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**General**

- **What is FinzTrade?**  
FinzTrade is a portal that educates its subscribers about stock trading through sharing of contents based on two main components,  
(i) information sharing of FinzTrade's trading using Artificial Intelligence ("AI") Trading System ("ATS"); and  
(ii) educational contents on stock trading in the form of videos.
- **What is AI?**  
Artificial intelligence (AI) is an area of computer science that emphasizes the creation of intelligent machines that work and react like humans. Some computing activities computers with artificial intelligence are designed to include speech recognition, learning, planning, and problem solving.
- **Is FinzTrade a trading company?**  
No, FinzTrade focuses on helping novice traders level-up their trading game by becoming informed trades and trading objectively. This portal serves as an educational platform and does not constitute investment advice.
- **What is the difference between Trading and Investment?**  
Trading is holding stocks for a short period of time while investment seeks larger returns over an extended period through buying and holding.

**Portfolio**

- **Where can I check the details of the trades for selected stocks that are available on Finztrade?**  
Click portfolio at the top of the page and the details of the stock currently held will appear. Click on stock and all information is ready for viewing.
- **Where can I check the total of available stocks in hand right now?**  
You can click on Portfolio after you log-in.

## Trades

- Where can I view trading history?  
Trading history can be accessed from Trade Menu At the bottom of the page where you can customize the period of trades that you need to view.
- I can only view 4 transactions at the latest trade, why is that?  
This system will show the latest available transactions that are based on real-time for ease of reference.

## Education

- Why can't I access the premium videos?  
The premium videos are only available for users who subscribe to our packages.
- When will the next video be uploaded onto the portal?  
New videos will be uploaded onto the portal weekly with 1 video per week on average.

## Messenger

- Do you provide any kind of online support/ tutorials on how to use the portal?  
Yes, our online support is available Monday to Friday from 9AM to 6PM. A tutorial video on how to use the portal is also available under Basic Educational Video. For further inquiries you can send your request/ query via email, live chat or call our Support Team at 012-8922933.
- What are the benefits that I can get when I register as a member?  
FinzTrade will help you kick-start or enhance your stock trading journey with its educational video on the fundamentals or 'know-how' of stock market. You will also get live notifications on trades executed by our AI-driven Automated Trading System (ATS) so that you too can make informed decisions on your trades.
- Which asset classes does FinzTrade trade in?  
FinzTrade is currently trading in Malaysia equity market.

## Account

- Who is eligible to register as a member with FinzTrade?  
Everyone with the age of 18 years is eligible to register.
- How can I create a new account?  
Click on the sign-up button to fill in your registration details to create a new account.

- I have registered using the web browser, why can't I verify my email via mobile apps?  
For web browser registration, you can only verify your registration using the same browser. For mobile apps you will get the TAC number to validate your account.
- May I register more than one account?  
You can create multiple accounts by using different emails.
- How can I change my password?  
You need to click on Account Menu and Security and Login section to change your password.
- I forgot my password, what should I do?  
Go to Forgot Password section, enter your registration e-mail address and follow the instructions.
- I don't receive notification from FinzTrade, why is that?  
The system will only notify subscribers when there is a trade (s) executed.
- I have already registered, but why can't I log in?  
If you need to log in, just go to our Login page. Kindly use the correct link to log in and enter the correct username and password. If there is a pop-up error message, you need to contact our support team for further assistance.

Can I change my username/email?

You are not able change your username and email for now.

When can I upgrade my package and if I would like to downgrade my package, will there be any penalty charges?

You can upgrade the package any time or 1 (one) day before the end date of the current package. There are no charges for downgrading. Your plan will automatically renew if you do not make any cancellation.

- I want to cancel my subscription, can I get my money back and how long will the process be?  
You can cancel your subscription at any time. To cancel, you can log in to your Account Management profile and click on Cancel Your Subscription. If you are not able to cancel successfully, we recommend you email us at [customer@finztrade.com](mailto:customer@finztrade.com). Refund is only available if you cancel your subscription within 7 days from your purchase date.