

Template: Forex Customer Support Checklist

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Based on Article: "What to Expect from Customer Support in Forex Trading"

Website: <https://nairafx.ng>

A practical checklist to evaluate the effectiveness of Forex customer support, especially for traders in Nigeria.

Checklist Items:

- ☐ **1. Assess Account Verification Process**
Inquire which documents are accepted from Nigerian residents and the expected review time for verification.
Reference Section: Pre-funding support checklist for Nigerian traders
- ☐ **2. Evaluate Deposit Methods**
Ask if you can deposit funds from a Nigerian bank account and clarify any associated fees or conversion rates.
Reference Section: Pre-funding support checklist for Nigerian traders
- ☐ **3. Understand Withdrawal Process**
Request information on the documents and conditions required before initiating a withdrawal.
Reference Section: Pre-funding support checklist for Nigerian traders
- ☐ **4. Clarify Trading Platform Access**
Find out what procedures are in place if the trading platform becomes unavailable during market hours.
Reference Section: Pre-funding support checklist for Nigerian traders
- ☐ **5. Learn About Margin and Leverage Policies**
Ask how margin calls and leverage limits are calculated, ensuring you receive plain-language examples.
Reference Section: Pre-funding support checklist for Nigerian traders
- ☐ **6. Confirm Negative Balance Protection**
Inquire whether losses can exceed your account balance and what protections are in place.
Reference Section: Pre-funding support checklist for Nigerian traders
- ☐ **7. Test Support Responsiveness**
Ask specific questions via live chat or email to assess the quality and clarity of responses before funding your account.
Reference Section: The Support Standards Traders Should Expect Before Funding an Account
- ☐ **8. Document Support Interactions**
Save replies, names, and timestamps of support interactions to compare with the broker's published terms.
Reference Section: The Support Standards Traders Should Expect Before Funding an Account
- ☐ **9. Evaluate Support Channels**
Determine which support channels are available (live chat, email, phone) and assess their effectiveness for urgent issues.
Reference Section: Channels traders may encounter