Search also allows you to search using a combination of both the Category and Text searches. Using single stocks as an example, if you did not know what type of stock the product you are looking for is, but you do know the country it is based, you will be able to narrow the search down using the text field. Using this method allows you to narrow your search down to locate the products that you wish to trade.




### Search Results

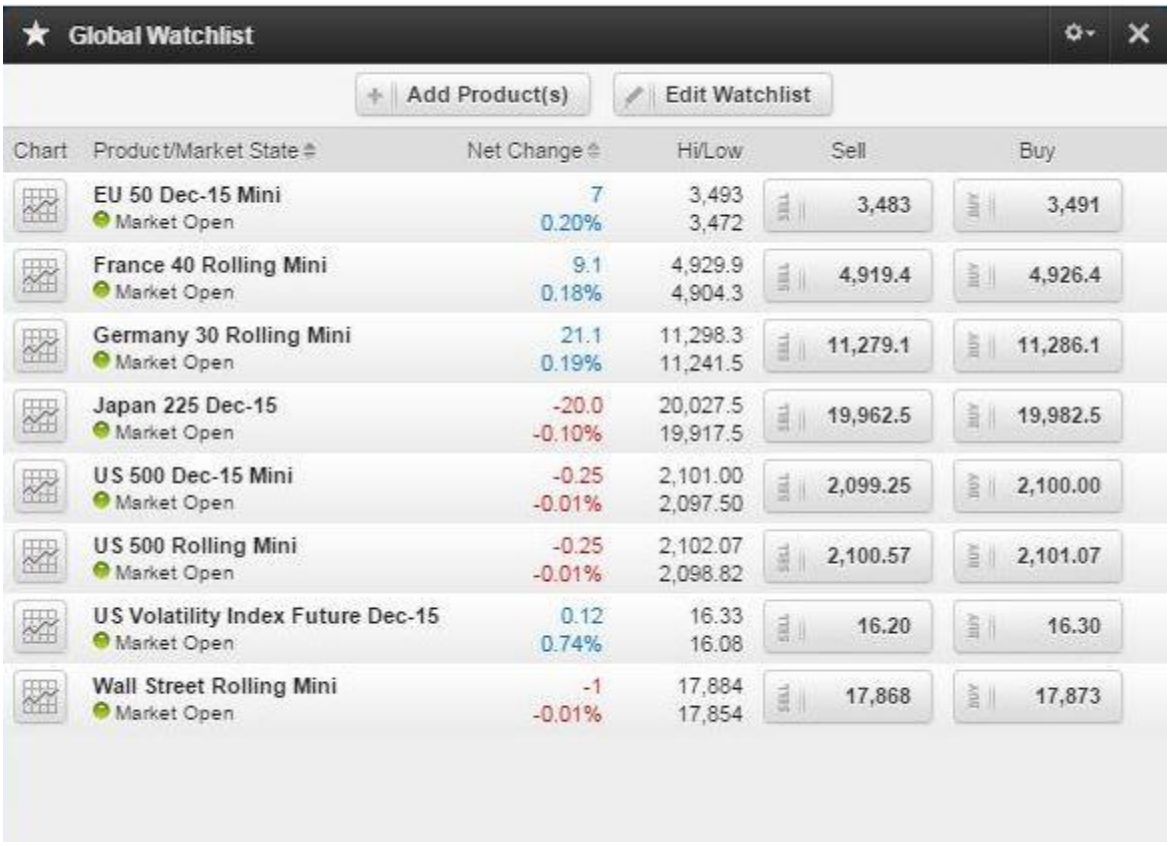
Once you have searched for the specific product several options will be available to you. By hovering your mouse over the specific product row, four options will become available to you. You will be able add the product to your currently active watchlist, view the product information and open a buy or sell deal ticket to place a trade or order. If you click the underlined product name in the product search window, you will also be able to access the Product Information.



# Watchlists

When you initially login to your account, you will notice that a sample of a Watchlist has already been created for you for illustration purpose only*.  This sample watchlist will update from time to time, however you will be able to add to it if you wish.

*Please note that this is for general information and does not constitute a recommendation / offer / solicitation for the product mentioned. It does not have any regard to your specific investment objectives, financial situation or your particular needs.

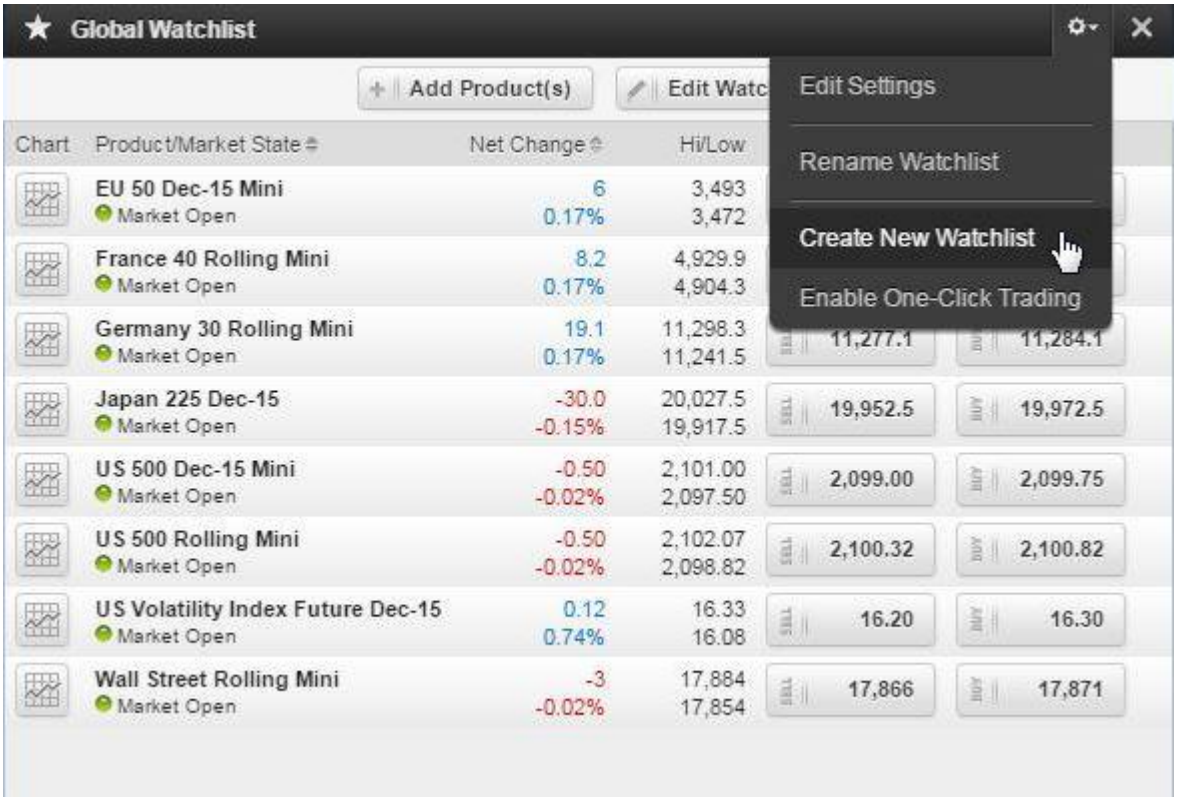


## Overview

From the Watchlist, you will be able to carry out the majority of your trading and research activity. You will be able to access the relevant chart for the selected product. This can be accessed by clicking the chart icon to the left of the Watchlist window. You can view the product information by clicking the product name and view the status of the product (whether open or closed). You will also be able to view the Change, Percentage Change and High/Low of the product. The times of these will change according to the session refresh time of the product. You will also be able to open a buy or sell deal ticket from the watchlist to place a trade or an order. If you have enabled 'One Click Trading' the trade size field will also be displayed.

## Creating a new Watchlist

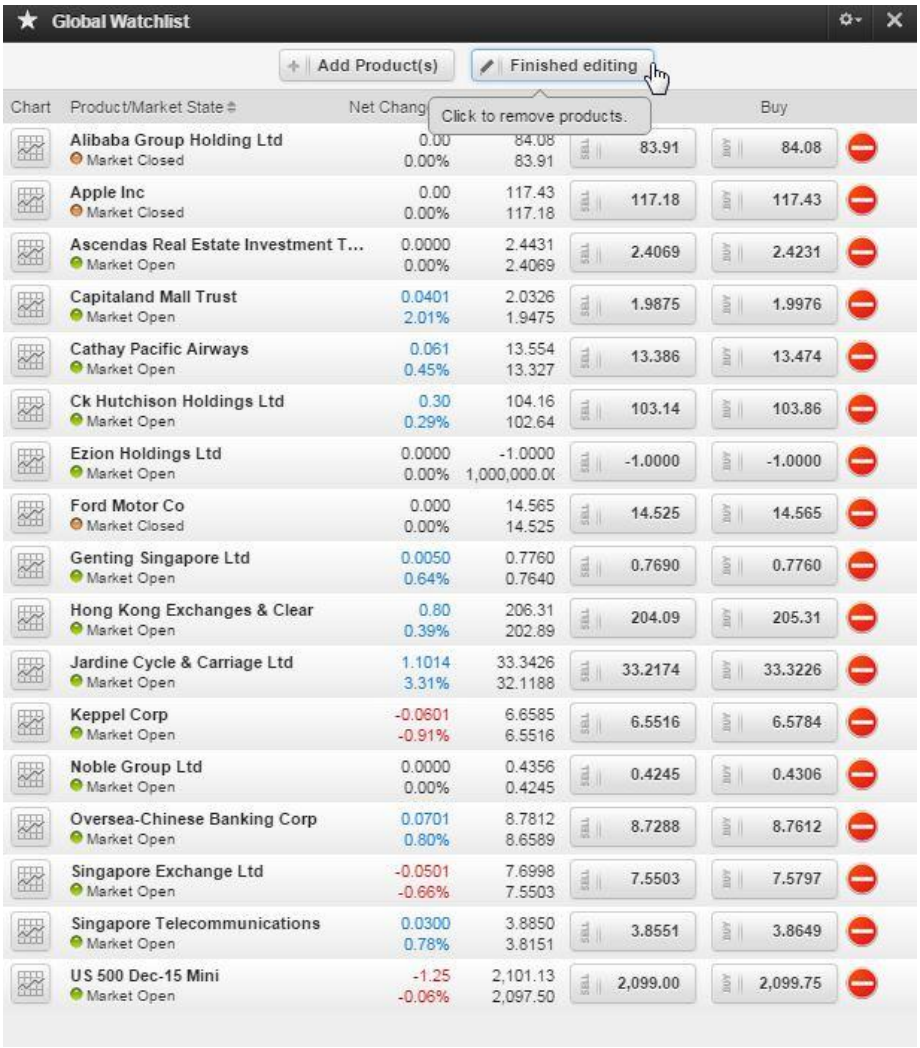
To create a new watchlist, simply select 'Create New Watchlist' from the settings icon. A new window will open allowing you to input a name for your new watchlist. Once you have named your watchlist, you will now be able to select this watchlist from the settings icon. You will be presented with a blank watchlist and will now be able to add products to it.



To add a product, either open the Product Search window, or click the ‘Add Product(s)’ button at the top of the watchlist. Once you have located the product that you would like to add to your watchlist click ‘Add to Watchlist’. This will then be added to the Watchlist that you have most recently opened. You will be able to add as many products as you wish to your watchlist and can create as many watchlists as you like.

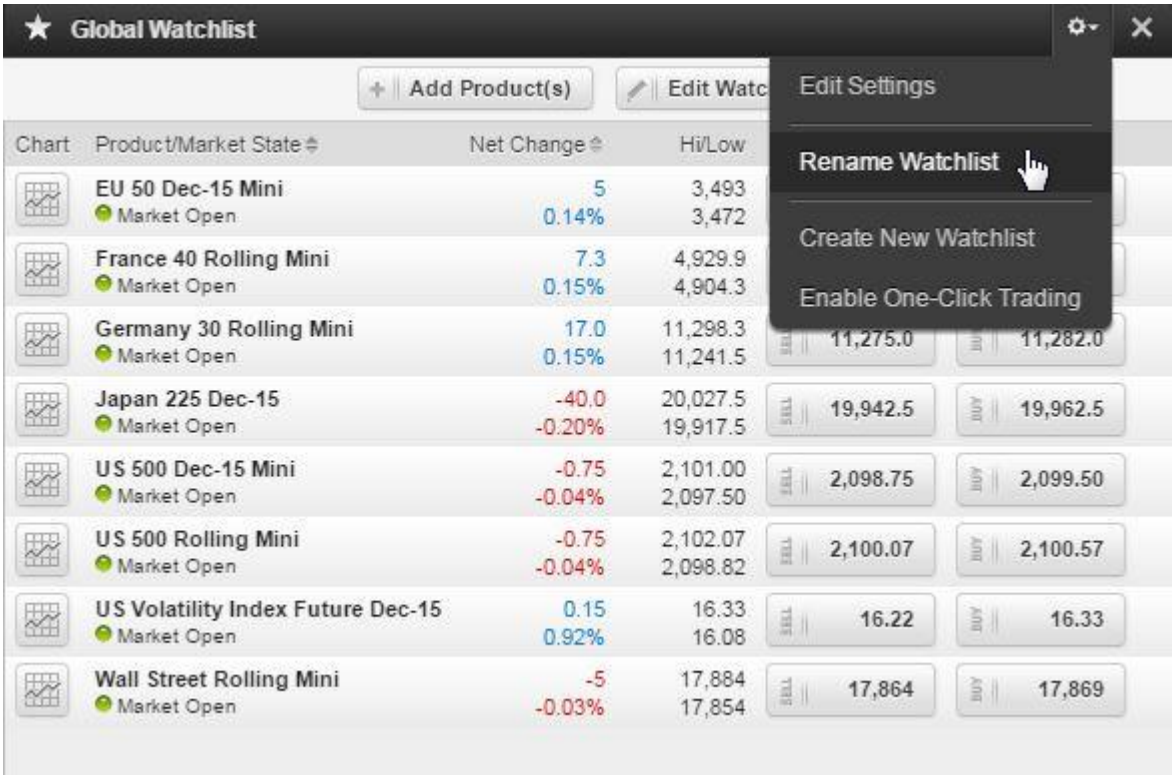
### Removing Items from a watchlist

If you would like to remove items from your watchlist, click the ‘Edit Watchlist’ button. You will then be able to click the ‘remove’ icon next to the products that you wish to remove from your watchlist. Once you have finished removing products, click the button ‘Finished Editing’.



### Renaming and Deleting a watchlist

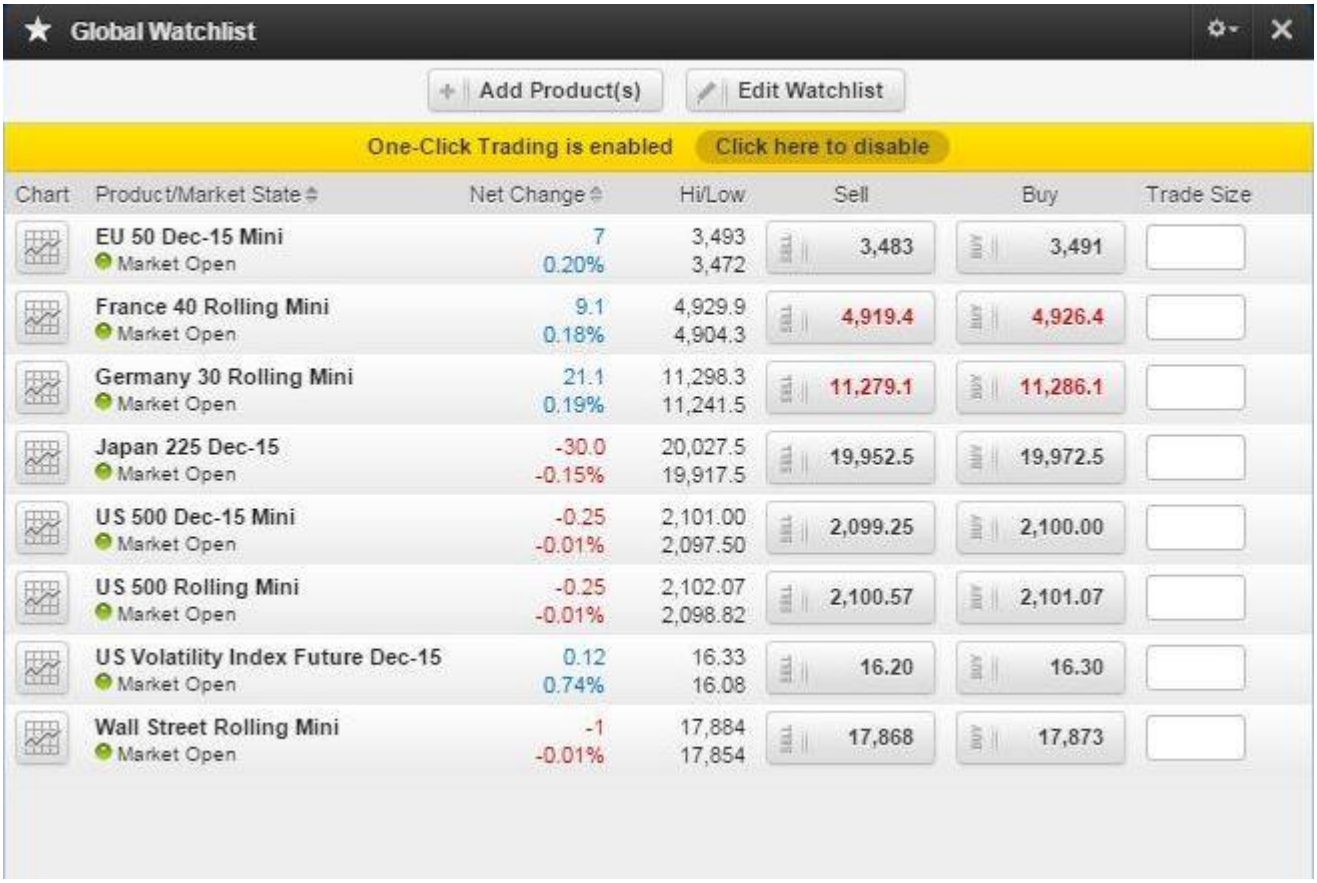
To rename a watchlist, select the settings icon and click ‘rename watchlist’. You will be presented with a new window to allow you to change the watchlist name. To delete a watchlist, simply select ‘Delete Watchlist’ and confirm.




### Trading from your Watchlist

By default your account will not be set for one-click trading. When you click the Buy or Sell button, this will open a new deal ticket ready for you to place a trade or an order. If you would prefer to trade using only ‘One Click’ as opposed to completing the deal ticket, you will be required to select this option from the settings icon. Please read the notification to ensure you are aware of the risks of setting one-click trading on. To disable One-Click trading, click the button and confirm.

Global Watchlist
Add Product(s)
Edit Watch
Edit Settings
Rename Watchlist
Create New Watchlist
Enable One-Click Trading
Chart
Product/Market State
Net Change
Hi/Low
EU 50 Dec-15 Mini
Market Open
6
0.17%
3,493
3,472
France 40 Rolling Mini
Market Open
8.2
0.17%
4,929.9
4,904.3
Germany 30 Rolling Mini
Market Open
19.1
0.17%
11,298.3
11,241.5
11,277.1
11,284.1
Japan 225 Dec-15
Market Open
-40.0
-0.20%
20,027.5
19,917.5
19,942.5
19,962.5
US 500 Dec-15 Mini
Market Open
-0.50
-0.02%
2,101.00
2,097.50
2,099.00
2,099.75
US 500 Rolling Mini
Market Open
-0.50
-0.02%
2,102.07
2,098.82
2,100.32
2,100.82
US Volatility Index Future Dec-15
Market Open
0.15
0.92%
16.33
16.08
16.22
16.33
Wall Street Rolling Mini
Market Open
-4
-0.02%
17,884
17,854
17,865
17,870
One-Click Trading
By enabling one-click trading, trades may be placed without the need to open a deal ticket. A pre-defined default trade/stake size is required per product.
Clicking [Buy] or [Sell] will transact the trade immediately
Please take extra care when one-click trading is enabled.
Please click [OK] to enable one-click trading.
OK
Cancel




## Open Positions and Orders

To view your open positions and order, select the arrows icon from the top bar. You will be able to view, amend and close positions from this window, whilst also being able to view the relevant charts, and the product information for the product.

## Overview

When you have opened the Open Positions and Orders window, you can view each individual trade that makes up your position under the tab ‘Positions’ and will be able to see the aggregate position under ‘Aggregate Positions’. The ‘Orders’ tab will show all pending orders that you have open. You will be able to see the size and direction of your position, the product information (where you will also be able to access the charts) the market state, the Entry Price of your trade and the current price of the product.

You will also be able to view your Open P&L for that position. If trading on a CFD account you will notice that your P&L is displayed in the asset currency. This figure will then be converted back to your base currency. You will be able to change this to your account base currency by visiting the settings window.

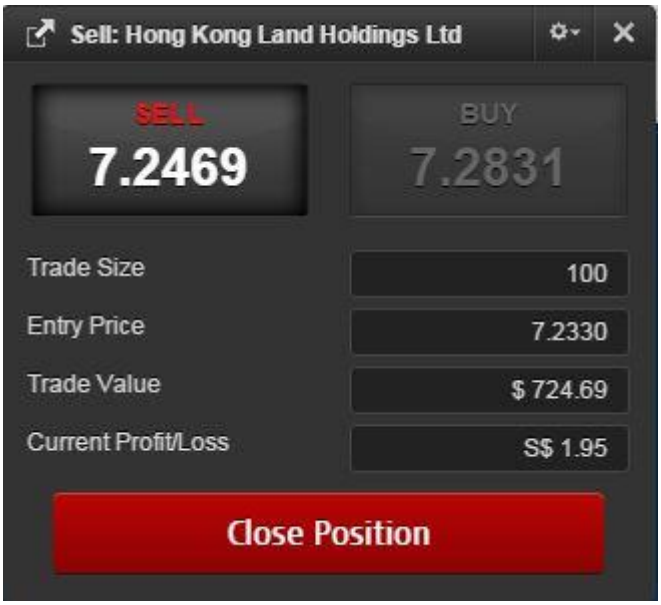
### Open Positions

When you open a trade, this will be displayed in the Open Positions and Orders window. The individual trades that a position consists of will be displayed under the ‘Positions’ Tab.

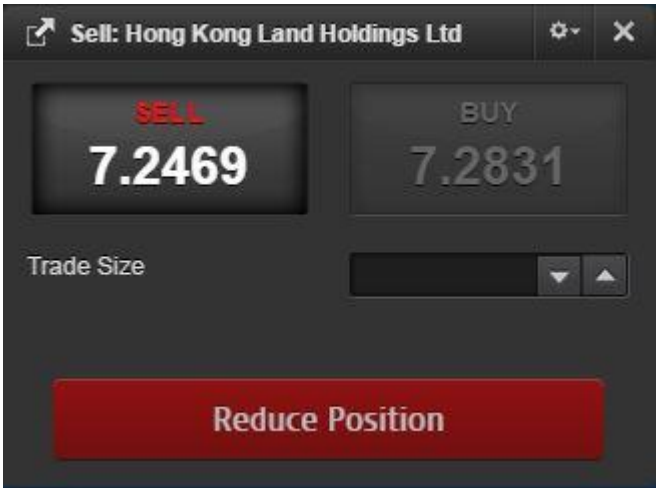
When in the Open Positions tab, you will be presented with five options by hovering your mouse over the specific row; access the product information by clicking the underlined product name, click ‘Details’ to view the trade details, click ‘Close’ to fully close the trade and click ‘Linked Orders’ to view, add or amend take profits or stop losses.

By selecting 'Details' you will be able to view all of the information related to that trade including the Trade ID, Execution Date/Time and Price etc.

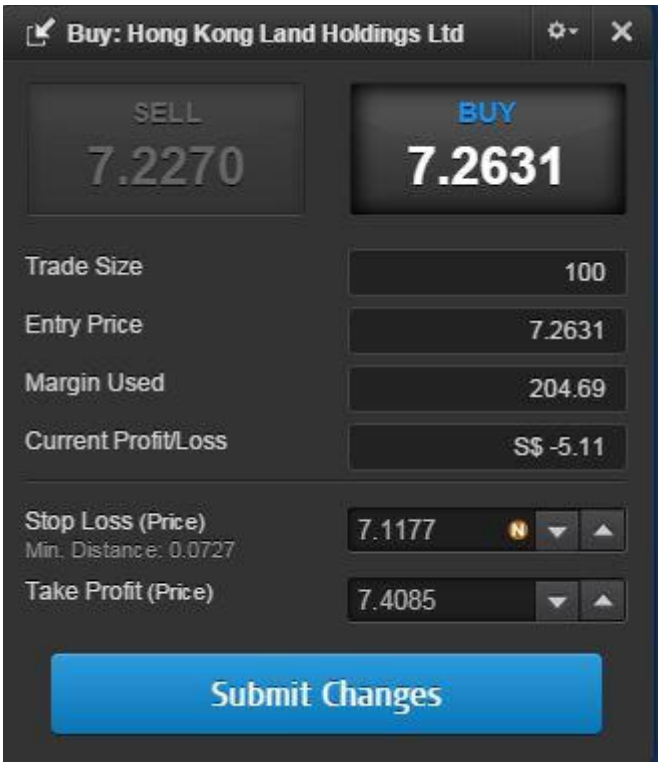
By selecting ‘Close’, you will be presented with a closing deal ticket. All the fields have been completed for you, to close the position click ‘Close Positions’.




Alternatively you can reduce your trade down to ½ the minimum size. To reduce your position, select ‘Reduce’ from the Open Positions tab. This will allow you to input how much you would like to reduce your position by.



If you would like to add or amend any Stop Losses or Take Profits on your position, click ‘Linked Orders’ and you will be able to add or amend using the relevant fields.




### Aggregate positions

If you open several trades for the same product, these will form an aggregate position. The Aggregate Positions tab displays the tally of these positions. When in the Aggregated Positions tab, by hovering your mouse over the specific row you can access the product information by clicking the underlined product name.

## Orders

Under the ‘Orders’ tab, you will be able to view, amend and cancel all of your pending opening orders. The information displayed by default is the entry price, current market price, the distance current market price is from the entry price and the levels of any linked take profits or stop losses.

When in the Orders tab, you will be presented with three options by hovering your mouse over the specific row; access the product information by clicking the underlined product name, click ‘Details’ to view the order details, click ‘Amend Order’ to amend your order including the stop loss and take profit details, click ‘Cancel Order’ to remove your order completely.

Once an order triggers and is filled, it will no longer be present in the ‘Orders’ tab. Only orders to open will be present in the ‘Orders’ tab; take profits and stop losses associated with a positions can be viewed in the ‘Positions’ tab.

# Product Information

You will be able to view the majority of information associated with a product by clicking the product name from the Watchlist, the product name from the Open Positions and Orders window or the ‘More Info’ button located in the Product Search.

### Overview

When you open the Product Information window, you’ll be able access the charts, view the Change, Change Percentage, High/Low and will be able to Open a new deal ticket.

All information related to the product including the trading hours and Base Margin Rate can be found here.

At the base of the Product Information, you will also be able to add the product to the most recently opened watchlist.

### Information available

**Asset Type** – The type of product you are viewing.

**Trading Hours** – The times during which trades and orders may be executed.

**Base Margin Rate/Base Leverage** – The minimum margin rate/maximum leverage for the product.

**Margin Buffer** – An additional margin parameter that factors in the likelihood and effect of slippage in relation to non-guaranteed stop loss orders.

**Last Dealing/Rolling Time** – The last time at which a trade or order on a market may be placed

**Minimum Trade Size** – The minimum trade size per order. In some instances, limitations may exist whereby shorting/selling is restricted.

**Maximum Trade Size** – The maximum trade size per order. In some instances, limitations may exist whereby shorting/selling is restricted.

**Per Unit** – The price incremental movement for the product.

**Per Unit Equals** – The value of one unit in the asset currency per one CFD traded.

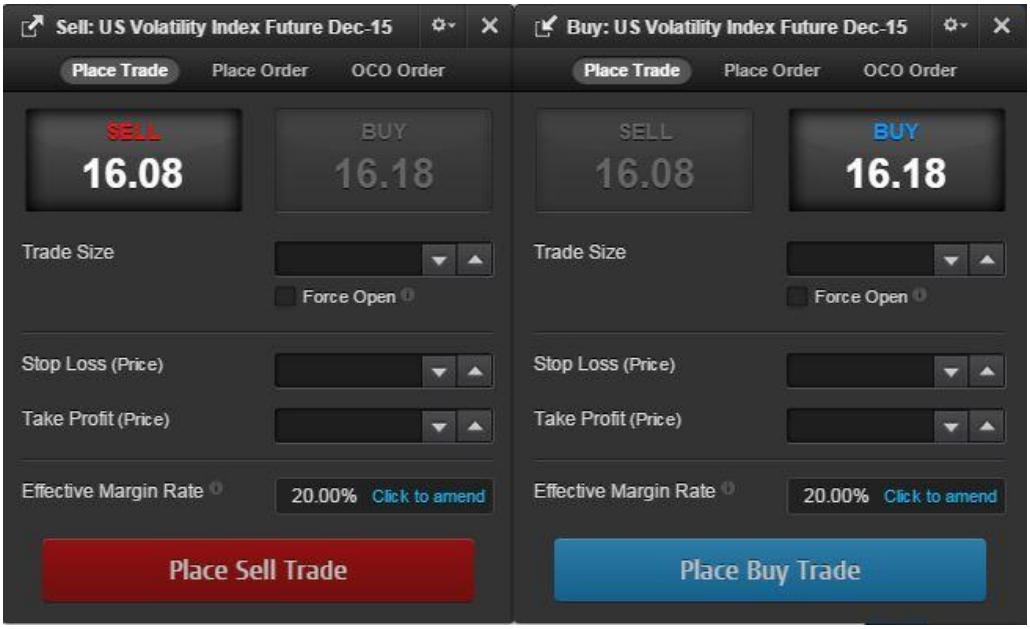
**Session Refresh Time** – The time when the High, Low, Price/Percentage change information is reset for a product.

**Quotation Cycle** – The available traded months for the product.

These are subject to change, however for more information related to product information, please view the ‘products’ section accessed from the homepage.

# Deal Ticket

To open a deal ticket, you will be required to click either the Buy or Sell button. This can be accessed from the Watchlist window, Product Information or the Product Search.

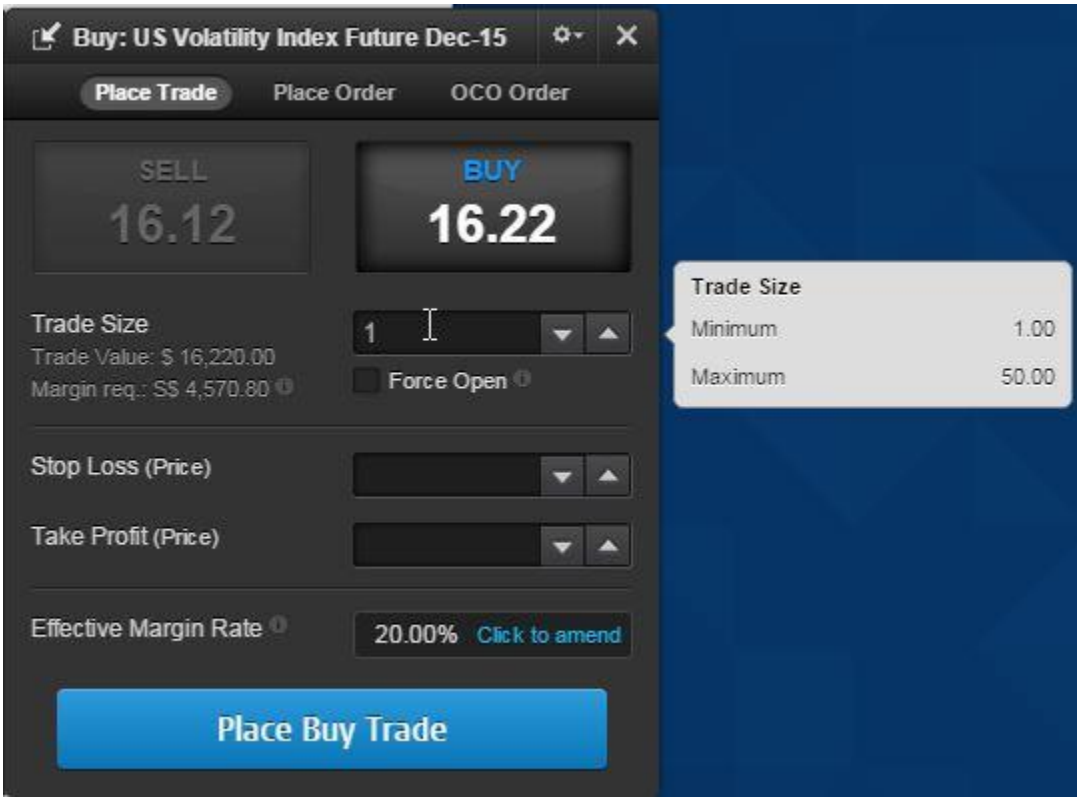



### Overview

You will be presented with either a Buy or Sell deal ticket dependant on whether you had clicked the Buy or Sell button. The direction of your trade will be highlighted in the quote buttons. To change directions, click on the corresponding button on the deal ticket. You will then be able to enter the size of your trade, stop loss level, take profit level and amend your margin accordingly. Once you are happy with the trade that you would like to place, you can click the 'Place Trade' button found at the bottom of the deal ticket.

### Trade Size

When you are placing a trade, you will be required to enter a size. The minimum and maximum trade sizes can be found in the Product Information window and can also be viewed by hovering your mouse over the field. When you have input a Trade size, you will notice that the figures to the left of the field will have changed. The Trade Value figure refers to the value of the trade in the underlying market. The margin requirement figure will refer to the amount of funds you will need to place the trade.

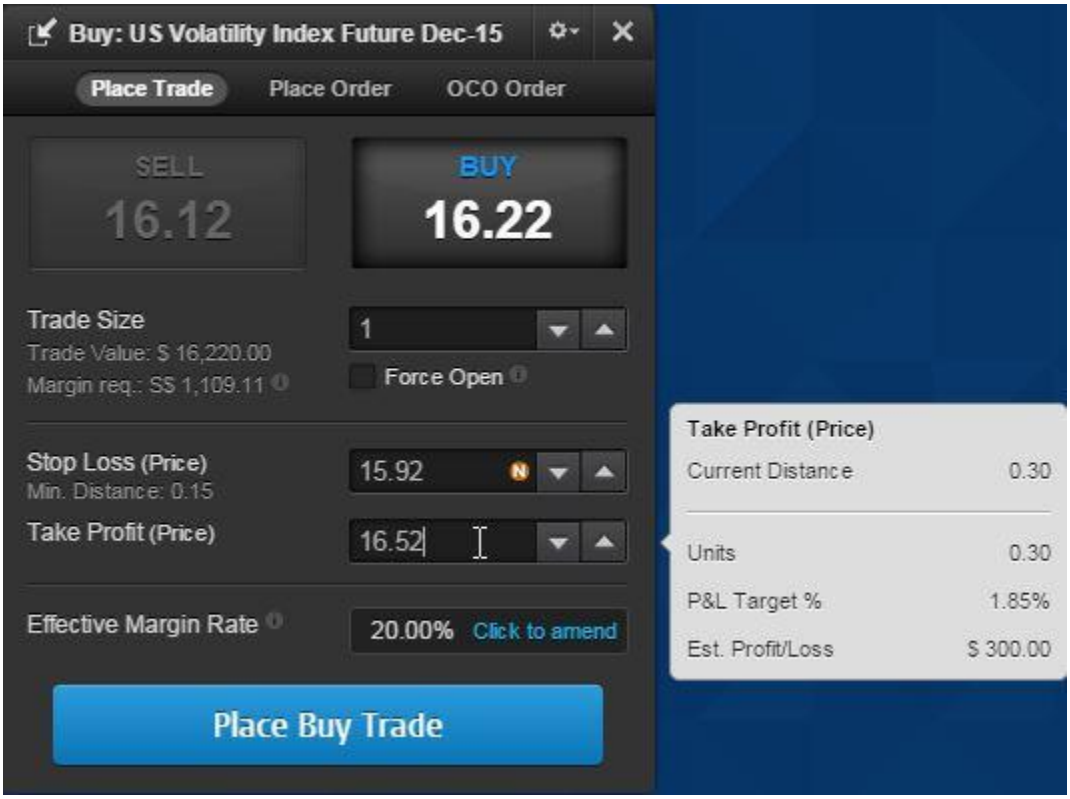



### Force Open

The placing of manual trades and orders via the deal ticket will always result in the creation of new positions.  Netting of open positions will not occur.

### Stop Loss and Take Profit

After you have input a trade size you will then be able to enter Stop Loss and Take Profit levels. The minimum distance for the Stop Loss will be displayed to the left of the field. To the right of the stop loss value, you will also notice the small ‘N’ icon. This refers to the stop being a non-guaranteed stop.




When you hover your mouse over the Stop Loss and Take Profit fields, a tool tip will appear to the right of the deal ticket. This tooltip will display the potential estimated P&L incurred if you stop loss or take profits trigger.

Entering a stop loss can reduce the amount of margin required to enter a trade and can help limit the liability of an open position from downside risk.

### Effective Margin Rate/ Leverage

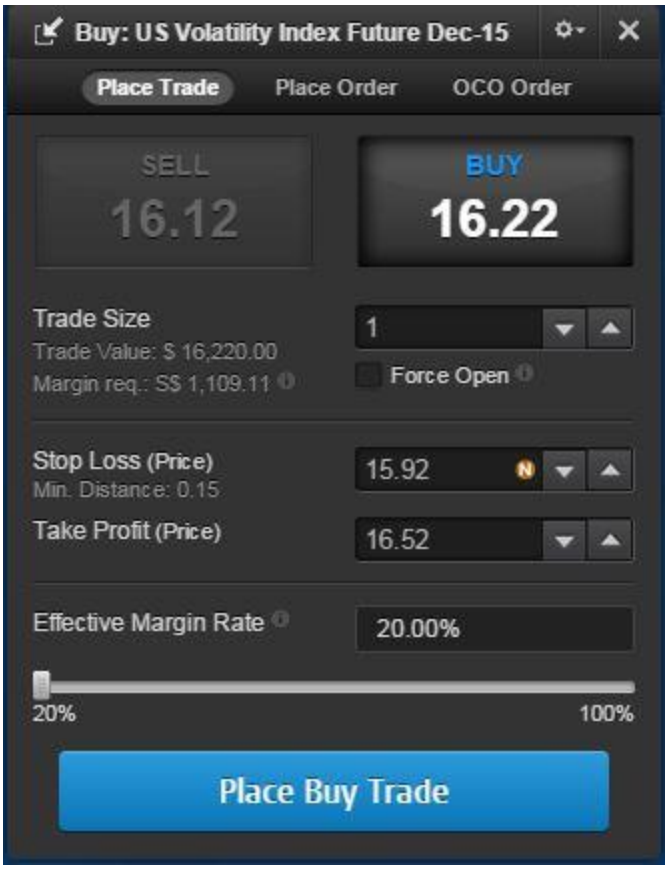
Towards the base of the deal ticket, you will find the Effective Margin Rate/Leverage figure. The effective margin rate is used to determine the margin requirement for opening a trade/order and is the highest value of the Base Margin Rate, the amended margin rate as defined by the user or the overall account margin rate default.

### Variable Margin – Amending Margin/ Leverage

A unique feature of KGI Contrax is that you will be able to amend your margin/leverage. One benefit of this is that you will be able to reduce the amount of overnight funding you pay. The minimum margin requirement for a position can be found in the Product Information window,

listed as Base Margin Requirement. You will be able to increase the Margin Rate/Leverage up to 100%/1:1. This will however change your margin requirement accordingly.

To amend your margin/leverage, click the ‘Click to amend’ button and you will be presented with an addition to the deal ticket. The slider can be moved from the Base Margin Rate up to 100%/1:1.




### Place Buy/ Sell Trade

Any time after inputting a trade size value, you will be able to place the trade. Once your trade has been placed, you will receive a confirmation message.

The trade confirmation displays all details related to the trade that you have just placed. You will also receive an automated trade confirmation sent to you via email.

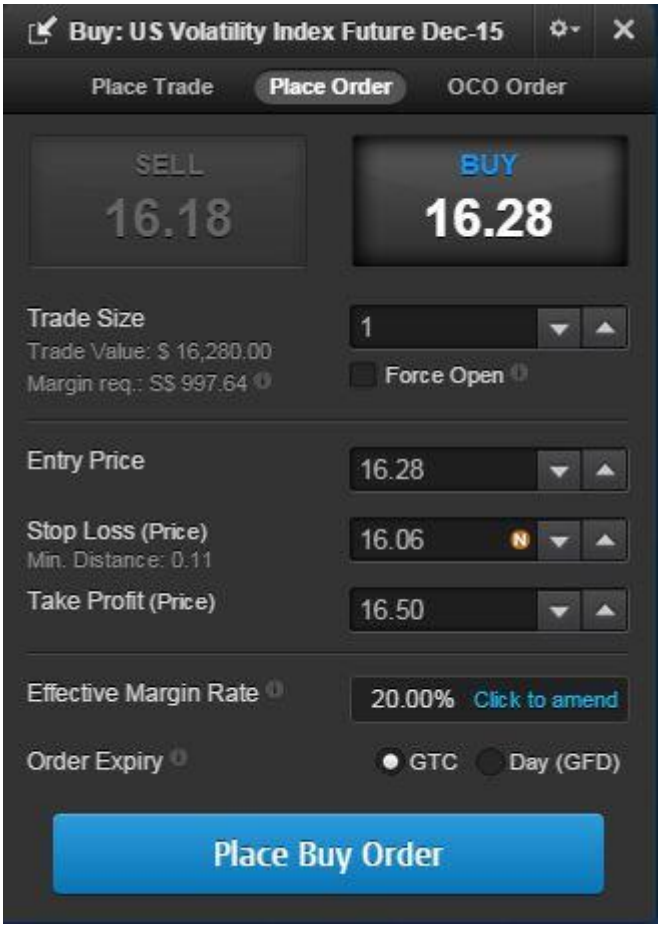
Once you have placed your trade, it will be displayed in the ‘Open Positions and Orders’ window under the ‘Positions’ tab. Your position will also be reflected in the Account Summary; you will now see Open P&L and Margin Used values; your Margin Available will be updated accordingly.

### Orders

If you would like to place an opening order, please select the ‘Order’ tab on the deal ticket. You will notice that the ticket has now got an additional field; the ‘Entry Price’ field. After inputting a trade size, you will be able to input the entry price of the order. You can also attach a stop loss and take profit to your order. These orders will be attached to your opening order if it triggers.

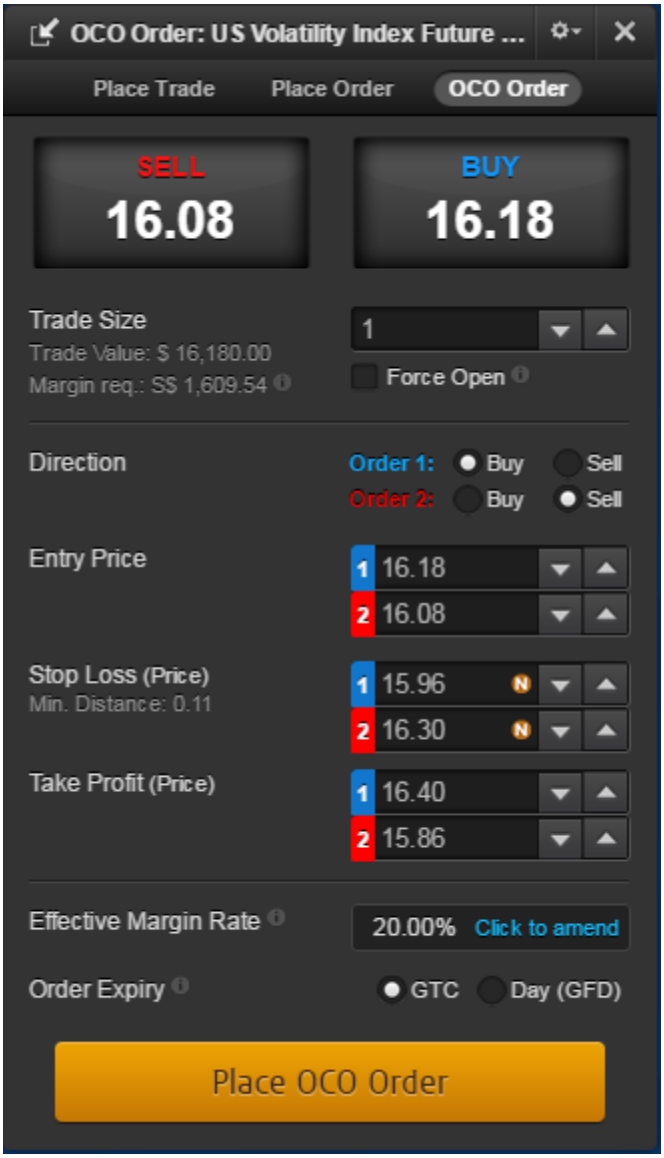
Similarly to placing a trade, you can also amend the margin/leverage for your order. Your margin requirement will update accordingly.

Towards the base of the Order deal ticket you will be presented with another additional field. There are 2 options for ‘Order Expiry’; GTC and GFD. GTC orders are ‘Good ‘til Canceled’ meaning that they will remain on your account until you cancel them or they trigger and are filled. GFD orders are ‘Good for the Day’ meaning that they will remain only for the day. When the session is refreshed, the order will be removed from the account.




### OCO Orders

The third tab on the deal ticket is for OCO orders. With an OCO order, you will be able to place two attached opening orders that can straddle the current market price. If one order triggers and is filled, then that will open a position whilst also cancelling the other order. As with standard Opening Orders, you will also be able to attach Stop Losses and Take Profits to both sides of your OCO order. Please note, that you will be charged the margin requirement for the side with the highest value. After placing your Opening OCO Order, you will be able to view this in the ‘Open Positions and Orders’ window under the ‘Orders’ tab.

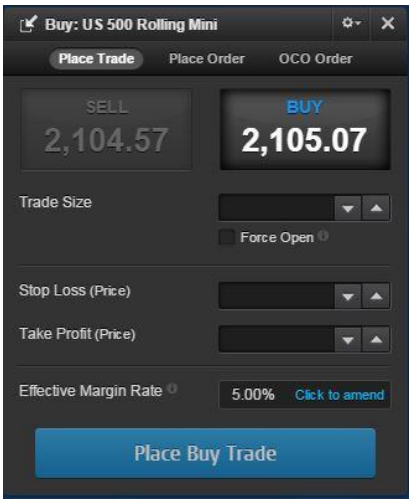



The OCO order deal ticket has the same basic functionality of the standard order ticket; however there are also some differences.

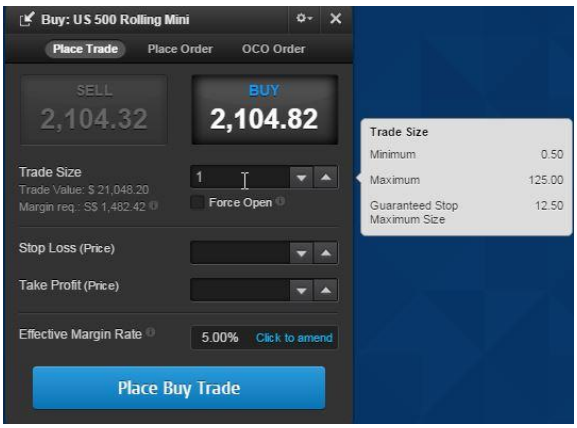
Firstly both the Sell and Buy prices appear active; to change direction you will have to complete the ‘Direction’ fields. Changing the direction of your order will also change the colour of the entry price, stop loss and take profit fields to indicate the direction the trade will be in if it triggers. You will also be able to decide the Order Expiry length as with the standard order ticket.

# Placing a trade

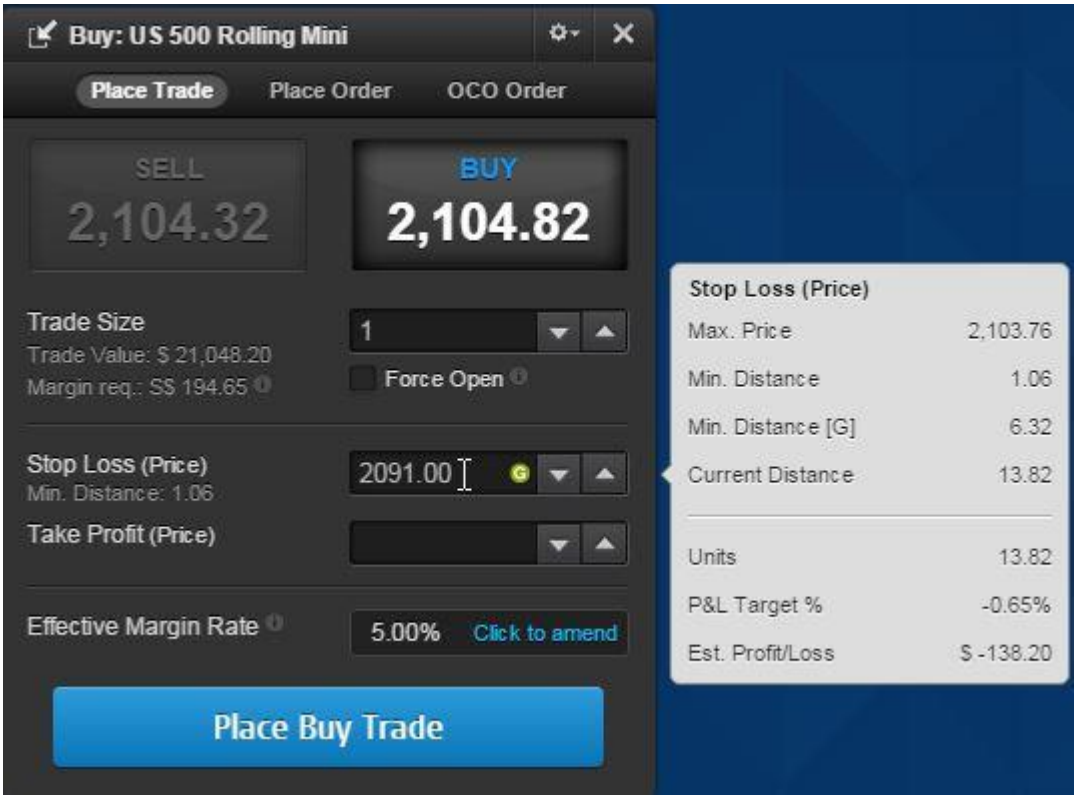
Before placing a trade, there are various factors that need to be considered. These factors include Margin Available, Market Status and Margin Requirement. If the product's market status is 'Open' then you will be able to place an opening or closing trade on this product. It is advisable to view the product's Product Information screen to familiarise yourself with the parameters that will affect the margin requirement, your P&L and risk of the trade.



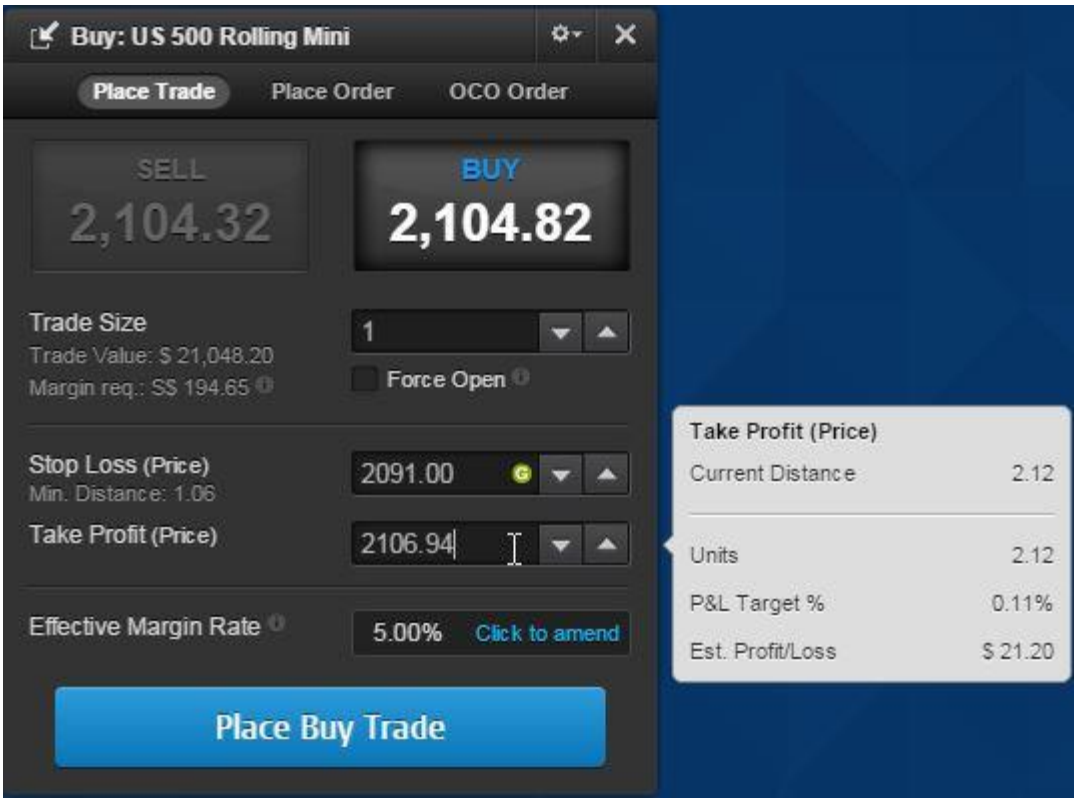

Once you open a deal ticket, input the trade size. You will notice that the Trade Value and Margin Requirement figures are displayed.  You will not be able to place a trade if the margin requirement exceeds your margin available.



You can now enter a stop loss level. This may help reduce your margin requirement and to help limit the liability of an open position from downside risk. Based on the level of the stop loss, your margin requirement will change accordingly. To the left of the stop loss input field, the minimum stop distance will be displayed. By hovering your mouse over the stop loss field, the tool tip will display the current distance and estimated potential profit/loss incurred if triggered.



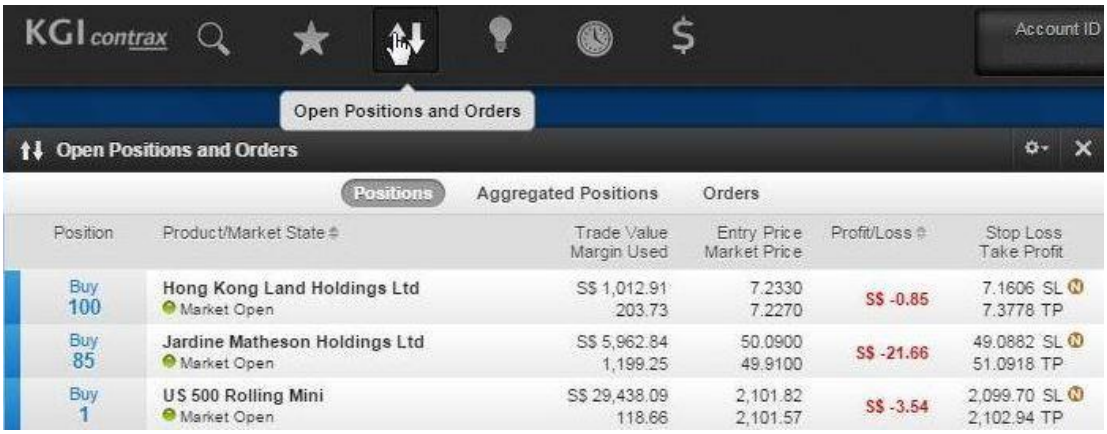

If you would like to place a limit profit onto your trade, enter a value into the Take Profit field. There is no minimum distance for the Take Profit. Hovering your mouse over the Take Profit field will also display the current distance and estimated profit made if triggered.



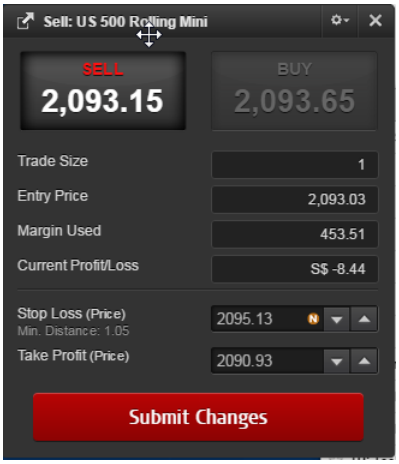

When you are happy with the values that you have input you may click the Place Trade button. You will receive a trade confirmation once the trade has been placed. If not successful, you will receive a notification advising you why your trade was not successfully placed.

If your trade is accepted, your newly opened trade will be in the Open Positions and Orders window. When you select the ‘Open Positions’ tab, you can view the position details etc. If you have attached a stop to your trade, there will also be an ‘N’ displayed under ‘Linked Orders’. The ‘N’ indicates that the stop loss is Non-Guaranteed.

# Amending and Closing an Open Position



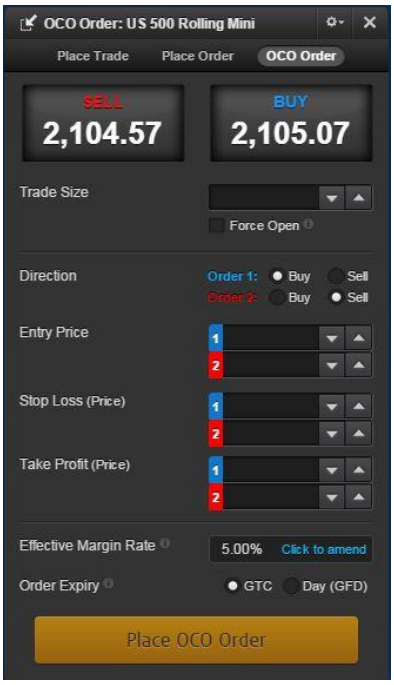

Once you have opened a position, you will be able to view your trade in the Open Positions tab in the Open Positions and Orders window. By Hovering your mouse over the open position row, you will be able to view the trade details, Close your position and amend, add or view a Stop Loss and Take Profit. You can move or add a Stop loss or Take Profit accordingly, and once you are happy, click to confirm. If you choose to add a Stop Loss to your position, this may reduce your margin requirement for the trade. The change will be reflected in the Account summary bar and trade details window. Your attached orders will now be present in the Open Positions view.



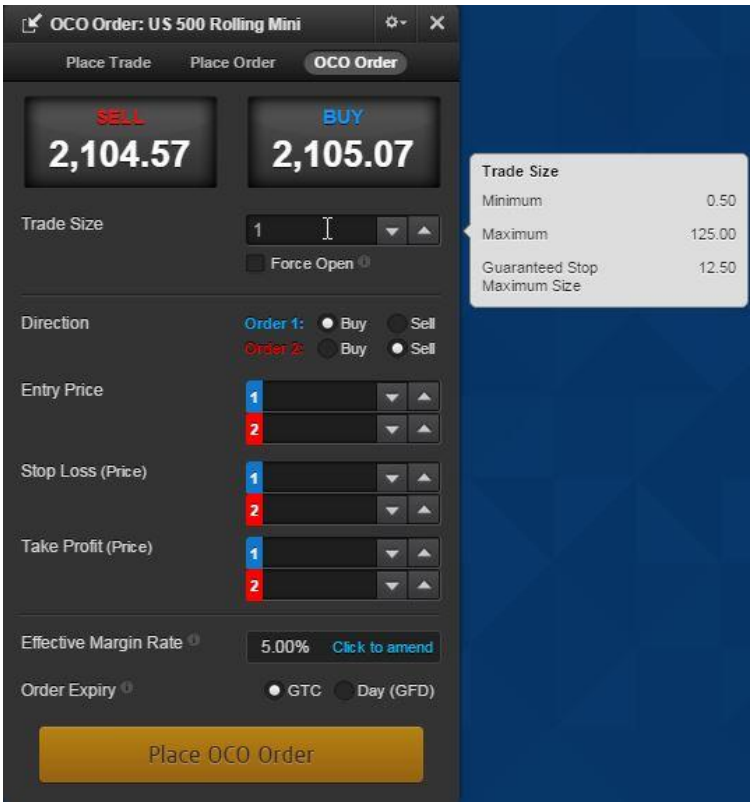

By clicking ‘Close’, you will be able to close your trade. The close window displays the current market price, size, entry price value and current P&L of the trade.

# OCO Orders

Before placing an OCO order, there are various factors that need to be considered. These factors include Margin Available, Market Status and Margin Requirement. If the product's market status is 'Open' then you will be able to place an order for this product. It is advisable to view the product's Product Information screen to familiarise yourself with the parameters that will affect the margin requirement, your P&L and risk of the trade.




Once you open a deal ticket, select 'OCO Order'. This will take you to the OCO Order deal ticket. Firstly input the trade size. You will notice that the Trade Value and Margin Requirement figures are displayed. You will not be able to place an opening order if the margin requirement exceeds your margin available.



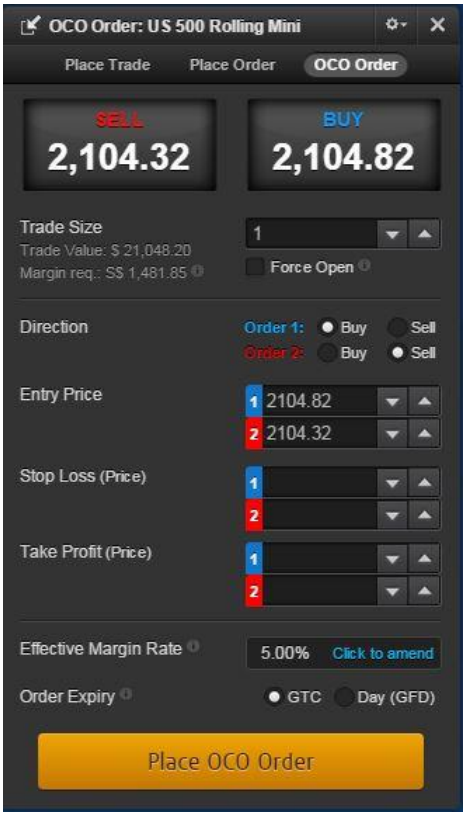

After you have input the trade size you will now be required to set up both sides of the OCO order.

### Direction

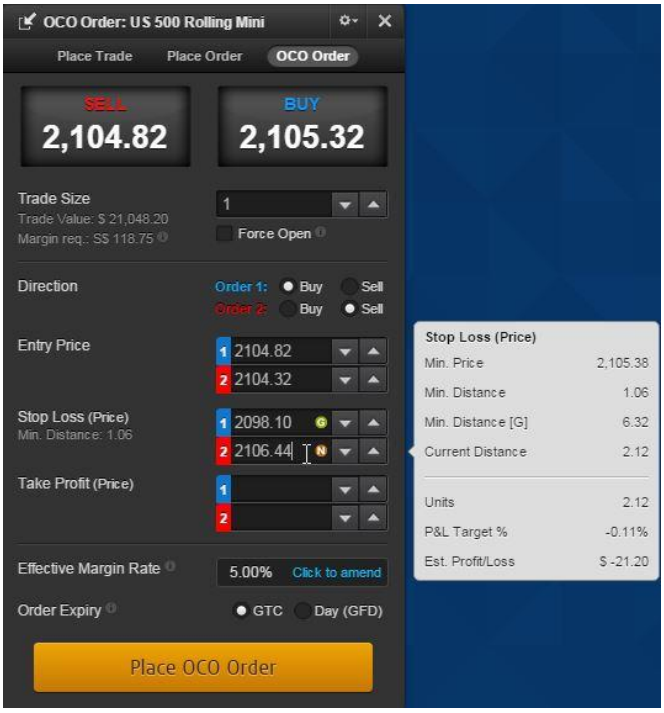
You will be able to enter the direction of each order; whether you would like them to open Buy or Sell orders. Both can be Buy orders, sell orders or one of each.

### Entry Price

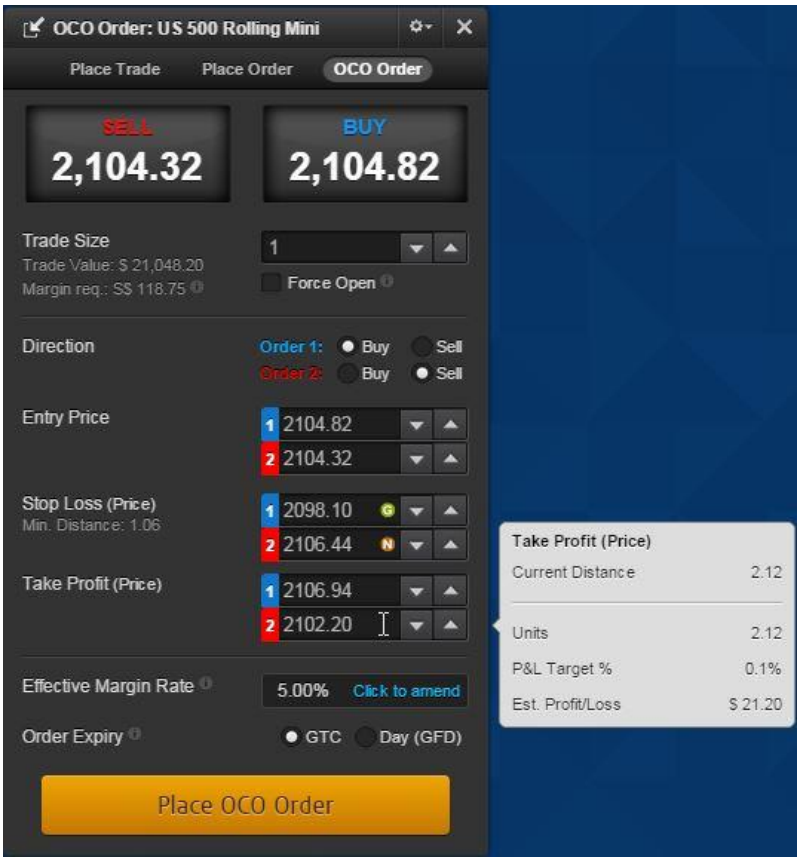
Once you have input the direction for both of your orders, you will now be required to input the entry prices. If the market price reaches either of your stated entry levels, then that side of the order will trigger and be filled; you will enter into a trade. The other side of the order (along with any contingent orders) will then be cancelled.




To reduce your margin requirement and to help limit the liability of an open position from downside risk you can now enter a stop loss level for one or both sides of the OCO order. Based on the level of the stop loss, your margin requirement will change accordingly. To the left of the stop loss input field, the minimum stop distance will be displayed. By hovering your mouse over the stop loss field, the tool tip will display the current distance and estimated profit/loss incurred if triggered.

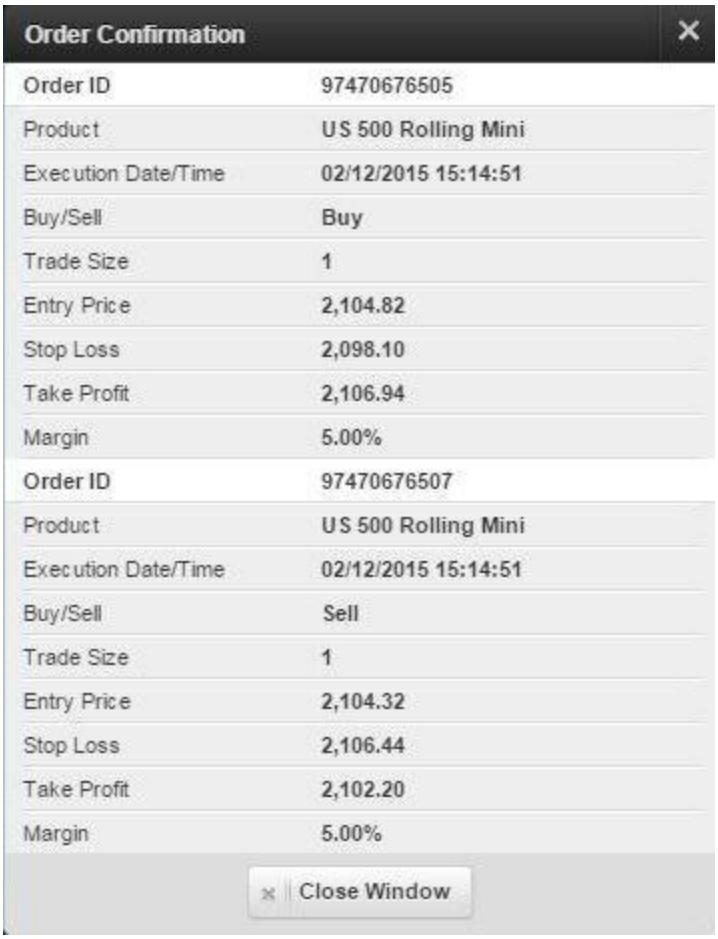



If you would like to place a limit profit onto one or both sides of your order, enter a value into the Take Profit field. There is no minimum distance for the Take Profit. Hovering your mouse over the Take Profit field will also display the current distance and estimated profit made if triggered.




After you have completed the required fields, you will now be able to select the Order Expiry. When you are happy with the order details, click ‘Place OCO Order’. You will receive an order confirmation once the order has been placed. If not successful, you will receive a notification advising you why your order was not successfully placed.

Please note, that you will be charged the margin requirement for the side with the highest value and like regular Opening Orders, OCO orders are not guaranteed and may be subject to slippage.



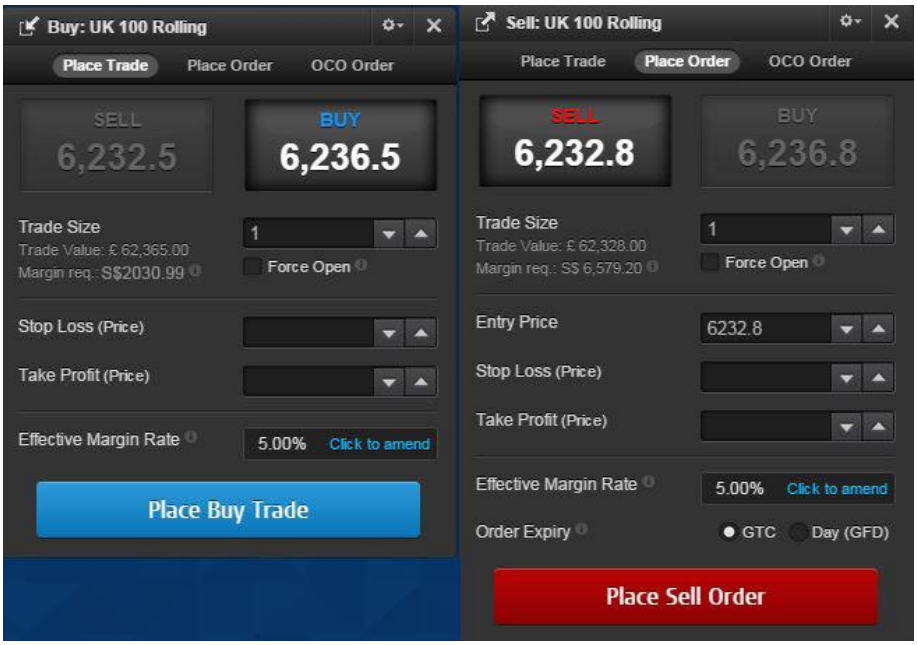

If your OCO order is accepted, your newly created OCO order will be in the Open Positions and Orders window. When you select the 'Orders' tab, you can view the order details, entry price, current market price and distance from current market price. An OCO order can be identified by the small 'chain link' OCO icon. If you have attached a stop to your trade, there will also be an 'N' displayed under 'Linked Orders'. The 'N' indicates that the stop loss is Non-Guaranteed.

If you would like to amend the order, hover your mouse over the OCO order row and select 'Amend Order'. This will open an Amend OCO order deal ticket. Using this ticket, you will be able to increase/decrease the stake, move the entry price, add/remove Stop Losses and Take Profits, amend the margin rate and change the Order Expiry. Once you are happy with the details, click 'Amend Order' to submit the amended order.

# Margin Calculations and Stop Losses

When placing a trade or order to open, you will be required to have funds in excess of the Margin Requirement for the trade or order. The Margin Requirement is the amount of funds in your base currency required to open a trade or order. If you attach a guaranteed or non-guaranteed stop loss to your position, you will be limiting your liability of your position from the downside risk therefore your margin requirement will change in many cases. Please view the relevant product information window for the product to see what the margin buffer is.

When placing a trade or order to open the margin requirement can be found to the left of the trade size field.

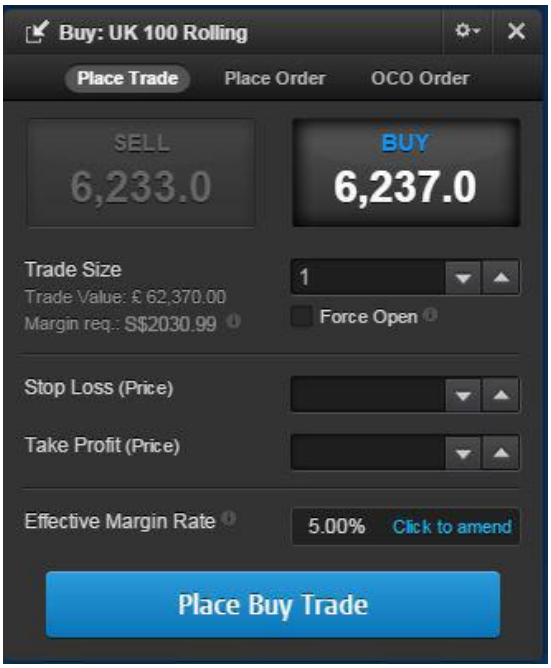



There are two key scenarios when opening a trade or an order to open that have different margin requirement calculations:

### Opening a trade with no stop

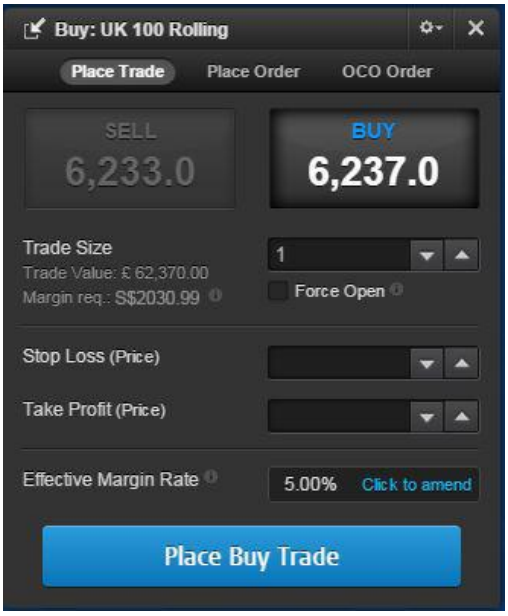
Effective Margin Rate x Trade Value

In this example, the trade value is £62,370.00 and the Effective Margin Rate is 5%. Therefore the margin requirement can be calculated as follows: 5% x £62,370 = £3,118.50 / $6,580.04




### Opening a trade with a non-guaranteed stop

(Monetary Risk of Trade) + (Trade Value x Base Margin Rate x Margin Buffer)




In this example, the trade value is £62,370.00 and the Effective Margin Rate is 5%. The Margin Buffer can be found in the Product Information window; the Margin Buffer is 30%. The monetary risk of the trade can be calculated as follows: (Entry Price – Stop Loss level) x Trade Size

Therefore the margin requirement can be calculated as follows: ((£6,237.00 – £6210.00) x 1) + (£62,370.00 x 5% x 30%) = S$2030.99 [£962.55]

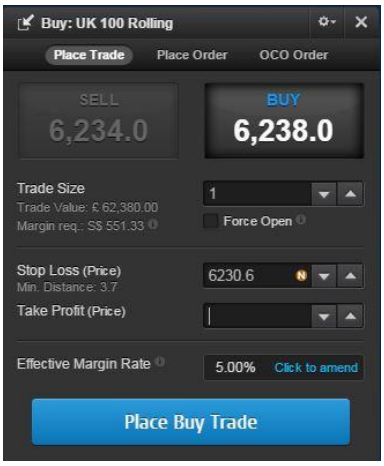
(Entry Price – Stop Loss level) x Trade Size

Therefore the margin requirement can be calculated as follows:

((£6,237.00 – £6,210.00) x 1) + (£62,370 x 5% x 30%) = S$2030.99 [£962.55]

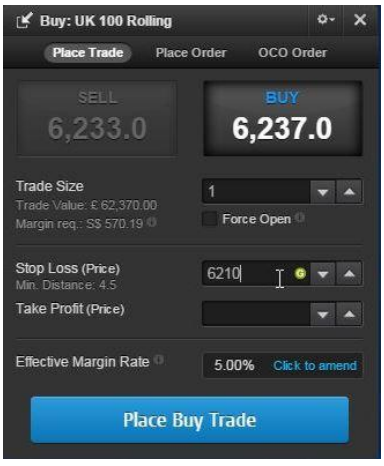
## Exceptions

When placing a trade or order to open with a stop there will be a ‘ceiling’ amount; the highest amount of margin you can be charged. The ceiling amount is the margin requirement in the absence of a stop: Effective Margin Rate x Trade Value




As the above meets this criterion, the margin requirement would be based on the ceiling amount.

If you place an order to open, you will be charged margin based on the above scenarios. If you place an OCO Order, you will be charged margin only for the value of the side with the highest margin requirement.

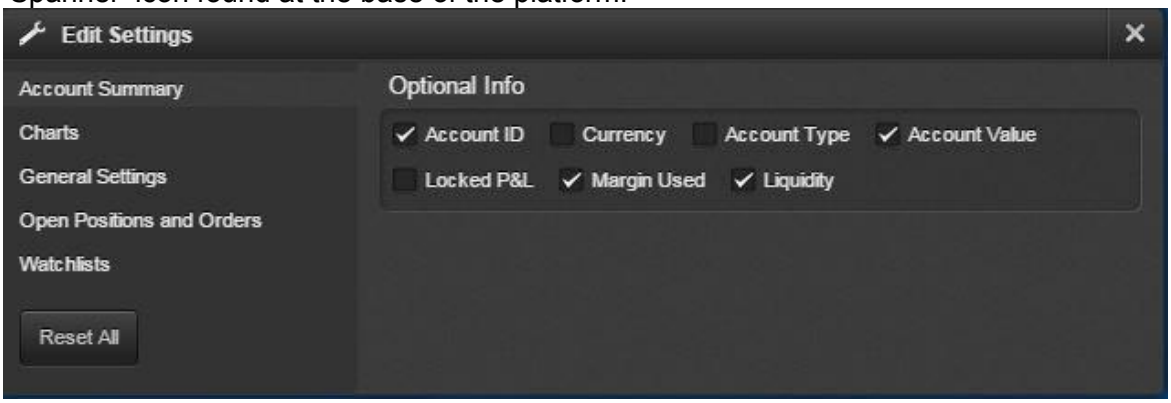


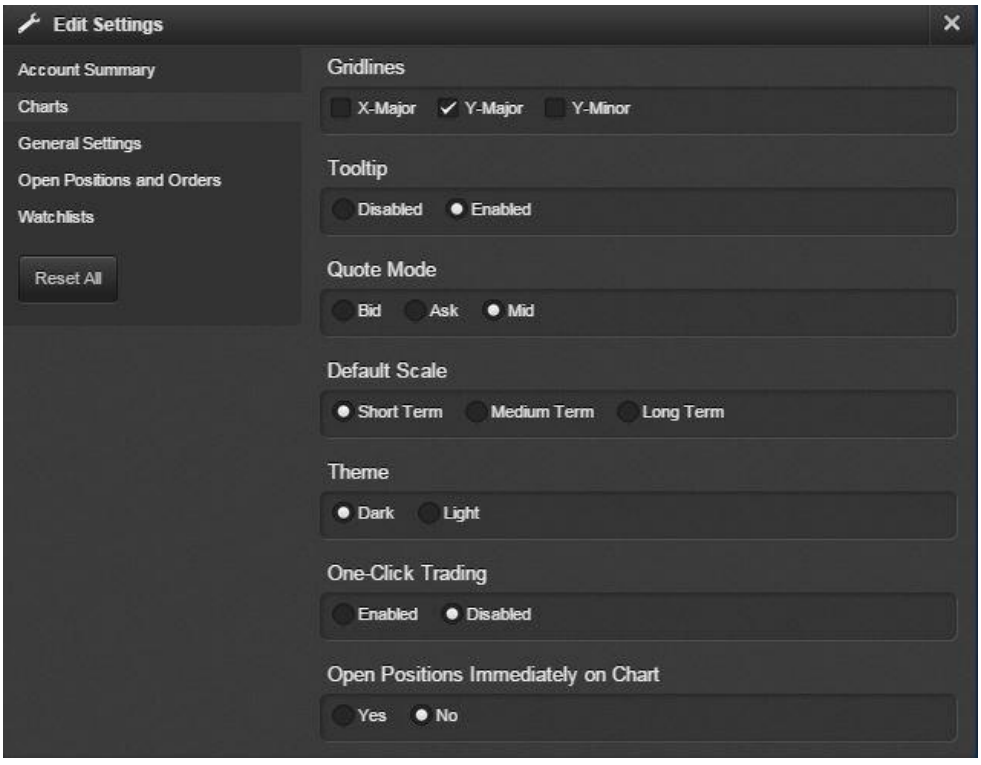

Please note that it is also not possible to benefit from margin reduction through the use of attached stop loss orders in relation to single equity trades.

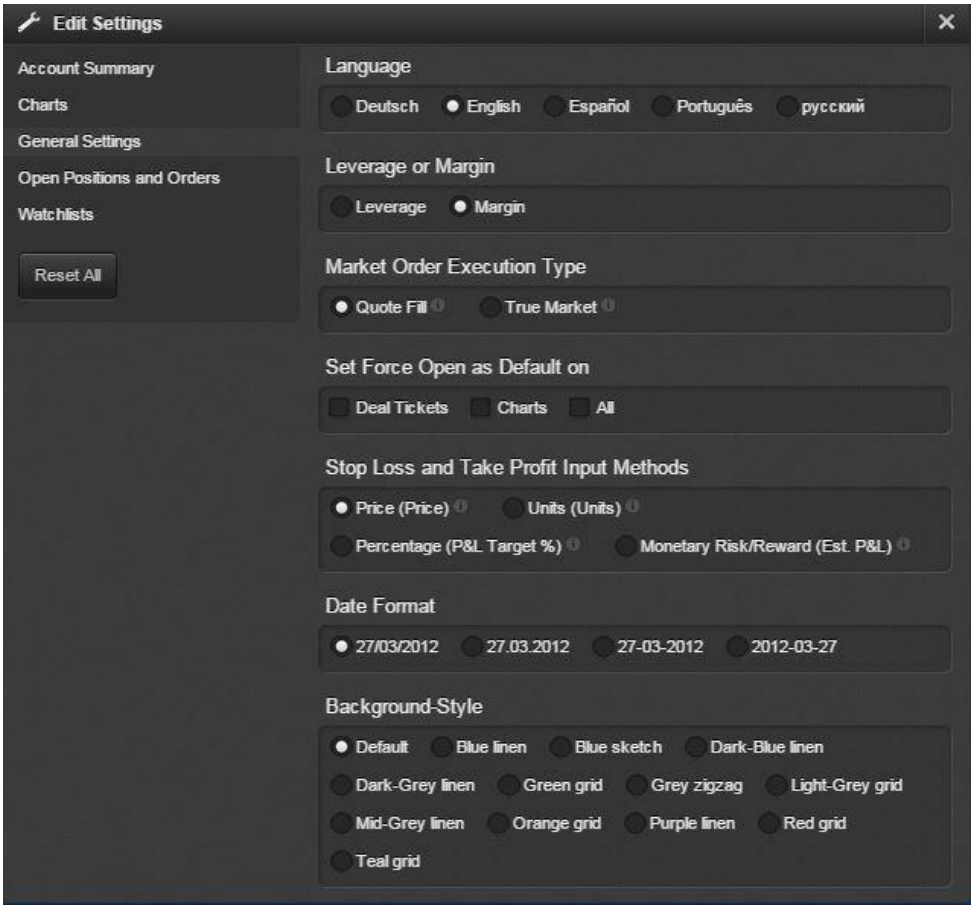
# Settings

KGI Contrax is a highly intuitive and customisable trading platform. You can set up your account to display as much or as little information as you like. You will be able to choose whether your account displays Leverage or Margin and can also decide what columns are displayed.

To access the Settings screen, either access from the Getting Started window or click the ‘Spanner’ icon found at the base of the platform.

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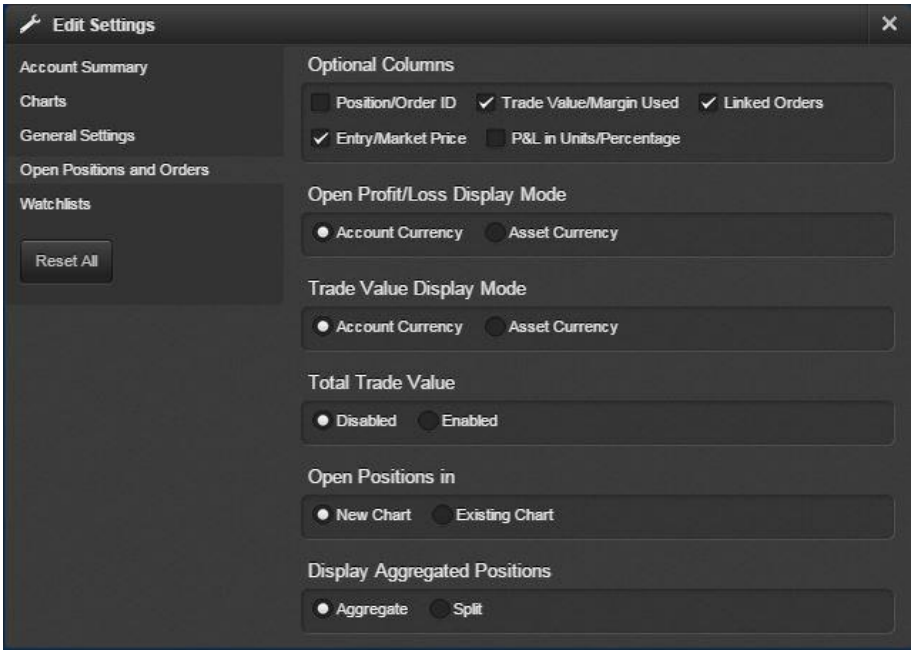
Account Summary
Charts
General Settings
Open Positions and Orders
Watchlists
Reset All
Language
Deutsch
English
Español
Português
русский
Leverage or Margin
Leverage
Margin
Market Order Execution Type
Quote Fill
True Market
Set Force Open as Default on
Deal Tickets
Charts
All
Stop Loss and Take Profit Input Methods
Price (Price)
Units (Units)
Percentage (P&L Target %)
Monetary Risk/Reward (Est. P&L)
Date Format
27/03/2012
27.03.2012
27-03-2012
2012-03-27
Background-Style
Default
Blue linen
Blue sketch
Dark-Blue linen
Dark-Grey linen
Green grid
Grey zigzag
Light-Grey grid
Mid-Grey linen
Orange grid
Purple linen
Red grid
Teal grid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General Settings
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Watchlists
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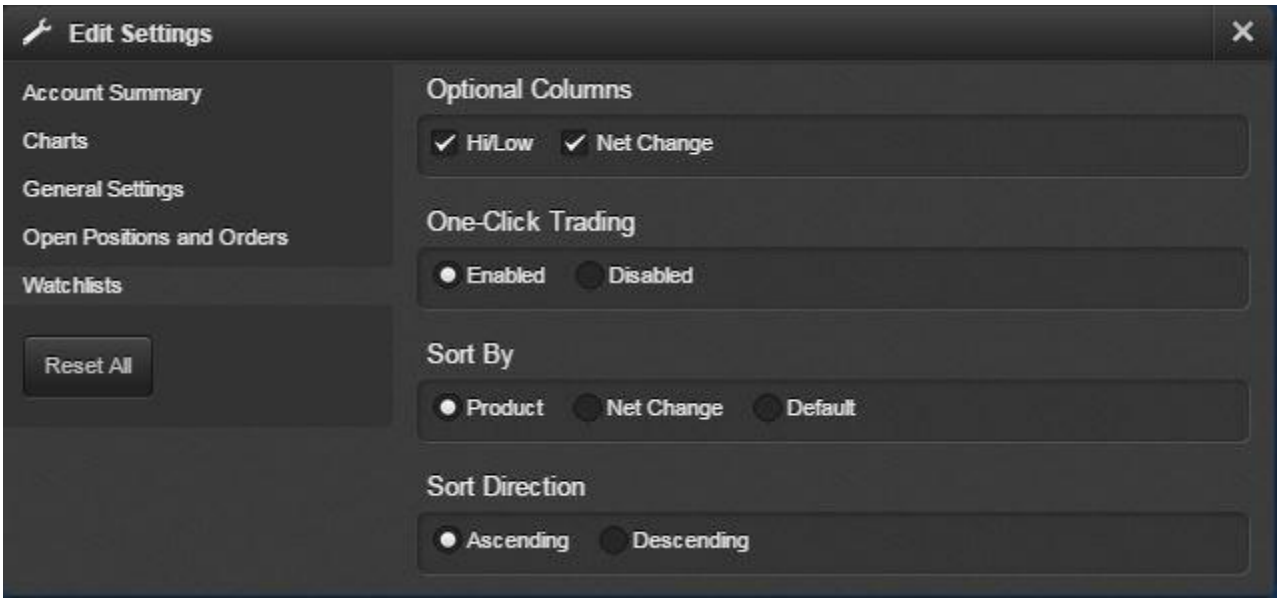
Optional Columns
Position/Order ID
Trade Value/Margin Used
Linked Orders
Entry/Market Price
P&L in Units/Percentage
Open Profit/Loss Display Mode
Account Currency
Asset Currency
Trade Value Display Mode
Account Currency
Asset Currency
Total Trade Value
Disabled
Enabled
Open Positions in
New Chart
Existing Chart
Display Aggregated Positions
Aggregate
Split


Edit Settings
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Watchlists
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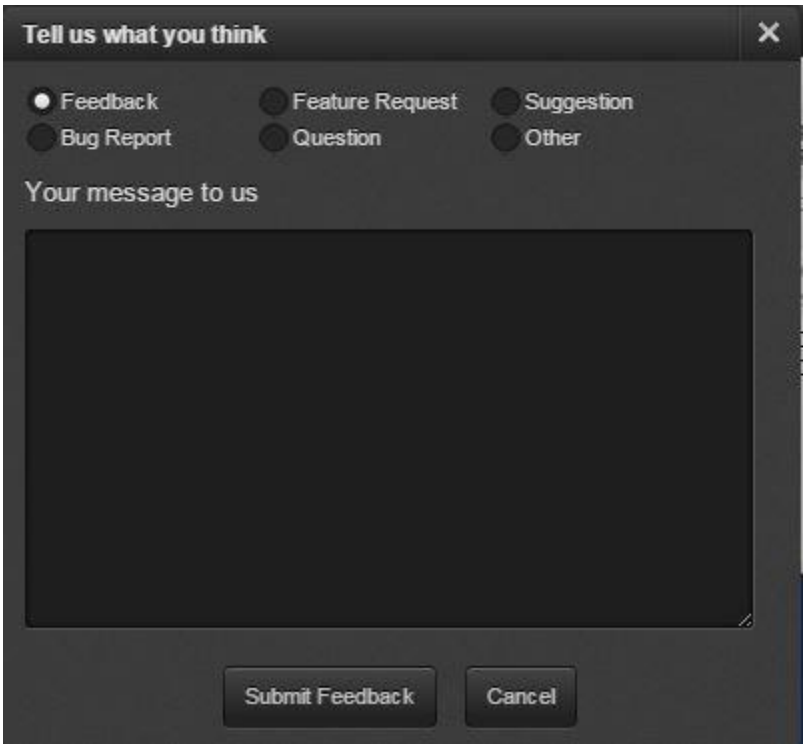
Hi/Low
Net Change
One-Click Trading
Enabled
Disabled
Sort By
Product
Net Change
Default
Sort Direction
Ascending
Descending

# Submitting Feedback

Tell us what you think. We would be very grateful if you can let us know what you think about KGI Contrax. If you think we can make any improvements, add further features or have any questions, please access the Feedback form.




The feedback form can be accessed from either the Getting Started Window or via the Account Summary bar options.

Once you have opened the feedback form, you will be able to select what category your feedback is and type your comment in the field below. Click ‘Submit Feedback’ and your feedback will be sent to our Client Services department. You will receive a response in due course.

## Contact Us

- Our phone lines are open for general enquiries from 0900h to 1715 , Monday to Friday, Singapore time (GMT +8).
- For trading related enquiries, please call our hotline at +65 6202 1600 or email your enquiries to sgp.cs@kgi.com
- We will respond to your email within 1-2 working days.