# FAQ's for Website

## SignalATM

1. **What is SignalATM?**

   SignalATM is a unique Marketplace for Online Traders and Signal Providers that provides Usable and Real-Time Trading Signals in Live Dynamic Markets. The Signals are timestamped and tracked live till its logical end. It is an essential Analytical Decision-Making Toolkit to help take Trading position in the market.

2. **Is SignalATM a Copy Trading Platform or a Broking Platform?**

   SignalATM is NOT a Copy Trading Services not a Trading Platform. Signals provided at SignalATM are Independent of any Brokers Platform. They are NOT automatically copied to Trader's trading account. SignalATM provides Signal Aggregation Platform that ensures Signal Providers are Empaneled after stringent Quality and Success Criteria and only Usable Signals from them are displayed to the Traders to improve their Trading Success.

## Trading Signal

3. **What are Trading Signals?**

   Trading Signals are essentially Trading Tips or Recommendations with well-defined Entry Price, Target Price, Stop Loss and Timelines for entry and likely exit. Good Trading Signals are the basis of Taking positions, Trading and making profits. Having a robust Trading Signal System is one of the successful critical tools for Traders both Beginner or Experienced Traders. Always consult your financial advisor before using the Signals.

4. **What are the Market and Scrips for which Trading Signals are provided by SignalATM?**

   Currently, SignalATM provides Trading Signals for only Forex as a Market and 24 Forex major currency pairs (Scrips). However, going forward SignalATM

will keep introducing Trading Signals for other Scrips and Markets like Crypto, Commodities, Stocks etc.

5. **How are Trading Signals generated at SignalATM?**
Trading Signals at SignalATM are generated by Empaneled Signal Provider. It can be an output of either Technical, Mathematical, Algorithmic or /and Fundamental Analysis by the Expert Signal Providers and is a recommendation for Entering a Trade on particular Currency Scrip, at a specific Price, Time with likely Target Potential in Live Markets.

6. **Are Trading Signals purely program driven or supported by Expert intervention?**
Trading Signals delivered on SignalATM platform are NOT Program driven. Signal Providers may use various proven Toolkits, Programs, Analytics and their past experience/expertise to generate the signals. The Signal posted is continuously tracked in Live Market for its success by SignalATM platform. The respective Signal Providers tracks it for any Signal Parameter changes required to be done intermittently to optimize the trading profit/loss during the Signal Lifecycle as per the dynamic market scenarios. Any changes are notified to the Trader on real-time basis on the platform.

7. **What is Trading Signal Lifecycle?**
A trading signal Lifecycle starts from posting of the Signal to its logical closure. A Trading Signal when posted is a usable signal for the trader and is consider to be in 'Active' status for a given Validity Period. When the Market Price Movement hits the Signal Entry Price within the Validity Period the Signal goes into 'Live' status. When the Market Price touches the Target Price or Stop Loss, the Signal gets 'Closed'. If Signal is 'Closed' in positive profits the Signal is a 'Success' else 'Fail'. If the Market Price movement is unable to hit the Signal Entry Price within the expected Validity Period, the Signal is 'Abandoned'.

8. **What Trading Strategies are used to generate in the Trading Signals?**

Trading Signals are delivered by expert Signal Providers who adopts various Trading strategies. These are tested on the SignalATM platform for Quality and Success Criteria during the Empanelment of the Signal Providers. Only proven successful Signal Providers are Empaneled and their analytics including Success%, Signal History, Timestamped are made available to the Traders. All the new Signals posted have well-defined Timeframe (example 2hr, 4hr, 8hr, 24hr, 2wk, 4wk etc) and Validity to cater to spectrum of Traders needs including Scalping, Intraday, Day Trading-, Swing-, Short- and Long-Term Position

9. **What is Profit/Loss Ratio?**

This ratio depicts the calculated reward/risk ratio, which is the profit earned of a trade relative to its losses incurred. For example, if the profit is +90 pips and the loss is -30 pips for a particular Scrip or Signal Provider, the Profit/Loss ratio is |+90/-30| = 3

10. **What are different Trading Signal Stages?**

Trading Signals Stages are Categorized as Active, Live, Closed and Abandoned. Once Signal is Closed, it is classified as Success or Fail.

11. **What is an Active Trading Signal?**

Trading Signals that can be readily used to take position in the Market by the Trader and is yet to go 'Live' is said to be into an "Active" stage. The Market Price is yet to hit the Signal Entry Price.

12. **What is a Live Signal?**

A Trading Signal is said to be "Live", when the Market Price has hit the Entry Price and now the Trade is working in the Live Market

13. **What is an Abandoned Signal?**

An Abandoned Signal is a Signal that is either cancelled by the Signal Provider before it has gone 'Live' or the Market Price has NOT hit the Entry Price

within the expected Validity Period. The Signal gets expired and is Abandoned. Signals can get Abandoned only if they were Not 'Live'

14. **What is a Closed Signal?**

A Closed Signal is a Signal that has exited the market due to Market Price hitting the Target Price/Stop Loss or is Closed by Signal Provider based on his assessment of the market movement. A Signal also gets closed by the platform if the Signal expected Time Frame is exhausted. A Trading Signal can get 'Closed' only from a 'Live' stage. A Closed Signal will be either Success or Fail based on its profit/loss

15. **How is Success of a Signal defined?**

Any Signal that gets closed and which has resulted in hitting either the TP or SL values is said to be a Success/Fail based on whether it has given positive/negative pips

16. **What is Success Rate?**

A Success rate% is determined by dividing the Number of Success Signals by the Sum total of Closed Signals

17. **What is Validity of the Signal?**

Validity Period is defined as time within which the Trading Signal is expected to go Live in the Market

18. **What is the Timeframe of a Trading Signal?**

Timeframe specify a maximum time range within which the Signal is expected to Closed reaching its expected Target Price or Stop Loss. Traders must judiciously select the signals as per their trading style and Timeframe

19. **Are TP and SL fixed for a Trading Signal at SignalATM? When do they change?**

TP and SL values are based on Analysis of the Signal Providers for the given Timeframe. Signal Provider may recommend its modification to optimize

Signal Performance based on his analysis of dynamic market changes or swings. The same is updated by the Signal Provider on his assessment and is notified real-time to the Traders on the platform.

**20. What is Risk highlighted in the posted Trading Signals?**

Yes, Risk for every Trading Signal posted by Signal Provider is classified as Low, Medium and High. In the context of trading, "Risk" refers to the likelihood or probability of losing money or trading capital. It is an assessment of the Signal based on Current Market Conditions, Scrips, Volatility and Likely Events

**21. How is Reliability defined for the Posted Signal?**

Signal Provider specifies the accuracy ratings for every Trading Signal posted. In the context of Trading Signals, "Reliability" refers to the score of having a likely winning rate as defined by the Signal Provider based on his assessment. Always refer to reliability, risk and past historical Success rate% of the Signal Provider before selecting the Signal

**22. What are Free Signals on home page?**

Free Trading Signals on SignalATM login page are selective Trading Signals limited to 5 in count with restricted Signal Information. More Signals with details are available after Login under the Signal Library Section. Traders can customize their preferences for Market, Scrip and Signal Providers on the platform

**23. How does SignalATM ensures Trading Signals displayed are credible?**

Inbuilt Analytics, Filtering and Screening mechanism at SignalATM Empanelment process ensures Signals gets displayed only after requisite historical performance checks of the Signal Providers and are usable when in 'Active' stage. Further, it ensures that all Trading Signals are Real-time, Tracked for Price Action in Live Markets. Signal Providers Performance is continuously monitored and updated after every Signal Closure. It the Performance falls below the benchmark, their new signals posted are not

automatically available to the traders and only when continued performance crosses benchmark, they become available to Traders. Traders can refer to the Historical Success rate% of the Scrip for the Signal Provider before using the Signal.

Signals are displayed on Users Signal Library for **Empaneled** Signal Providers only.

### 24. How many Signals are displayed on SignalATM Platform?

Trading Signals are available 24X5 for various Scrips and across Timeframe are accessible to all Traders under various Plans. Trader can choose signals that resonates with the trading style, risk, reliability, scrip, success%, and requirement for the short term and long-term goals.

## Signal Providers

### 25. Who is a Signal Provider?

Specialist person or company who has expertise and capability to generate or translate a trading strategy into an actionable content based on their trading knowledge, experience, fundamental and technical analysis skill is a Signal Provider. An experienced or seasoned Trader can also be a Signal Provider.

It is expected Signal Provider to deliver Trading Signals with reasonable accuracy, timely recommendations and supporting reasons for suggested positions.

### 26. How does one get selected or onboarded as Signal Provider on SignalATM?

SignalATM has stringent Success Criteria defined for onboarding Signal Providers. After selecting Signal Provider as a Role under Role Selection page, Signal Provider has to undergo Empanelment process to prove its credibility in Live Markets.

**27. What is Empanelment process for Signal Providers?**

Empanelment process at SignalATM is a "Pentagonal Review System" that ensures Signal Providers are assessed before been onboarded based on the proven performance within defined time frame.

**28. What is Pentagonal Review System?**

SignalATM rates Signal Provider in a defined time based on

   I.    Total Number of Signals posted
  II.    Minimum Success Rate% achieved
 III.    Minimum Average Pips delivered per Signal
 IV.    Total Pips delivered
  V.    The Overall Profit/Loss Ratio achieved

This ensures credibility of Signal Providers and quality of Signals is established before they are made automatically visible to Traders. The performance of the Signal Provider is continuously monitored and updated for each Scrip to ensure it is above the benchmark Success rate. Signal Provider historical Success rate is accessible to all users before they make a decision in selecting a Signal

**29. What is the duration for the Empanelment Process?**

Empanelment is a 10 days rigorous process for evaluating the Performance of a potential Signal Provider. If the potential Signal Provider is able to meet all the defined quality parameters based on Pentagonal Review System at SignalATM within the time limit, he/she is officially onboarded as Signal Providers at SignalATM. The Signal Provider is empaneled for lifetime but they need to maintain the benchmark for all his scrips.

**30. How and where do I check the performance of a Signal Provider?**

Every Trader has complete access to the historical performance of a Signal Provider for all the past Signals Posted and Closed. The same can be viewed by visiting the Performance section of the Signal Provider by clicking on the

Signal Provider Image. SignalATM encourages Traders to scan Signal Providers past historical performance and statistics before following them or using their Signals. A separate Leaderboard section displays list of all Signal Providers with SignalATM

**31.What happens when I follow a Signal Provider?**

A Trader can Follow a Signal Provider by visiting Signal Provider's Performance page, Leaderboard section or visiting the Preference Settings section -> Signal Providers. When a Trader follows a Signal Provider, his Signals is accessible under Signal Library tab on Signals page.

**32.What happens when I unfollow a Signal Provider?**

When a Trader unfollows a Signal Provider, the New Signals from such Signal Providers STOPS populating under Signal Library tab however previous records would still be visible in the Signal Dashboard if they are Pinned

**33. Can I rate a Signal Provider?**

Yes, you can provide ratings and reviews to a Signal Provider based on your experience with his services by visiting his Performance page.

## Signals Page

**34.What is Signals Page?**

Signal Page is the definitive section where the User organizes his work and spends most of the time Reviewing, Filtering and Pinning the Selective Trading Signals and subsequently Monitoring the Signal Movements in Live Market.

A Snapshot summary of User activity with meaningful statistics allows Trader to stay updated on current status of his overall actions. The Trader can also participate and exchange ideas, views, opinions over an interactive

Discussion board with other Traders which empowers them to enrich with meaningful insights on Scrips specific Signals

Workspace includes three sections - Signal Library, Selected Signals and Signal Closed as tabs. Discussion Board can be accessed as a slider on Signals Page

### 35. What can I do under Signal Library section?

Signal Library is a section with a separate tab, that lists bouquet of Trading Signals from various Signal Providers. The Signals for different Scrips and Signal Providers are displayed based on the Preference Settings of the Trader. A Trader can Select Trading Signals here. Signals selected here are also viewed under Selected Signals section

### 36. What is a Selected Signal section?

Selected Signal section displays consolidated list of Selective Signals by the Trader so that he stays focused and track Signal performance in Live Markets

### 37. Can I unselect a Signal once I select it?

Under Standard (Non-Flexi) Plan, a Trader can Unselect Signals any time from Signal Library or Dashboard. Trader has flexibility to select/unselect unlimited Signals.

Under Flexi Plan, for any Signal that is Selected by the Trader, 1 Flexi Coin is deducted from his account and its unselecting is not allowed. The Flexi Coin is refunded back in case Signal is Abandoned or is not a Success. It ensures flexi coin deduction only for Successful Signals

### 38. What is Selection of a Signal?

A Signal selection implies that the Signals has been marked by the user from the Signal Library for future follow up. It allows Trader to view the selective Signals Information in Selected Signals section and track its movement in Live Markets.

### 39. Why I am not able to view details for a Signal with a locked icon?

You can Select/Unselect a Trading Signal and view the Signal details if you have subscribed to Standard Plan. However, if you have a Flexi Plan, you can view the Signals details only on selecting a Signal for which Signal Coin is deducted. The Coin is refunded back in case Signal is Abandoned or is not a Success. It ensures Signal coin deduction only for Successful Signals. If you are low on Signals Coins, it is recommended to upload sufficient Signal Coins or switch to Unlimited Plan for continued 24X5 access to Trading Signals.

## Subscription Plans

### 40. How many Subscription Plans are available at Signal ATM?

Signal ATM currently offers Flexi Plan and Unlimited Plans for different durations

### 41. What is the difference between Flexi Plan and a Standard Plan?

Flexi Plan is "Pay as you Go" plan. Traders only pay for what they use on a transaction basis. Trader has to select a Signal to view Signal details. For every Signal that is selected in the Signal Library section, one Signal coin is deducted from the balance. The Signal Coin is refunded back in case Signal is Abandoned or is not a Success.

Unlimited Plan offers unrestricted access to Trading Signals all the time to the Trader. There are three (3) packages under Unlimited Plans with varying validity duration - Monthly, Quarterly, and Annual Plan. A Trader has access to unlimited Trading Signals and he can Select and Unselect any number of Signals based on his choice and preferences.

Flexi plan is best recommended for users that undertake 1-2 trades per day. If you take >2 trades daily then Standard plan provides you the best value.

42. **What is a Signal Coin at SignalATM?**
    All Trader who registers with SignalATM are initially provided with FREE 50 Signal Coins under Flexi Plan which can be used to unlock Trading Signals

43. **How many Signal Coins are rewarded by SignalATM and where can I see them?**
    50 Flexi coins are credited first time upon registration for the Traders and the balance is reflected in his Coins account.

44. **What is the value of one Signal Coin?**
    One Signal Coin is equivalent to 1 USD. Discounts are available on bulk purchase.

45. **Are Signal Coins rewarded for all users?**
    One time 50 FREE Signals coins are rewarded only for Traders upon registration. This is an inaugural offer for the first-time users.

46. **What can I do with Signal Coins?**
    A Trader can use Signal Coins to Selectively Choose and unlock Trading Signals and use the Signal information to take Trade position in the market

47. **What happens to the Signal Coins when the Signals are Abandoned or Failed?**
    When a Signal is Abandoned or is Failed (when Closed), The Signal Coins are deducted for the Signals is credited back to the Traders Coin Account for Flexi Plan Subscribers.  SignalATM assure every Flexi Plan Subscribers for a guaranteed success else Signal Coins are instantly refunded to coins account.

48. **Can Signal Coins be encashed?**
    Signal Coins are not cashable at any given time.

### 49. Can a Trader purchase additional Signal Coins?

Yes, Trader can purchase additional Signals Coins any time or when he has insufficient balance to Pin the Signals

### 50. Can I purchase Signal Coins even when I have subscribed to Unlimited Plan?

Yes, Trader can purchase Signal coins even when any of his subscribed Standard Plan is active. These coins shall be parked in Coins account for future use. The Coins can only be used to Unlock the Signals when your Unlimited Plan is inactive.

### 51. When is Flexi Plan is activated?

Flexi Plan is activated for Traders on expiry of Free Plan or subscribed Unlimited Plans.

## Payments

### 52. What are the payments options available?

Currently, we accept secure payment through all International Debit/Credit cards such as Amex Card, Visa card, Master card, and Maestro

### 53. Are all transactions secure at SignalATM?

Your privacy and security are a top priority for us. All your transactions are handled by securely using SSL with 256-bit encryption. All communication between your computer, our servers and Payment Gateway are secure and encrypted.

## Accessibility to Trading Signals

54.**How do I access Trading Signals at SignalATM?**

A user can Freely Register on SignalATM with an email address and create an account with Trader as the role. FX Scrips and Signal Providers are enabled be default upon registration. Optionally, one may change preferences for Scrips and Signal Providers later anytime under Preference Settings

55.**Is there any age criteria to open an account with SignalATM?**

SignalATM allows users to be 18 or older to open an account. SignalATM reserve the right to request proof of age from any potential user and to suspend his/her account until proof is provided.

56.**How can I recover lost Login details?**

A user can easily reset the password using the registered email address. Click on the Forgot Password link in the Login page to get an OTP on email address and then reset your password.

## Support

57.**How do I raise a ticket?**

As a registered user you can create a support ticket by accessing Tickets section. For other users, one may drop an email to contact@signalatm.com It usually takes 2 business days for us to respond back.

58.**How do I provide feedback?**

We at SignalATM believe in providing real value and amazing experience to our customers. You can provide any kind of feedback, improvement, suggestion on website under feedback section. We take all the feedback seriously and try our very best to deliver the best possible experience to our customers

**59. Where do I submit my Testimonial for SignalATM?**

As a satisfied user, you can express your views, opinions or describe your experience by clicking Testimonials section under Menu and submit a new one. Your comments as appropriate will be displayed under dedicated Testimonial section on SignalATM home page after verification and approval.

It is important to take note that these testimonials may also be used in advertising or other creative campaigns by SignalATM. You acknowledge consent for such use when you submit any Testimonials