

### Incorrect Trading Volume

What trading volume should be?	Trading volume, balance, tournaments issues
Why does trader think so?	Trading volume, balance, tournaments issues
What deals haven't been taken into account in trader's opinion?	Trading volume, balance, tournaments issues

### Incorrect Balance

What balance should be stated?	Trading volume, balance, tournaments issues
What deals haven't been taken into account in trader's opinion?	Trading volume, balance, tournaments issues
What deals are counted incorrectly?	Trading volume, balance, tournaments issues

**How you can check Balance:** Finance Tab in usercard

Look at the operations (Purchase with "-" + Gain + Deposits + Bonus + Tournaments Winnings + Referral Payments + Cashbakcs - Withdrawals - Tournament fee Rebuys - Commissions (inactivity, wire transfer) = Current Balance

### Confirmation email isn't send

**Trader should check:** SENDGRID SYSTEM <http://app.sendgrind.com>

- Junk Mail Folder Login: sendgrid\_view Pass Bve05BN34h

- Spellingof his password

- How long has he been waiting for the email

- If Any other emails are successfully received

(At registration or change of password.)

Check email status -> Activity section (with the use of the email)

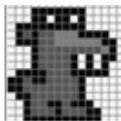
If the email cannot be found or it's unsuccessful -> Check Suppression section according to the email address (It can go to blacklist/junk mail yec) - >Ask Ivan Brusnikin about reasons and recommend trader to send a new email

### Funds have been deducted from the card or wallet.

**But they aren't on the balance.**

**How you can check Balance:** Finance Tab in usercard

Look at the operations (Purchase with "-" + Gain + Deposits + Bonus + Tournaments Winnings + Referral Payments + Cashbakcs - Withdrawals - Tournament fee Rebuys - Commissions (inactivity, wire transfer) = Current Balance



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