

# PRESENTATION

Guide

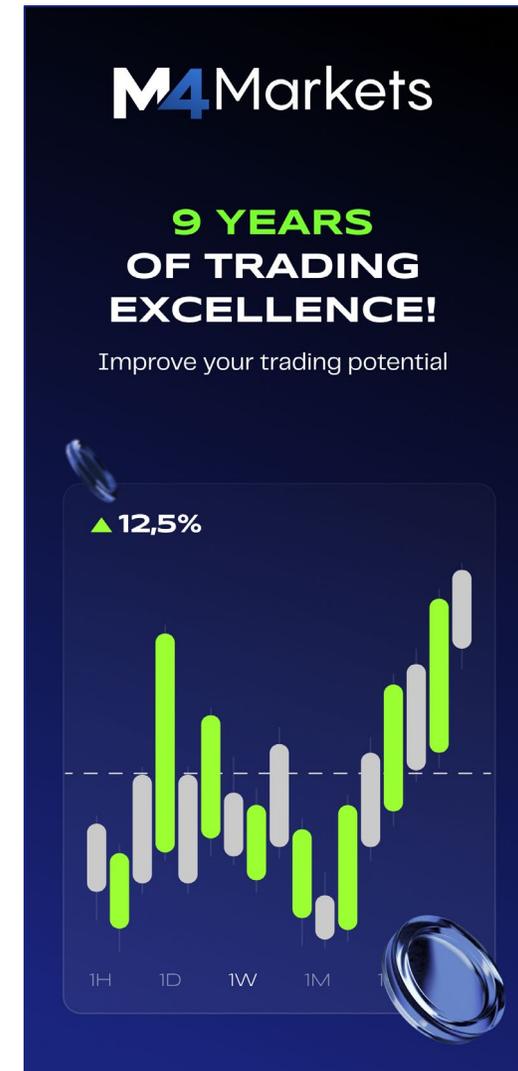
M4Markets mobile app

# MOBILE APP

# About the M4 app

1. Manage your M4 account from anywhere, anytime.
2. Track your trades, deposits, withdrawals, and personal data in real time.
3. Real-time access to your M4 account. Manage trades, funds, and personal info on the go. Stay in control of your M4 account. Track your activity and manage your information anytime, anywhere.

Always available.



# APP FEATURES

## Main Features

### **Improved Trading Potential**

Access your trading account from your mobile phone, anytime, anywhere;

### **Quick Registration**

Upload documents for verification and provide payment details without wasting extra time;

### **Centralized Trading Accounts**

Manage all your trading accounts in one place for maximum convenience and control;

### **Secure Withdrawals**

Directly from the app via multiple methods;

### **History of Operations**

Keep track of every transaction with a comprehensive and transparent transaction history;

### **Data Safety and Protection**

M4Markets makes sure your data and trades are safe;

### **Fast Funding**

Fund via a variety of convenient payment methods.

# WHY M4 APP?

## Retail clients

- Streamlined Client Area: Access and manage all aspects of your client area with just one click.
- Enhanced Financial Management: Gain better control over your funds and transactions.
- Real-Time Profile Updates: Update your personal details instantly, ensuring your information is always current.
- Refer a Friend, Reap the Rewards: Track your referral bonuses and rewards effortlessly.

## IBs & Partners

- Unlock Your Potential: Track your IB/Partner performance instantly and optimize your growth.
- Expand Your Reach: Generate referral links effortlessly and build your network.
- Maximize Your Earnings: Monitor your referrals' activity and track your success in real time.

# KEY REASONS

# M4 APP GUIDE

# How to Register

## Step 1: Download and Open the App

- Go to the **App Store (iOS)** or **Google Play Store (Android)**.
- Search for **M4Markets** and download the official app.
- Once installed, open the app to begin registration.

## Step 2: Click on "Sign Up"

- On the welcome screen, tap the **"Sign Up"** button.
- This will take you to the account creation page.

## Step 3: Enter Your Personal Details

- Fill in the required fields:
  - **Full Name** (as per your ID)
  - **Email Address**
  - **Phone Number**
  - **Password** (Create a strong password)
- Agree to the terms and conditions by checking the box.
- Tap **"Next"** to proceed.

## Step 4: Verify Your Email and Phone Number

- You will receive a **verification email** – open it and click on the confirmation link.
- A **verification code** will also be sent via SMS; enter it in the app to confirm your phone number.

## Step 5: Select Account Type

- Choose the type of trading account you wish to open (e.g., Standard, Raw Spread, Pro Account).
- Select the **currency** for your account (USD, EUR, etc.).
- Tap **"Continue"** to proceed.

## Step 6: Complete KYC Verification

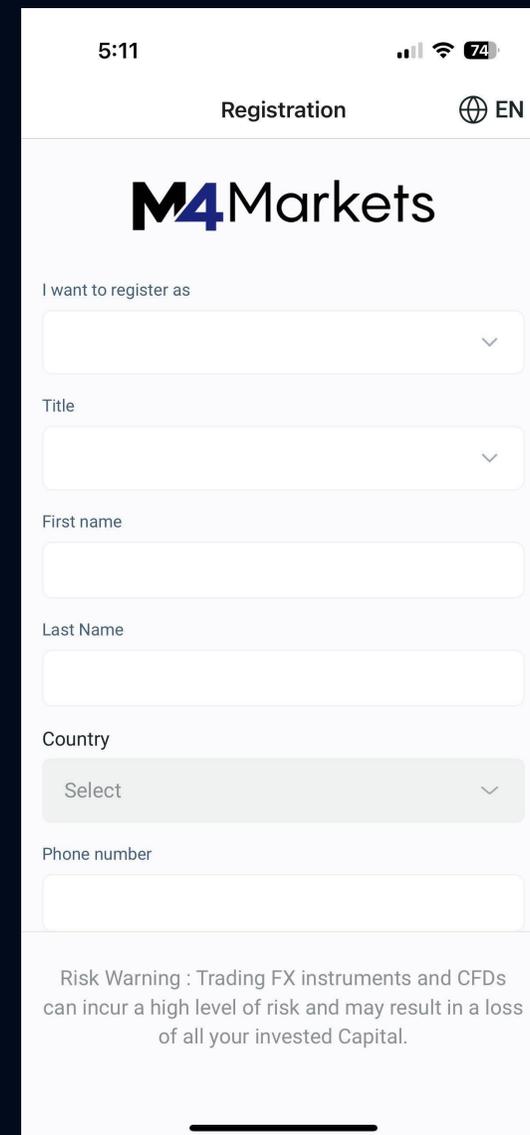
- Upload a **valid government-issued ID** (passport, driver's license, or national ID card).
- Take a **clear selfie** for identity verification.
- Submit **proof of residence** (utility bill, bank statement, or official document).
- Tap **"Submit"** and wait for verification approval.

## Step 7: Set Up Your Trading Preferences

- Choose your preferred trading platform (MT4, MT5, etc.).
- Set leverage options as per your trading needs.
- Tap **"Confirm"** to finalize your account setup.

## Step 8: Log In and Start Trading

- Once your account is verified, log in with your email and password.
- Deposit funds into your account if needed.
- Start trading on the M4Markets app!



5:11

Registration EN

**M4Markets**

I want to register as

Title

First name

Last Name

Country

Phone number

Risk Warning : Trading FX instruments and CFDs can incur a high level of risk and may result in a loss of all your invested Capital.

# How to Login

## Step 1: Open the M4Markets App

- Ensure you have the **M4Markets** app installed on your mobile device.
- Open the app to access the login screen.

## Step 2: Enter Your Credentials

- Type in your **registered email address**.
- Enter your **password**.
- Tap **"Login"** to proceed.

## Step 3: Complete Two-Factor Authentication (If Enabled)

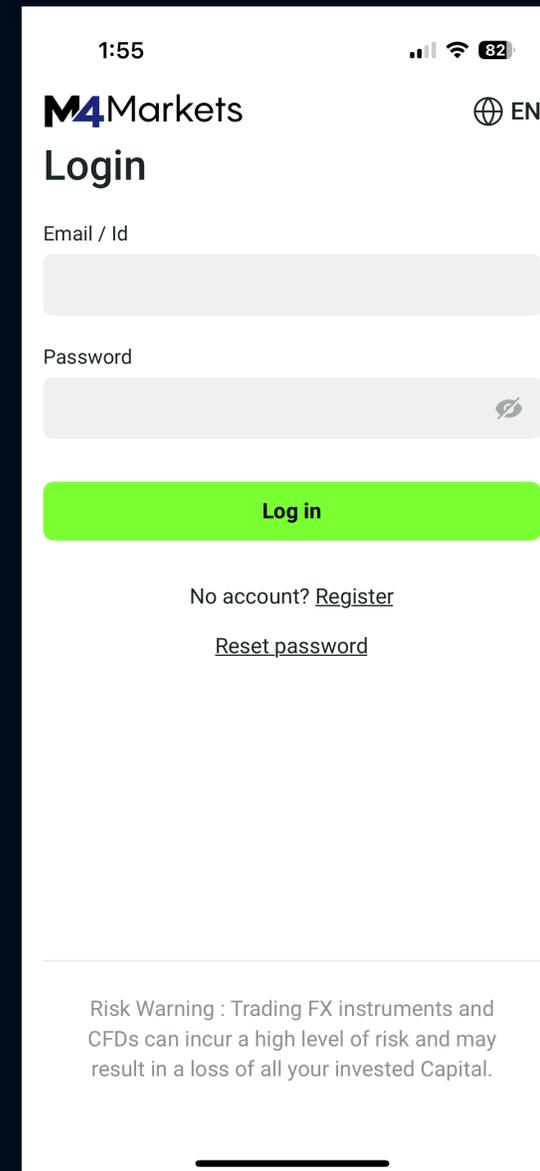
- If you have **2FA enabled**, you will receive a **one-time code** via SMS or email.
- Enter the code in the app to verify your identity.
- Tap **"Submit"** to continue.

## Step 4: Access Your Account Dashboard

- After successful login, you will be redirected to your **account dashboard**.
- Here, you can view your **trading accounts, balances, and recent transactions**.

## Step 5: Troubleshooting Login Issues

- If you **forgot your password**, tap on **"Forgot Password?"** and follow the reset instructions.
- Ensure your internet connection is stable.
- If login issues persist, contact **M4Markets support** for assistance.



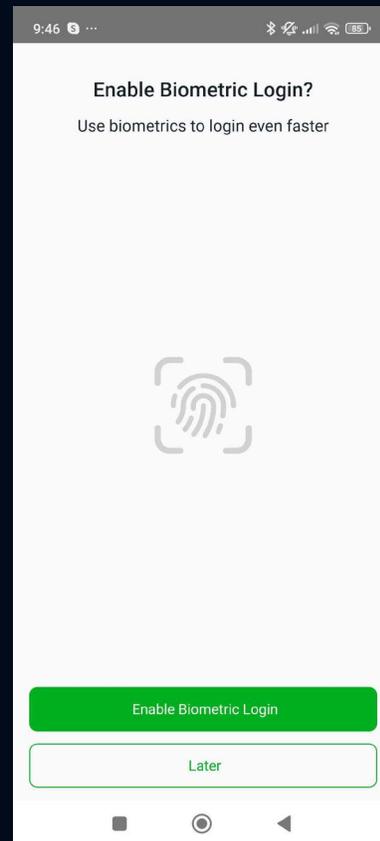
# How to setup Biometric login

In the **M4Markets** mobile app, you have the option to enable **biometric login**, which allows you to access your account faster and more securely. Instead of entering your password every time, you can log in using your **fingerprint** or **face recognition** (depending on your device's capabilities).

## Option 1:

When you login to the M4Markets app, the system will show you a pop up message where you can enable the **Biometric login**. You can either choose to Enable Biometric login right away or **Later** in the **My Profile Tab**.

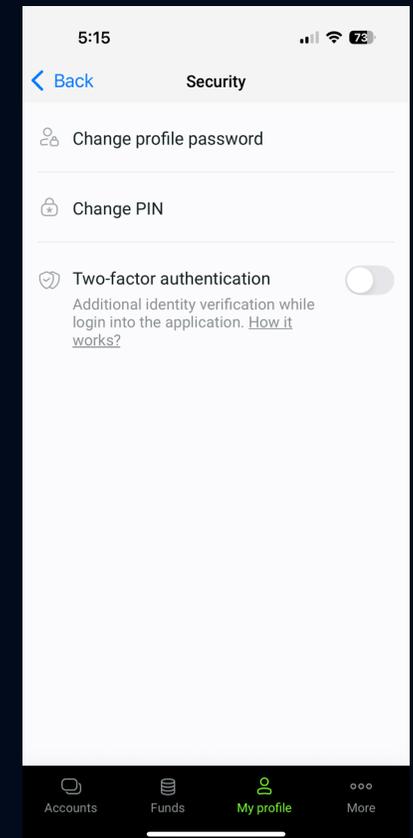
1. When prompted, tap on **“Enable Biometric Login”** (as shown in the image).
2. Follow the on-screen instructions to scan your fingerprint or face.
3. Once enabled, you can log in quickly without typing your password.



## Option 2:

How to Enable Biometric Login from the My Profile Tab?

1. Go to **My Profile tab**
2. Select **Security**
3. **Enable** Log in Using biometric data
4. Follow the on-screen instructions to finish the process



# Reset your Password

- **"Forgot Password" Option:** The most common method is to use the "Forgot Password" feature. This is typically found on the login screen of the M4Markets mobile app or the client portal on their website.
- Tap or click on the **"Forgot Password"** option.
- **Email Verification:** You will likely be asked to enter the email address associated with your M4Markets account.

M4Markets will then send a password reset link to that email address.

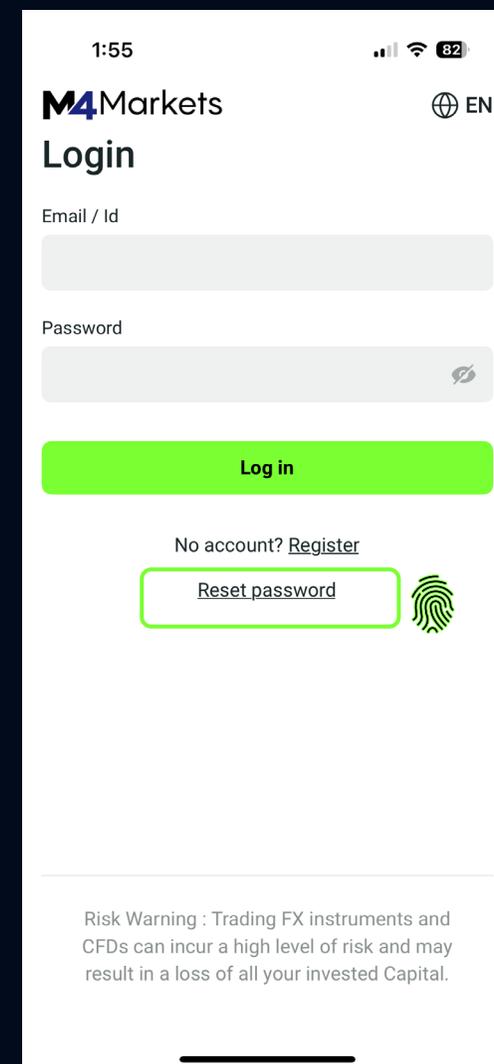
- Check your email **inbox** (and spam/junk folders) for the password reset email.
- **Password Reset Link:** Click on the password reset link within the email.

This link will redirect you to a page where you can create a new password.

- **Create a New Password:** Follow the on-screen instructions to create a strong and secure new password.
- You may be required to confirm the new password.
- **Login:** Once you have successfully reset your password, you can use your new credentials to log in to the M4Markets mobile app or client portal.

## Important Considerations:

- **Client Portal vs. Trading Platform:** M4Markets, like many brokers, may have separate logins for their client portal and their trading platforms. Ensure you are resetting the correct password.
- From the search results, it shows there is a difference between resetting the client portal password, and the trading account password.
- **Security:** Choose a strong, unique password that you do not use for other accounts.
- Keep your login credentials **confidential**.
- **Customer Support:** If you encounter any difficulties, do not hesitate to contact M4Markets customer support for assistance.



# What's on My Profile?

## Profile Information

This section contains your personal details such as name, email, phone number, and address.

- ✓ You can update your details if needed, but some information may require verification before changes are applied.

## Upload Documents

This is where you can upload required documents for account verification.

- ✓ Documents may include:
  - Proof of Identity (Passport, National ID, or Driver's License)
  - Proof of Address (Utility Bill, Bank Statement, etc.)
  - Payment Method Verification (if required)
- ✓ If your documents are already uploaded and verified, you do not need to re-upload them.

## My Agreements

This section contains legal agreements and policies that you have accepted when signing up.

- ✓ You can review your Terms & Conditions, Risk Disclosures, and Trading Agreements at any time.

## Notification Preferences

Manage how you receive alerts and updates from M4Markets. You can enable or disable notifications for:

- Deposit/Withdrawal confirmations
- Trade executions
- System alerts and promotions

## Security

This section allows you to enhance your account security. Features may include:

- Two-Factor Authentication (2FA) for added login security
- Password Change & Reset options

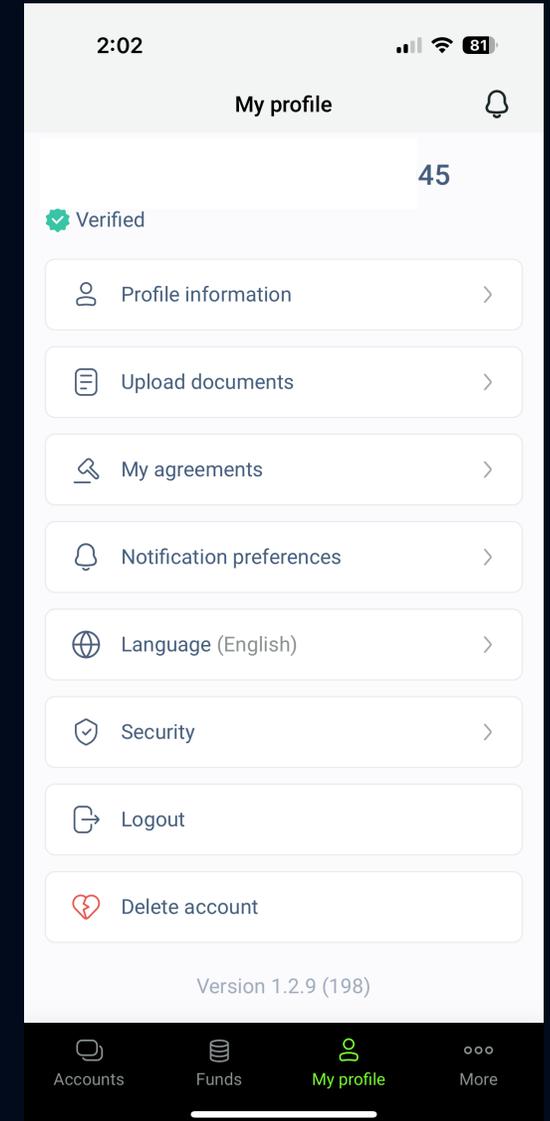
## Logout

Click this option to sign out of your account securely.

## Delete Account

This allows you to request permanent deletion of your M4Markets account.

**Important Note:** Deleting your account may remove all data, trading history, and access to funds, so proceed with caution.



# Security Section

The **Security** section in the M4Markets app allows users to manage their login credentials and enhance their account protection. Here's a breakdown of each feature:

## 1. Change Profile Password

- Allows you to update your account password to ensure better security.
- If you forget your password, you may need to reset it via email verification.

**2. Change PIN:** Update your PIN code, which is used for quick authentication and transactions within the app.

- Useful for an extra layer of protection when accessing sensitive features.

## 3. Login Using Biometric Data (Face/ Fingerprint)

- Enables biometric authentication for a quick and secure login.
- When enabled, you can use fingerprint or facial recognition instead of entering a password.

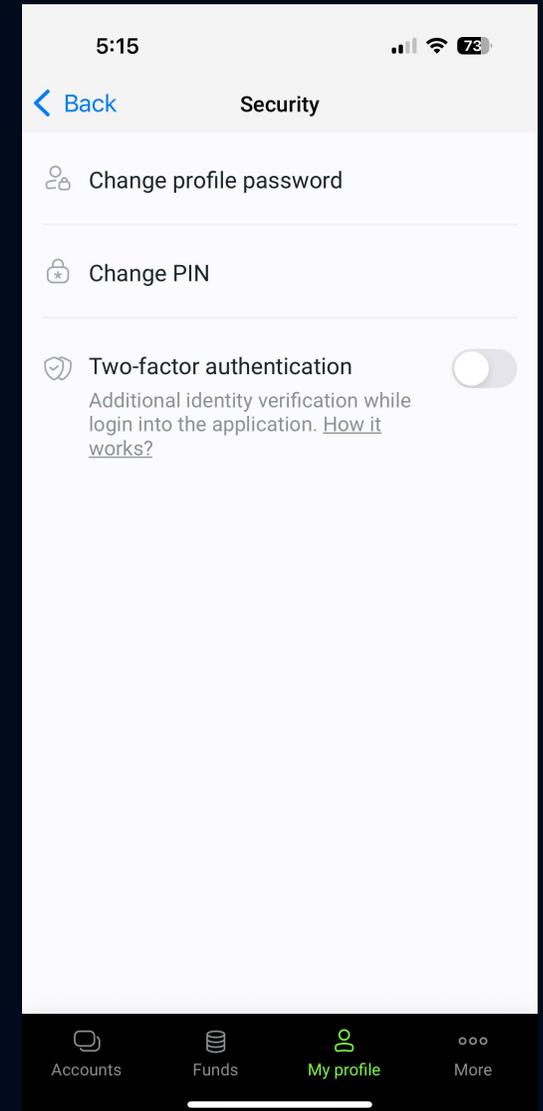
**4. Two-Factor Authentication (2FA).** Adds an extra security layer by requiring a one-time verification code during login.

- It is recommended to enable 2FA for maximum account protection.
- You may receive the code via email, SMS, or authentication apps like Google Authenticator.

## Why Enable These Security Features?

- ✓ Protects your personal information and funds from unauthorized access.
- ✓ Prevents fraudulent transactions and enhances account safety.
- ✓ Ensures you can recover your account securely if needed.

*It is highly recommended to enable biometric login and 2FA for enhanced security!*



# Upload documents

## Step 1: Navigate to upload your documents

1. Navigate to "My Profile" in the app.
2. Select "Upload new document".
3. Choose the type of document (e.g., **Proof of ID**, **Proof of Address**).
4. Upload a clear image or PDF of your document (JPG, PNG, PDF, or GIF, max 10MB).
5. Click "Upload" to submit.

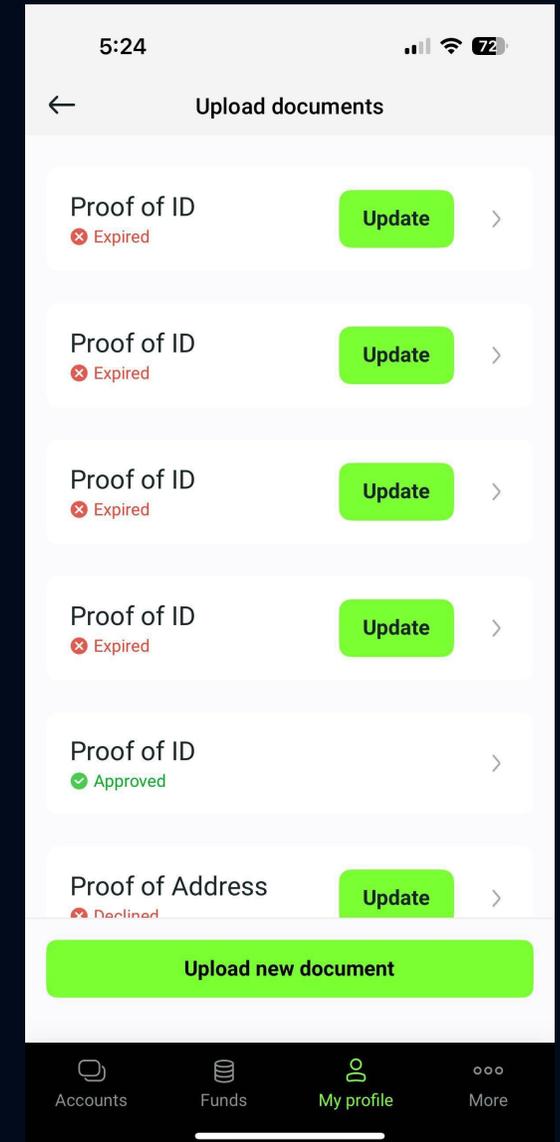
## Step 2: Pending Review

- Once uploaded, the documents will show a "Pending" status.
- This means they are being processed by our **dedicated back-office team** for verification.

## Step 3: Approval or Rejection

- If approved, the status will change to "**Approved**".
- If rejected, you may need to re-upload the document with the correct details.

This process ensures a secure and seamless experience for account verification.



# Deposit Funds

Steps to Deposit and Withdraw Funds on the M4Markets Mobile App

## 1. Open the App & Navigate to Funds

- Tap on the "Funds" section at the bottom navigation bar.
- Select "Deposit" from the available options.

## 2. Choose an Account & Payment Method

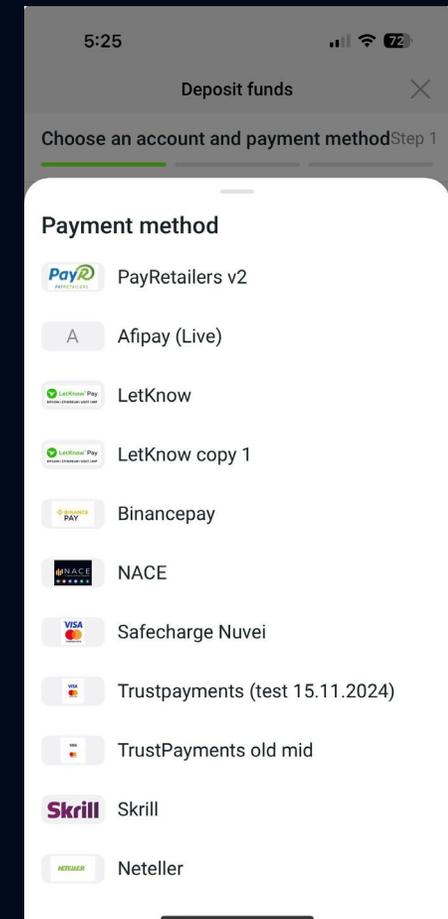
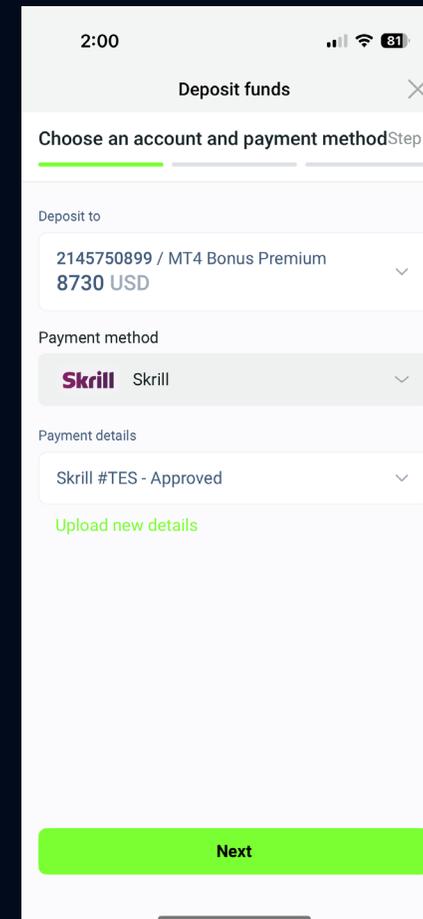
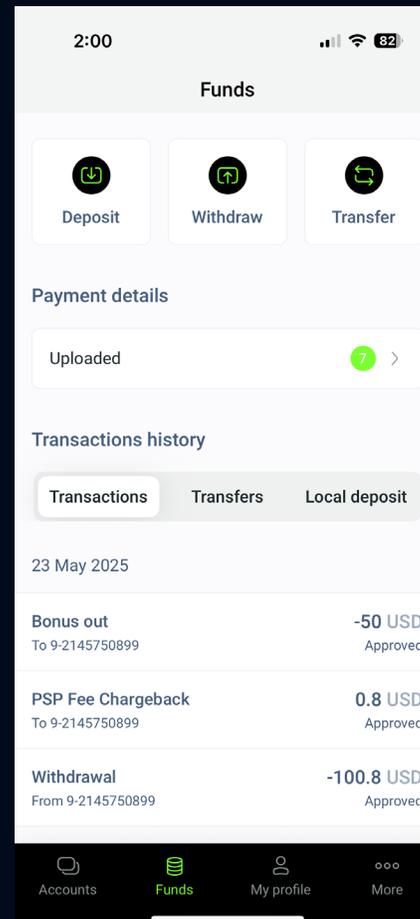
- Select the account you want to deposit into.
- Choose a payment method from the list (e.g., Virtual Pay, Binance Pay, etc.).

## 3. Upload Payment Details (If Required)

- If payment details have already been uploaded, they will be visible, and you can select them directly.
- If not uploaded, you will need to provide details such as bank account, IBAN, Swift Code, and upload a bank statement (JPG, PNG, PDF, or GIF under 10MB).

## 4. Confirm & Submit

- Review the deposit details.
- Tap "Next" to proceed and confirm the deposit.



# Place a Withdrawal

## Withdrawing Funds:

### 1. Navigate to Funds & Select Withdraw

- Tap on "Funds" in the bottom navigation bar.
- Choose "Withdraw" from the available options.

### 2. Select an Account & Payment Method

- Select the **account** from which you wish to withdraw funds.
- Choose a **payment method** (e.g., Neteller, Virtual Pay, Binance Pay, etc.).

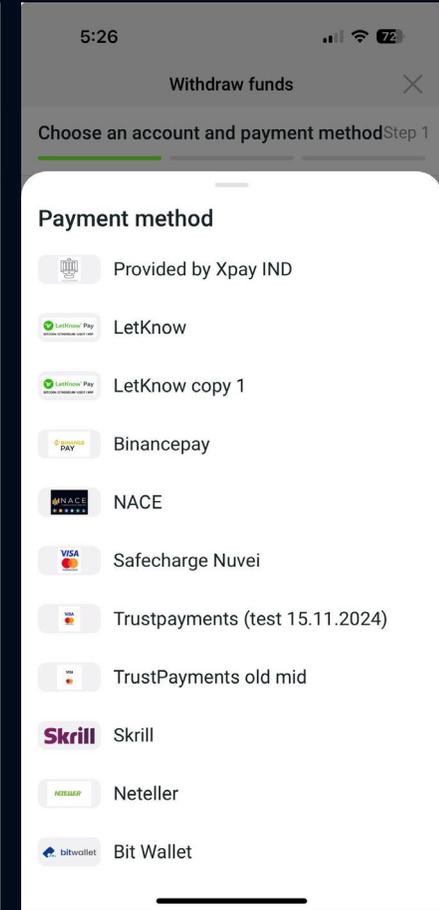
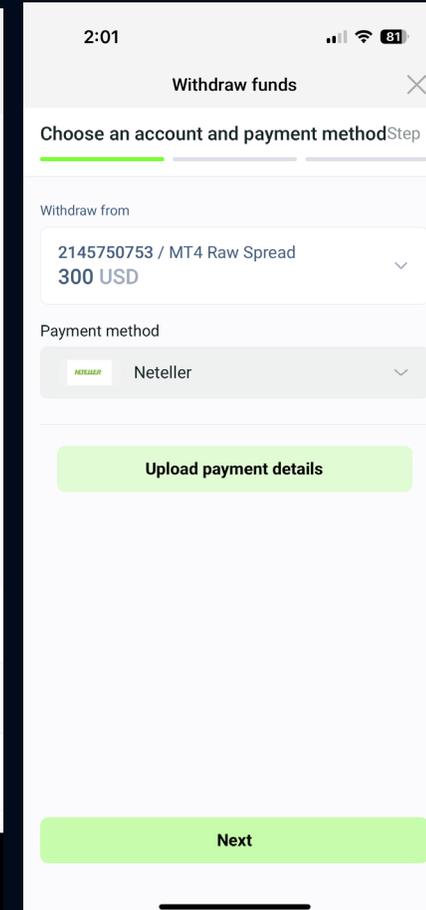
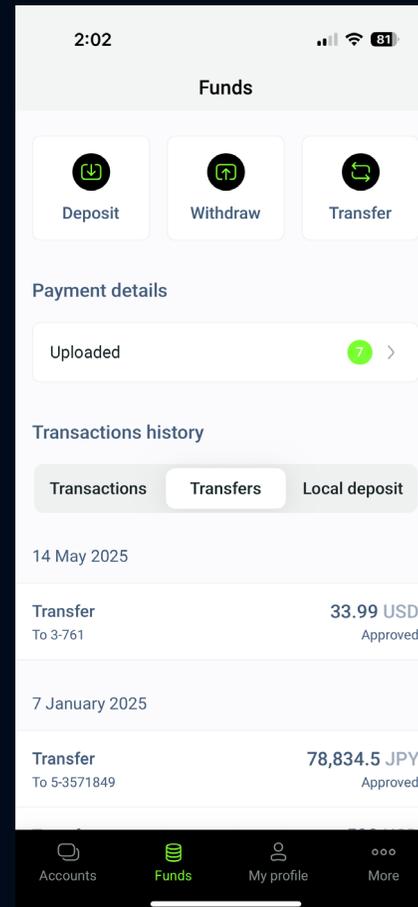
### 3. Upload Payment Details (If Required)

- If **payment details are already uploaded**, you can select them.
- If **not uploaded**, you must enter the **recipient's banking details** and upload the required document.

### 4. Confirm & Submit

- Review the withdrawal request.
- Tap "**Next**" to proceed and confirm the withdrawal.

**Key Note:** If your payment details are already uploaded, you do not need to upload them again; you can simply select them



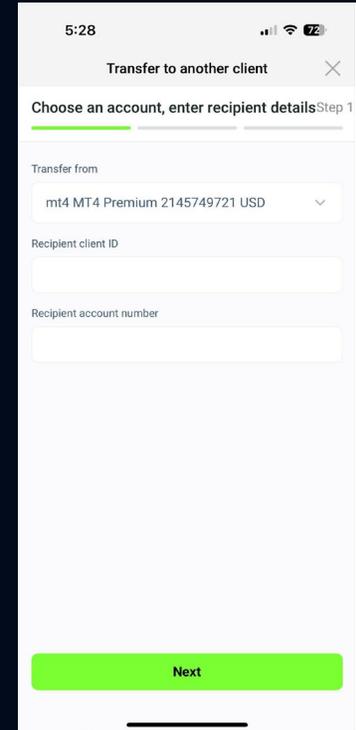
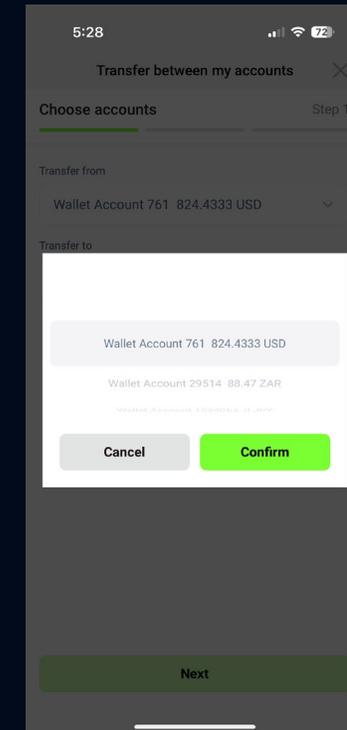
# Transferring Funds

## Transferring Funds from Wallet to Trading Account

- Go to "Funds" Section
  - Open the M4Markets app and navigate to the "Funds" tab.
  - Select "Transfer" from the available options.
- Choose Transfer Accounts
  - In the "Transfer from" section, select your **Wallet Account** (e.g., Wallet Account 14155).
  - In the "Transfer to" section, select your **Trading Account** (e.g., MT4 Standard 2145750792).
- Enter Transfer Amount
  - Input the amount you wish to transfer.
- Confirm and Submit
  - Review the transfer details.
  - Tap "Next" to proceed and complete the transfer.

## Transferring Funds from Trading Account to Wallet

- Navigate to "Funds" & Select "Transfer"
  - Tap on "Funds" at the bottom navigation bar.
  - Select "Transfer".
- Choose Transfer Accounts
  - In the "Transfer from" section, select your **Trading Account** (e.g., MT4 Standard 2145750792).
  - In the "Transfer to" section, select your **Wallet Account** (e.g., Wallet Account 14155).
- Enter Transfer Amount
  - Specify the **amount** you wish to transfer.
- Confirm and Submit
  - Review the transaction details.
  - Tap "Next" to finalize the transfer.



### Key Notes:

- ✓ **Instant Processing** – Internal transfers are usually processed instantly.
- ✓ **No Fees** – M4Markets does not charge fees for internal transfers.
- ✓ **Sufficient Balance Required** – Ensure that the account you're transferring from has enough funds.
- ✓ This process enables traders to quickly fund their trading accounts or withdraw trading profits into their wallet before making an external withdrawal.

# Change personal data

## For Changing the Phone Number:

1. Locate the **"Phone number"** field – Find the section where your phone number is displayed in your profile.
2. Click on the **Edit** icon (next to the phone number).
3. Enter the **new phone number** – Type in the updated number.
4. Save the changes – Click the **"Save"** or **"Confirm"** button to submit the request.
5. Back Office **Review & Processing** – Your request will be sent to the back office for review. They will verify the details and proceed accordingly, either approving or requesting further information if needed.

## For Changing the Email Address:

1. Locate the **"Email"** field – Find your email under the "Profile Information" section.
2. Click on the **Edit** icon (next to the email address).
3. Enter the **new email address** – Type in the new email you want to use.
4. Save the changes – Click **"Save"** or **"Confirm"** to submit the request.
5. Back Office **Review & Processing** – Your request will be sent to the back office for review. They will assess the change request and proceed accordingly, either approving it or asking for additional verification if necessary.

2:02

← Profile Information

Main Verification

Title  
Mr

First name

Last name

Client ID  
28045

Country  
Argentina

Phone number

Email

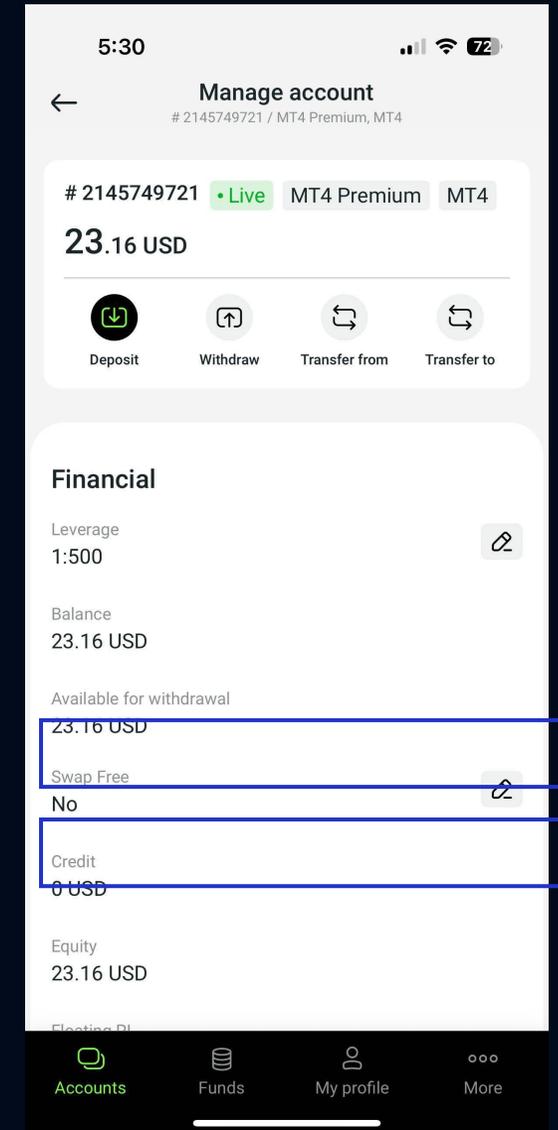
# Change personal data

## How to Change Trading Platform Password

1. Locate the password field – Find the Trading Platform Password or Investor Password section.
2. Click on the **Edit icon** next to the password you want to change.
3. Enter the new password – Type in your new password.
4. Save the changes – Click Save or Confirm to update.

## How to Change Investor Password:

1. Locate the password field – Find the Trading Platform Password or Investor Password section.
2. Click on the **Edit icon** next to the password you want to change.
3. Enter the new password – Type in your new password.
4. Save the changes – Click Save or Confirm to update.
5. Back Office Review & Processing – Your request will be sent to the back office for review. They will verify the details and proceed accordingly, either approving or requesting further information if needed.



# THANK YOU!