

The logo for eyeFG features a stylized eye composed of concentric, overlapping rings in shades of teal and yellow, with a central yellow sphere. The text "eyeFG" is positioned to the right of the eye graphic, with "eye" in teal and "FG" in yellow.

eyeFG

***CLIENT
ONBOARDING
PROCEDURE***

Version Control

Document Owner: EyeFG Ltd

Version No.	Approval Date:	Revisions/Changes:
1.0	2025	<i>Creation of Policy</i>

Step 1: Client Registration

1. Client registers on company website by pressing “Buy Now” on specific challenge

- The client is redirected to the registration pop-up

2. Client fills in their details:

- **First Name (required)** – for identity verification
- **Surname (required)** – for identity verification
- **Email (required)** – for account verification and communication
- **Country (required)** – to determine if the client is from a sanctioned/restricted country (*which is not permitted*)
- **Telephone (optional)** – recommended for two-factor authentication and customer support communication
- **Password / Password Confirmation (required)** – to create a unique password for logging into the client portal.

2A. Client agrees to disclaimers

- Client must tick the following checkboxes to proceed:

✓ I declare that I have read and agree with the terms and conditions and privacy policy.

✓ I declare that I have read and agree with the refund policy.

✓ I confirm that I am at least 18 years old and acknowledge that the details provided are accurate and correspond to my government-issued identification.

❖ Important note:

"Only one registration is allowed per client. Multiple registrations or registration with invalid data may lead to the termination of services."

3. Client submits the registration form:

- After completing all required fields and agreeing to the disclaimers, the client clicks “**Submit**”.
- The system verifies the submitted information to ensure the client is not from a restricted country. If the country is restricted, the client receives the following message:

- *"Unfortunately, Our Company does not provide services in your country. Therefore, we cannot proceed with your registration. Thank you for your understanding."*

4. **Confirmation and Email:**

- Upon successful submission, the client receives an email confirming the registration, along with a link to proceed to the client portal, where they are then redirected to sign in.

5. **Sign in to the client portal:**

- After signing in, the client gains access to the following pages:
 - My Profile
 - Challenges
 - Orders
 - Downloads
 - Support

Step 2: Client Portal – Selecting and Purchasing a Challenge

1. **Client clicks on the "Challenges" page:**

- The client can browse available challenges

2. **Client selects a challenge:**

- After selecting a challenge, the client clicks **Continue**.

3. **Review Challenge Details:**

- The client is redirected to a page with:
 - **Challenge Description**
 - **Terms and Conditions** of the challenge.

4. **Client clicks "Buy Now":**

- This redirects the client to the **payment page**

Step 3: Payment and Discounts

1. **On the payment page, the client can choose to pay via:**

- Visa/MasterCard
- Bank Transfer

2. **Promo Code Option:**

- The client can enter any available **promo code** to receive a discount (up to **50%**).

3. **Complete the payment:**

- Once the payment is processed successfully, the client is redirected to the **client portal**.
- Client will receive email confirming payment and challenge purchase
- The client portal will update to show the purchased challenge and details

Step 4: Client Portal Access

1. **Once the challenge is purchased, the client gains access to additional pages in their portal:**

- My Profile
- Dashboard
- Analysis Hub
- Challenge
- Accounts
- Trading Tools
- Orders
- Payouts
- KYC (Know Your Customer)
- Downloads
- Support

Step 5: Account Setup for Trading

1. **Client goes to the "Accounts" page in the portal:**

- Client **changes their password** for the **Match Trader** and/or **Gooytrade** systems to ensure they can log into their trading account.

Important Note:

- ❖ ***Without purchasing a challenge, the client will NOT have an account with the Match Trader and/or Gooytrade platforms.***
- ❖ ***If a client clicks on the Match Trader and/or Gooytrade Terminal links without purchasing a challenge, they will NOT be able to log in because their account is not yet created.***

2. Login to Match Trader *and/or* **Gooytrade** Terminals:

- After changing the password, the client can **log into the Match Trader *and/or* Gooytrade Terminals.**

3. Redirect to the Trading Platform:

- Once the client has successfully logged in, they are redirected to the **platform to start trading.**

Summary of Client Journey:

1. **Start** → Click on **Get Funded** → Fill in details → **Sign in.**
2. **Challenges** → Select challenge → Review terms → **Buy Now.**
3. **Payment** → Visa/MasterCard/Bank Transfer + Promo Code → Payment Complete.
4. **Client Portal** → Full access to profile, dashboard, analysis hub, etc.
5. **Account Setup** → Change Match Trader password → **Must have purchased a challenge to log in** → Login to Match Trader Terminal → **Start trading.**

Key Note:

Clients **must** purchase a challenge in order to create an account with the **Match Trader *and/or* Gooytrade platform.** Without purchasing the challenge, they will not be able to log into the **Match Trader *and/or* Gooytrade Terminals** or trade.

Step 6: Access the Trading Platform

1. The client navigates to the **Match Trader *and/or* Gooytrade Terminals** from the Client Portal.
2. The terminal redirects the client to the trading platform where they can:
 - **View** their balance at the top.
 - **Monitor** trading activity at the bottom, including:
 - Open Positions
 - Pending Orders
 - Closed Positions
 - Financial Summary
 - **Explore** available assets on the left.

3. Next to the EyeFG logo (top-left), the client can see:

- Their accounts
- All purchased challenges.

Step 7: Progress Through Challenges

Classic or Quick Challenges:

- When the client passes a challenge, the account used will be **locked**, and a new account is provided for the next phase.
- If client fails the challenge, he will be informed via email and given next step options (purchase again, etc)

Two-Phase Challenges:

- After passing **Phase 1**, the account is locked, and the client will receive a new account for **Phase 2**.
- To switch to Phase 2:
 - Use the dropdown next to the **EyeFG logo**.

Step 8: Unlock Funded Account

- Once the client completes the challenges (Classic or Quick):
 - All challenge accounts are locked.
 - A new **Final Funded Account** is created.

Step 9: Finalize Account

- Client to proceed to the **Client Portal** and complete the following steps:
 1. Upload all required **KYC documents**.
 2. Sign the **Funded Account Agreement**.
- Company will review all documents and perform an internal assessment in order to proceed to either approve or decline the request.

Once these steps are complete and approved, the **Final Funded Account** is unlocked, and the client is ready to trade.