

# FREQUENTLY ASKED QUESTIONS

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## BILLING

**I have been thinking about signing up for a TradeXchange subscription. Does the subscription require a contract or does it have a minimum specified term that I must oblige to?**

No! The TradeXchange subscription does not require a contract, and you may cancel at any time. All cancellations will be effective immediately upon receipt. To cancel your subscription, simply email us at: [thetradexchange@thetradexchange.com](mailto:thetradexchange@thetradexchange.com) or reach out to us directly at (203) 939-1250.

**When will I be billed for my subscription?**

The TradeXchange will bill you based on your selected subscription terms: Monthly, Semi-Annually or Annually. As with any subscription service you will be charged automatically on your renewal date.

**How can I update my billing information?**

To update your billing information, please reach out to us directly at (203) 939-1250 and a team member will be happy to assist you!

**How do I cancel my subscription?**

To cancel your subscription, please email us directly at: [thetradexchange@thetradexchange.com](mailto:thetradexchange@thetradexchange.com). You may also reach out to us directly at (203) 939-1250.

## ACCOUNT ACCESS

**I signed up for a subscription, however I still have not received my credentials - what should I do?**

If you signed up for an account after business hours (Monday - Friday 7am-5pm EST) or during a holiday, please note that you will receive your credentials at the start of the following business day by 9am EST. If you do not receive the credentials, please reach out to us directly [thetradexchange@thetradexchange.com](mailto:thetradexchange@thetradexchange.com) or at (203) 939-1250.

## **I am a current member, why do I not have access to the TX Forum?**

The NewsDesk contains all of the same information as the Forum; however it is slightly faster and has a search tool feature. Since they each include the same information, **you may only have access to either the NewsDesk OR the Forum**

## **I am not receiving the daily analytics to my email such as the Morning Mash-Up and the Market Wrap-Up. What should I do?**

If you are a member and you are not receiving the analytics, please check your spam and be sure to white list our emails. If you still experience issues please email us directly at [thetradexchange@thetradexchange.com](mailto:thetradexchange@thetradexchange.com) and we will work to rectify the issue immediately.

## **TRADEXCHANGE**

### **Do you cover international markets?**

At this time we solely cover US markets, however we may look to expand our platform in the near future.

### **Do you have an app?**

Yes we have apps for android and IOS devices. \*Please note that our Squawk Audio is currently hosted through Omnivia which has been reported to cause issues on IOS devices. Omnivia is actively working to resolve this issue.

### **Do you provide guidance or recommendations?**

No, we are strictly a real time news provider. We provided actionable information to traders so that they can make trading decisions based on their experience, values and needs.

### **Is your information in real-time and unbiased?**

All of our information is in real time. No one at The TradeXchange is permitted to trade so none of our NewsDesk employees will front run you for their benefit or put out biased information.

### **What type of information is provided in the NewsDesk?**

We provide real time, actionable information for US markets regarding: unusual option activity, insider and company SEC filings, smart filtered social media news, volatility and volume alerts, desk chatter, geo-political information, macroeconomic news and much more.

## **NEWSDESK/FORUM**

### **The platform looks like a chat, am I allowed to post?**

No, only TX NewsDesk employees are allowed to post on the platform. Our team is highly experienced and follows a unique process to ensure a high accuracy and integrity of posted updates.

### **Can I filter the Information?**

You may search by symbol or phrase within the history of The NewsDesk.

## **The font is too large/small in the NewsDesk / Forum, is it possible to adjust the font size?**

Yes! To adjust the font size in either the NewsDesk or the Forum, simply hold down the **CTRL** button on your keyboard and press the **+** or **-** sign on your keyboard to increase or decrease the size of the font.

## **How do I access the search tool in the TX NewsDesk?**

To perform a search in the NewsDesk, click on the  icon in the bottom left-hand corner of the NewsDesk. From this menu, select "History" to open the search tool.

*\*Please note that the search tool will only pull data from the **same day**. We anticipate this issue to be resolved with the release of our new dashboard in early 2018.*

## **What do the colors in the NewsDesk Mean?**

Any postings in **RED** represent unusual option activity. Postings in **PINK** represent SEC filings such as Form 4, 8-K, 13-G, 13-D, S-3, S-3ASR etc.

## **The notification sounds are no longer coming through the NewsDesk, how can I fix this?**

There are several reasons why your sounds may have stopped. If you recently changed your sound settings you will need to wait for at least 3 news posts to come through before the sound returns.

You may also be experiencing browser issue, we recommend trying Google Chrome or Internet Explorer.

If you continue to experience issue with your sound please call us at (203)939-1250.

## **What is the difference between the TX NewsDesk and the TX Forum?**

The NewsDesk has been created to replace the Forum. The NewsDesk contains all of the same information as the Forum; however it is slightly faster and has a search tool feature. As they each include the same information, **you may only have access to either the NewsDesk OR the Forum.**

If you are currently in the Forum and would like to try out the NewsDesk, please email us at [thetradexchange@thetradexchange.com](mailto:thetradexchange@thetradexchange.com)

## **SQUAWK AUDIO**

### **Once I log into the TX Squawk Audio, do I need to keep the window up on my monitor to be able to hear the Squawk Audio alerts?**

No! Once you log into the Squawk Audio, you may simply check the speaker volume, then you can minimize the window, saving valuable screen space.

The sound will still come through your speakers even with the window minimized.