



# Common Questions

## 1: What is Copy Pro service?

It is a service where you can connect your real trading account as an investor with another trader (one of the providers) through Caveo platform. The trades done by the provider will be copied directly in the investor account.

## 2: Who is the provider?

- Provider is a trader with a real account opened with Caveo who wants to share his transactions and trades with the rest of Caveo traders and customers with the purpose of gaining a percentage of the profits outcome from sharing his trades.

- The provider's account results will be displayed to all customers with full transparency yet maintaining his details confidential. provider can review subscribers of his account with basic information that helps him calculate ROI from his shared trades.

**3:**

## **What are subscription to the service terms and conditions?**

- This service is exclusive for Caveo customers who have real accounts with the minimum amount to open one (\$250).

**4:**

## **How can I choose the successful provider?**

- Caveo advises its customers to be careful in choosing the provider, and that is through the provider performance page, in which many important data appears, such as (name of the provider, gross ROI, monthly return, maximum loss, maximum profits, daily average profits, daily average loss, and overall assessment).

**5:**

## How can I monitor the overall performance of the provider?

- You can review the general page from the following link:

<https://ratings.caveo.com.kw/accounts>

From this page you can find a detailed performance for every provider. When you decide on the appropriate providers, click on his own ID on which you will be displayed a detailed data and overall performance of your provider

**6:**

## I have no real account but I need to subscribe to the Copy Pro service, is that applicable?

- Sure it will be our pleasure to serve you, all you have to do is submitting an application to open a real account and signing off the required documents. After that you will receive your account number and password in order to begin account funding. By this you have subscribed by default to this service, and you can then move on to choose the right provider to you. Only note that the minimum amount for subscription is \$250.

To submit an application to open a real account, please visit the following link: <https://caveo.com.kw/open-real-account/>

**7:**

**I have an old real account which I haven't used for a period of time, Am I eligible to subscribe?**

- Of course, all what you need is to send your data to the Technical Support team to confirm your account validity and that your account has the minimum limit for investment, \$250. Then you will find your account activated so you can leverage from Copy Pro service.

**8:**

**I have a real activated account with an enough balance, how could I subscribe to the service?**

If you already have a real account and a balance not less than 250 \$, then you can benefit from the Copy Pro service after following these steps:

- Go to the general page for the providers performance through the following link: <https://ratings.caveo.com.kw/accounts>

## Over All Traders Performance

- Select the right provider to you
- Click on the INVEST button.
- You will see a page with the subscription terms and conditions related to the provider (management rate, subscription minimum limit)
- Enter your account number and password
- Identify the appropriate investment method to you
- Click subscription button

After successfully completing the above steps, you can head to your account management page to edit or add another providers.

This is available from the following link:

<http://socials.caveo.com.kw/#/investor/login>

9:

## I want to subscribe to multiple providers for account managing diversification, is that possible?

Yes, sure. You can choose providers as many as you need, you could select whoever you liked his overall performance. You can do so anytime from your account management page

- Visit the following link <http://socials.caveo.com.kw/#/investor/login>
- Enter your real account number and password
- Select provider you need to follow (you can get provider's ID from the general page)
- Select how you can manage your account, and identify stop loss or risk rate on capital
- Save Settings
- \* We advise you not to select multiple providers unless you have enough balance in your account for that.

## 10: Can I edit or cancel subscription to a provider?

- You can do this anytime from account management page.
- Visit the following link: <https://socials.caveo.com.kw/#/investor/login>
- Enter your real account number and password
- Select the provider, at the end of the page you will find two options (edit or cancel follow up)

## 11: I have a demo account I need to be a provider, is that applicable?

Unfortunately no, you have to own a real account with Caveo in order to be capable of providing Copy Pro service to other customers. So if you would like to provide this service, we encourage you to submit an application to open a real account and deposit the minimal limit of investment, \$250.



## 12: How could I become a provider at Caveo?

- Certainly we are delighted to join us, having a real account with Caveo makes you able to be a provider.
- All you have to do is visiting the following link:  
<https://socials.caveo.com.kw/#/manager/register>
- Enter your Caveo account details and fill in all required data to manage deals

## 13: When calculating my commission for copying my account, what mechanism do you use?

- Profits are to be distributed after closing every deal (Trade-By-Trade) as to make sure that the deal manager gets his profits continuously. Also HWM system will be applied on profit distribution mechanism to prevent manipulation with customer capitals.

- **Identifying High Water Mark system**

It is the highest peak of profit your account has reached. This system ensures that the provider does not get large sums in return of a poor performance. If the provider lost the money in a short period of time, he has to compensate by achieving profits higher than the last peak your account has reached. The provider won't receive his commission rate unless he do so.

- Example: If you have a balance of \$10000 and the provider gain a profit of \$1000, a management rate will be deducted from the profit (let's say a \$200 deduction), then the gross balance after deduction will be \$10800. This new gross balance (\$10800) will be your new capital for the next trade. If the provider achieved new profits that will result in adding to those \$10800, then he will collect his commission from the new balance. But if he lost some deals that resulted in not adding to the \$10800, then he won't get any commissions.



# Contact us

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