



????? ?????? <?????????????@gmail.com>

CEX.IO request

55 messages

Support <support@cexbro.com>
Reply-To: Support <support@cexbro.com>
To: Volodymyr <?????????????@gmail.com>

Mon, Jul 1, 2019 at 8:55 AM

##- Please type your reply above this line -##
Your request (912829) has been updated.
You can reply directly to this email or send a reply here <https://support.cexbro.com/hc/requests/912829>



Volodymyr
Jul 1, 13:55 BST

Hi, why can't I change or close orders?
I was trying to cancel take profit price for the order – it didn't work.
Then I was trying to close the position with negative P/L and I can't close it either.

Also, could you please allow deposit so I can add equity.
Thanks.

This email is a service from [CEXBRO.COM](https://cexbro.com). Delivered by Zendesk.

[5L3DLW-42M2]

Volodymyr <?????????????@gmail.com>
To: Support <support@cexbro.com>

Mon, Jul 1, 2019 at 9:06 AM

This was very upsetting when you put maintenance mode during great price change. I wanted to cancel take profit price for orders that I had, now they are filling my usable margin is negative.
[Quoted text hidden]

Support <support@cexbro.com>
Reply-To: Support <support@cexbro.com>
To: Volodymyr <?????????????@gmail.com>

Mon, Jul 1, 2019 at 9:06 AM

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[5L3DLW-42M2]

Support <support@cexbro.com>
Reply-To: Support <support@cexbro.com>
To: Volodymyr <?????????????@gmail.com>

Mon, Jul 1, 2019 at 9:26 AM

##- Please type your reply above this line -##

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Joe Wane (CEXBRO.COM)

Jul 1, 14:26 BST

Dear Volodymyr,

Thank you for contacting us.

We are sorry for the inconveniences you have faced.

Could you please clarify what order you tried to close or change?

Also, in the future, we kindly ask you to clarify the position or the orders you mean.

Regarding your question about deposits, the relevant department is checking details of your case and soon will provide you with the answer.

Thank you for understanding.

Best regards,

Joe Wane

Customer Support Specialist

[CEX.IO](#)



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[5L3DLW-42M2]

Volodymyr <?????????????@gmail.com>

Mon, Jul 1, 2019 at 9:37 AM

To: Support <support@cexbro.com>

I can't close ANY position now, nor can I change any property of them (take profit price etc)

I would love to show you orders that were filled because I couldn't change their take profit price, but I can't even get a statement for 1 day: <http://prntscr.com/o924qd>

[Quoted text hidden]

Support <support@cexbro.com>

Mon, Jul 1, 2019 at 9:37 AM

Reply-To: Support <support@cexbro.com>

To: Volodymyr <?????????????@gmail.com>

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Customer Support Specialist

[CEX.IO](https://www.cex.io)

[Quoted text hidden]

[Quoted text hidden]

[5L3DLW-42M2]

Support <support@cexbro.com>
Reply-To: Support <support@cexbro.com>
To: Volodymyr <????????????@gmail.com>

Mon, Jul 1, 2019 at 10:14 AM

##- Please type your reply above this line -##

Your request (912829) has been updated.

You can reply directly to this email or send a reply here <https://support.cexbro.com/hc/requests/912829>



Morgan Larsson (CEXBRO.COM)

Jul 1, 15:14 BST

Dear Volodymyr,

Thank you for your response and the provided screenshot.

We would kindly ask you to also provide a screenshot that shows the rejected orders and errors related to those orders.

We greatly appreciate your cooperation.

Looking forward to your reply.

Best regards,

Morgan Larsson

Customer Support Specialist

[CEX.IO](#)

[Quoted text hidden]

[Quoted text hidden]

[5L3DLW-42M2]

Volodymyr <????????????@gmail.com>

Mon, Jul 1, 2019 at 10:18 AM

To: Support <support@cexbro.com>

nothing was happening when I was trying to close orders or change take profit price:

<http://prntscr.com/o92ul5>

<http://prntscr.com/o92uvy>

As you can see no error messages, nothing. Just empty https request:

<http://prntscr.com/o92vfq>

[Quoted text hidden]

Support <support@cexbro.com>

Mon, Jul 1, 2019 at 10:18 AM

Reply-To: Support <support@cexbro.com>

To: Volodymyr <????????????@gmail.com>

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[Quoted text hidden]

[Quoted text hidden]

[5L3DLW-42M2]

Volodymyr <????????????@gmail.com>

Mon, Jul 1, 2019 at 10:25 AM

To: Support <support@cexbro.com>

I have sent all the screenshots that I had taken. To look further you should probably check logs.

I can't even make a statement to send you IDs of positions where I was unable to change take profit price - statement generation throws errors.

[Quoted text hidden]

Support <support@cexbro.com>

Mon, Jul 1, 2019 at 10:25 AM

Reply-To: Support <support@cexbro.com>

To: Volodymyr <????????????@gmail.com>

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[Quoted text hidden]

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[5L3DLW-42M2]

Volodymyr <?????????????@gmail.com>

Mon, Jul 1, 2019 at 11:04 AM

To: Support <support@cexbro.com>

Guys while you working on your issues my funds are in big danger <http://prntscr.com/o93n4g>

[Quoted text hidden]

Support <support@cexbro.com>

Mon, Jul 1, 2019 at 11:04 AM

Reply-To: Support <support@cexbro.com>

To: Volodymyr <?????????????@gmail.com>

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[5L3DLW-42M2]

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Mon, Jul 1, 2019 at 11:24 AM

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Morgan Larsson (CEXBRO.COM)

Jul 1, 16:24 BST

Dear Volodymyr,

Thank you for contacting us back.

We've been investigating the matter and we suppose the issue is related to your own browser.

Please go to your browser settings, clear your Web Browser cookies and internet cache, shut down your browser and re-open it.

In addition, please check if there are any issues with your internet connection.

If you have any additional questions please do not hesitate to contact us.

[Quoted text hidden]

[Quoted text hidden]

[Quoted text hidden]

[5L3DLW-42M2]

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Reply-To: Support <support@cexbro.com>
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Morgan Larsson (CEXBRO.COM)

Jul 1, 16:33 BST

Dear Volodymyr,

In addition to my previous message.

Please let us know whether the situation changed or not.

If the issue persists and you are still unable to close your positions, please provide the numbers of the positions you wish to close in your next response. We will close those positions for you manually from our side.

[Quoted text hidden]

[Quoted text hidden]

[Quoted text hidden]

[5L3DLW-42M2]

Support <support@cexbro.com>
Reply-To: Support <support@cexbro.com>
To: Volodymyr <?????????????@gmail.com>

##- Please type your reply above this line -##

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Joe Wane (CEXBRO.COM)

Jul 1, 16:39 BST

Dear Volodymyr,

Thank you for your reply.

We kindly inform you that we get confirmation from our Higher Department.
You may feel free to deposit more money to your CEX BROKER account.

Thank you for using CEX BROKER.

[Quoted text hidden]

[Quoted text hidden]

[Quoted text hidden]

[5L3DLW-42M2]

Volodymyr <????????????@gmail.com>
To: Support <support@cexbro.com>

Mon, Jul 1, 2019 at 11:43 AM

The situation hasn't changed, I cleared cookies and browsing data.
Log in again. Tried to close 1 position and nothing happened again.
Thank you very much for your generous offer to close the position manually but the problem is that price has fallen 700 USD, and now even if I close all my positions that won't help me.
[Quoted text hidden]

Support <support@cexbro.com>
Reply-To: Support <support@cexbro.com>
To: Volodymyr <????????????@gmail.com>

Mon, Jul 1, 2019 at 11:43 AM

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[CEX.IO](https://www.cex.io)

[Quoted text hidden]

[Quoted text hidden]

[5L3DLW-42M2]

Volodymyr <????????????@gmail.com>
To: Support <support@cexbro.com>

Mon, Jul 1, 2019 at 12:09 PM

Hi, thank you. Telling the truth, I don't know, should I deposit or not. The price has fallen significantly since I'm experienced errors and asked for your help. Now I have to deposit double of the amount I needed in the morning. Considering the number of bugs and errors I encounter on a daily basis and that I can't close/open/change orders when I want to but only when your system is allowing me I really don't want to trust your system even more of my funds. I don't really care if I lost all funds on the balance, but my trust in your platform has almost depleted. That inability to close or change orders left me with a negative margin, there is no guarantee it will not happen again and again. And your tech team just come up with the solution "clear cookies and restart browser", hilarious. Which I did but of course it didn't help because the problem is on the server side. Now they are offering me to close positions manually from their side after 3 hours passed and price changed more than for 6%. if you have any suggestions I would like to hear from you.

[Quoted text hidden]

Support <support@cexbro.com>
Reply-To: Support <support@cexbro.com>
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Mon, Jul 1, 2019 at 12:09 PM

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[Quoted text hidden]

[Quoted text hidden]

[5L3DLW-42M2]

Volodymyr <????????????@gmail.com>
 To: Support <support@cexbro.com>

Mon, Jul 1, 2019 at 12:15 PM

Finally, I managed to generate a statement and it shows tons of orders closed with big negative P/L
<http://prntscr.com/o94oda>

After HOURS that I was trying to close some of these positions manually at much higher price (with much less lost)

[Quoted text hidden]

Support <support@cexbro.com>
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[5L3DLW-42M2]

Volodymyr <????????????@gmail.com>

To: Support <support@cexbro.com>

Mon, Jul 1, 2019 at 12:17 PM

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[Quoted text hidden]

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[Quoted text hidden]

[Quoted text hidden]

[5L3DLW-42M2]

Volodymyr <?????????????@gmail.com>

Mon, Jul 1, 2019 at 12:22 PM

To: Support <support@cexbro.com>

I think the only real solution for you is to stop trade and revert all orders before the maintenance in the morning because after this maintenance your system is completely messed up.

[Quoted text hidden]

Support <support@cexbro.com>

Mon, Jul 1, 2019 at 12:22 PM

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[Quoted text hidden]

[5L3DLW-42M2]

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To: Volodymyr <????????????@gmail.com>

Mon, Jul 1, 2019 at 2:49 PM

##- Please type your reply above this line -##

Your request (912829) has been updated.

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Max Emerson (CEXBRO.COM)

Jul 1, 19:49 BST

Dear Volodymyr,

Thank you for contacting us.

We are sorry to hear that.

There is no doubt you should be not very happy with the situation you faced.

First of all, let us mention that on the screenshot you have provided us, are shown your open positions, they are not closed yet.

Let us also notify you that the information you may see in the terminal is what you have for this current moment and information in the statement shows data at a certain time in the past and, that is why these numbers may differ.

Also, we dearly sympathize with your position closing issue. However, you always have an option to request to close positions if, for some reason, you cannot close it yourself using a web terminal. To do this, you just need to specify the position that you want to close, after that dealer makes a quick check that you are the true account holder and if

everything is fine, the position is closed at your request. We just wish to remind you that we have such service.

Once again, we are very sorry that you have encountered such issues. We assure you that matters connected to your account specifically are handled with the highest priority, as you are trading with great activity and with high volume.

At the moment, the issue with your account is identified, but we need more time to fix it. We cannot guarantee that you will face no issues again yet, but we are doing our best to solve those problems.

We are being honest with all our users, so we warn users that we still have beta testing of the broker platform, and this means that users may encounter some errors.

We want users to know the risks and view occasional temporary flaws of platform and our efforts to make [CEX.IO](#) Broker better with understanding.

For now access to the platform is available only by invite to a limited number of people who requested Live account.

When we are sure that most of the errors and problems have been fixed and most of the wishes of users regarding the functionality have been taken into account, we will then announce that the beta testing has been completed.

We appreciate your loyalty and willingness to take all the advantages and risks of our new product – [CEX.IO](#) BROKER.

All [CEX.IO](#) strive to give our clients the best and the most enjoyable experience, no matter which aspects of our services it concerns.

As we are greatly thankful for your input for our platform and considering loss you encountered, we transferred request to our relevant department. Considering the issue you faced, you will be sent compensation in amount of 0.61893203 BTC in nearest time.

Let us know if there is anything else we can help you with.

Thank you for understanding.

Kind regards,
Max Emerson
Customer Support Specialist
[CEX.IO](#)

[Quoted text hidden]

[Quoted text hidden]

[5L3DLW-42M2]

Volodymyr <????????????@gmail.com>
To: Support <support@cexbro.com>

Mon, Jul 1, 2019 at 3:31 PM

So should I be worried about the high negative margin that I have now on the account?
Since morning, due to technical issues, my margin has a very big negative value: <http://prntscr.com/o97ag9>
Your guys offered me to close some positions on their side after 3 hours since I was experiencing problems, at that time I had 98 MC and couple short orders, that could keep all positions alive for a long time.
I'm sure that price will fall further to about 9800-9900 USD, meaning that my MC will fall even lower and positions will be forced to close, and I will be left with 0 balance.

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Jul 1, 20:31 BST

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We appreciate your loyalty and willingness to take all the advantages and risks of our new product – [CEX.IO](#) BROKER.

All [CEX.IO](#) strive to give our clients the best and the most enjoyable experience, no matter which aspects of our services it concerns.

As we are greatly thankful for your input for our platform and considering loss you encountered, we transferred request to our relevant department. Considering the issue you faced, you will be sent compensation in amount of 0.61893203 BTC in nearest time.

Let us know if there is anything else we can help you with.

Thank you for understanding.

Kind regards,
Max Emerson
Customer Support Specialist
[CEX.IO](#)



Volodymyr

Jul 1, 17:22 BST

I think the only real solution for you is to stop trade and revert all orders before the maintenance in the morning because after this maintenance your system is completely messed up.



Volodymyr

Jul 1, 17:17 BST

And this is what I see in the terminal, it clearly doesn't represent the real state of the account: <http://prntscr.com/o94prb>



Volodymyr

Jul 1, 17:15 BST

Finally, I managed to generate a statement and it shows tons of orders closed with big negative P/L

<http://prntscr.com/o94oda>

After HOURS that I was trying to close some of these positions manually at much higher price (with much less lost)



Volodymyr

Jul 1, 17:09 BST

Hi, thank you. Telling the truth, I don't know, should I deposit or not. The price has fallen significantly since I'm experienced errors and asked for your help. Now I have to deposit double of the amount I needed in the morning.

Considering the number of bugs and errors I encounter on a daily basis and that I can't close/open/change orders when I want to but only when your system is allowing me I really don't want to trust your system even more of my funds.

I don't really care if I lost all funds on the balance, but my trust in your platform has almost depleted.

That inability to close or change orders left me with a negative margin, there is no guarantee it will not happen again and again.

And your tech team just come up with the solution "clear cookies and restart browser", hilarious. Which I did but of course it didn't help because the problem is on the server side.

Now they are offering me to close positions manually from their side after 3 hours passed and price changed more than for 6%.

if you have any suggestions I would like to hear any from you.



Volodymyr

Jul 1, 16:43 BST

The situation hasn't changed, I cleared cookies and browsing data.

Log in again. Tried to close 1 position and nothing happened again.

Thank you very much for your generous offer to close the position manually but the problem is that price has fallen 700 USD, and now even if I close all my positions that won't help me.



Joe Wane (CEXBRO.COM)

Jul 1, 16:39 BST

Dear Volodymyr,

Thank you for your reply.

We kindly inform you that we get confirmation from our Higher Department.
You may feel free to deposit more money to your CEX BROKER account.

Thank you for using CEX BROKER.

Best regards,

Joe Wane

Customer Support Specialist

[CEX.IO](#)



Morgan Larsson (CEXBRO.COM)

Jul 1, 16:33 BST

Dear Volodymyr,

In addition to my previous message.

Please let us know whether the situation changed or not.

If the issue persists and you are still unable to close your positions, please provide the numbers of the positions you wish to close in your next response. We will close those positions for you manually from our side.

Looking forward to your reply.

Best regards,

Morgan Larsson

Customer Support Specialist

[CEX.IO](https://www.cex.io)



Morgan Larsson (CEXBRO.COM)

Jul 1, 16:24 BST

Dear Volodymyr,

Thank you for contacting us back.

We've been investigating the matter and we suppose the issue is related to your own browser.

Please go to your browser settings, clear your Web Browser cookies and internet cache, shut down your browser and re-open it.

In addition, please check if there are any issues with your internet connection.

If you have any additional questions please do not hesitate to contact us.

Best regards,

Morgan Larsson

Customer Support Specialist

CEX.IO



Volodymyr

Jul 1, 16:04 BST

Guys while you working on your issues my funds are in big danger

<http://prntscr.com/o93n4g>



Volodymyr

Jul 1, 15:25 BST

I have sent all the screenshots that I had taken. To look further you should probably check logs.

I can't even make a statement to send you IDs of positions where I was unable to change take profit price – statement generation throws errors.



Volodymyr

Jul 1, 15:18 BST

nothing was happening when I was trying to close orders or change take profit price:

<http://prntscr.com/o92ul5>

<http://prntscr.com/o92uvy>

As you can see no error messages, nothing. Just empty https request:

<http://prntscr.com/o92vfq>



Morgan Larsson (CEXBRO.COM)

Jul 1, 15:14 BST

Dear Volodymyr,

Thank you for your response and the provided screenshot.

We would kindly ask you to also provide a screenshot that shows the rejected orders and errors related to those orders.

We greatly appreciate your cooperation.

Looking forward to your reply.

Best regards,

Morgan Larsson

Customer Support Specialist

[CEX.IO](https://www.cex.io)

[Quoted text hidden]

[Quoted text hidden]

[5L3DLW-42M2]

Support <support@cexbro.com>
Reply-To: Support <support@cexbro.com>
To: Volodymyr <????????????@gmail.com>

Mon, Jul 1, 2019 at 4:00 PM

##- Please type your reply above this line -##

Your request (912829) has been updated.

You can reply directly to this email or send a reply here <https://support.cexbro.com/hc/requests/912829>



Max Emerson ([CEXBRO.COM](https://www.cexbro.com))

Jul 1, 21:00 BST

Dear Volodymyr,

Thank you for your swift reply.

We would like to inform you that compensation we will provide you should be enough to cover additional loss you experienced during period when you were not able to close positions.

In case you wish to close some or all positions now, please give us details which ones are you referring to and we will do so manually.

Waiting for your update and appreciate your understanding.

[Quoted text hidden]

[Quoted text hidden]

[Quoted text hidden]

[5L3DLW-42M2]

Volodymyr <????????????@gmail.com>
To: Support <support@cexbro.com>

Mon, Jul 1, 2019 at 4:13 PM

Could you provide real information on my account state?
What is the total current balance?
What is the real used margin?
Could you send me an actual list of opened positions?

[Quoted text hidden]

Support <support@cexbro.com>
Reply-To: Support <support@cexbro.com>
To: Volodymyr <?????????????@gmail.com>

Mon, Jul 1, 2019 at 4:14 PM

##- Please type your reply above this line -##

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You can reply directly to this email or send a reply here <https://support.cexbro.com/hc/requests/912829>



Volodymyr

Jul 1, 21:14 BST

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Max Emerson (CEXBRO.COM)

Jul 1, 21:00 BST

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Max Emerson
Customer Support Specialist
[CEX.IO](https://www.cex.io)

[Quoted text hidden]

[Quoted text hidden]

[5L3DLW-42M2]

Support <support@cexbro.com>
Reply-To: Support <support@cexbro.com>
To: Volodymyr <????????????@gmail.com>

Mon, Jul 1, 2019 at 4:49 PM

##- Please type your reply above this line -##

Your request (912829) has been updated.

You can reply directly to this email or send a reply here <https://support.cexbro.com/hc/requests/912829>



Max Emerson (CEXBRO.COM)

Jul 1, 21:49 BST

Dear Volodymyr,

Thank you for getting back to us.

As we see your current information displayed on CEX Broker is up to date and shows state of your account at the moment.

Currently on 01 Jul 2019 20:30 UTC your information shows as follows:

Current Balance 6.33436363

Equity 0.92796679

Floating PnL -5.40639684

Used Margin 2.55004718

Usable Margin -1.62208039

All your account data on this moment, including current opened positions are also available in file we attached to this reply.

Thank you for understanding.

Kind regards,

Max Emerson

Customer Support Specialist

[CEX.IO](https://cex.io)

Attachment(s)

[BTC_up101875691_2_2019-07-01_20-30.html](#)

[Quoted text hidden]

[Quoted text hidden]

[5L3DLW-42M2]

Volodymyr <????????????@gmail.com>
To: Support <support@cexbro.com>

Mon, Jul 1, 2019 at 5:04 PM

Problem is that you already put me in a losing position:

In the morning, when I was unable to close orders, all I had to do - close just 1-2 long positions so that I would be able to open a couple of short positions.

And even this I shouldn't do if I was able to change "take profit" price of already existing short orders (but your system didn't allow me to do that).

Now, after 9 hours you offer me to close positions. At a totally different price. And I need to close almost all of them, lowering my balance 0.

Does that sound fair?

[Quoted text hidden]

Support <support@cexbro.com>
Reply-To: Support <support@cexbro.com>
To: Volodymyr <????????????@gmail.com>

Mon, Jul 1, 2019 at 5:04 PM

##- Please type your reply above this line -##

Your request (912829) has been updated.

You can reply directly to this email or send a reply here <https://support.cexbro.com/hc/requests/912829>



Volodymyr

Jul 1, 22:04 BST

Problem is that you already put me in a losing position:

In the morning, when I was unable to close orders, all I had to do - close just 1-2 long positions so that I would be able to open a couple of short positions.

And even this I shouldn't do if I was able to change "take profit" price of already existing short orders (but your system didn't allow me to do that).

Now, after 9 hours you offer me to close positions. At a totally different price. And I need to close almost all of them, lowering my balance 0.

Does that sound fair?



Max Emerson (CEXBRO.COM)

Jul 1, 21:49 BST

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Floating PnL -5.40639684
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Thank you for understanding.

Kind regards,
Max Emerson
Customer Support Specialist
[CEX.IO](https://www.cex.io)

Attachment(s)
[BTC_up101875691_2_2019-07-01_20-30.html](#)

[Quoted text hidden]

[Quoted text hidden]

[5L3DLW-42M2]

Volodymyr <????????????@gmail.com>
To: Support <support@cexbro.com>

Mon, Jul 1, 2019 at 5:10 PM

Could you speed up the process to deposit compensation to my balance?
In this case, probably I will have enough equity to open a couple short positions?
[Quoted text hidden]

Support <support@cexbro.com>
Reply-To: Support <support@cexbro.com>
To: Volodymyr <????????????@gmail.com>

Mon, Jul 1, 2019 at 5:10 PM

##- Please type your reply above this line -##

Your request (912829) has been updated.
You can reply directly to this email or send a reply here <https://support.cexbro.com/hc/requests/912829>



Volodymyr
Jul 1, 22:10 BST

Could you speed up the process to deposit compensation to my balance?
In this case, probably I will have enough equity to open a couple short positions?

**Volodymyr**

Jul 1, 22:04 BST

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And even this I shouldn't do if I was able to change "take profit" price of already existing short orders (but your system didn't allow me to do that).

Now, after 9 hours you offer me to close positions. At a totally different price. And I need to close almost all of them, lowering my balance 0.

Does that sound fair?

[Quoted text hidden]

[Quoted text hidden]

[5L3DLW-42M2]

Support <support@cexbro.com>
Reply-To: Support <support@cexbro.com>
To: Volodymyr <????????????@gmail.com>

Mon, Jul 1, 2019 at 6:34 PM

##- Please type your reply above this line -##

Your request (912829) has been updated.

You can reply directly to this email or send a reply here <https://support.cexbro.com/hc/requests/912829>

**Max Emerson (CEXBRO.COM)**

Jul 1, 23:34 BST

Dear Volodymyr,

Thank you for the response.

We would like to offer our apologies, however we do not have an option to speed up the compensation, as it has to be processed accordingly to the procedure and pass all necessary stages.

Also we would like to draw your attention to the fact that compensation is only available when loss in question is present and when it is relevant. As positions are yet to be closed at the moment, Realised Loss is not available, because while position is still opened, only Floating PnL is shown.

So compensation can only be done after position is closed and Realised PnL is displayed for it.

Amount of compensation that we mentioned earlier is rough estimation of what you would have gotten if all your positions were closed at the moment we told you about it first.

Please notify us which positions you wanted to close before, but were not able to due to technical issues on our platform. If you still wish to close them, we can do so for you, check all necessary data and compensate part of additional loss of such position(s) that you experienced because of inability to close them earlier. If you currently have no desire to close any positions, there is no realized loss (and compensations as such) for them at present.

Kindly ask you to specify which positions you tried to close, could not, and wish to terminate now.

Let us mention that we only liked to remind you regarding existing option to request manual position closure via our support, in case you cannot close them via web interface. In no way we urge you to do so, only mentioning that such service exists for our users.

[Quoted text hidden]

[Quoted text hidden]

[Quoted text hidden]

[5L3DLW-42M2]

Volodymyr <????????????@gmail.com>
To: Support <support@cexbro.com>

Mon, Jul 1, 2019 at 8:05 PM

Hi. I went for a walk, when i come back I found message "Your account was cleared".

So actual loss due to error of your system is more than 6 BTC. because I was trying to REMOVE take profit price, not close the position. If short positions remained open, my negative margin wouldn't fall so low that account should be cleared.

Im talking about these positions:

8542405	198051:01:8621	01/07/2019 08:48	Buy	1.00	BTC/USD	10,501.3	8600359	0.00518214	—
8537179	198051:01:8622	01/07/2019 08:48	Buy	0.50	BTC/USD	10,519.5	8600325	0.00226242	—
8537168	198051:01:8620	01/07/2019 08:48	Buy	0.50	BTC/USD	10,515.7	8600322	0.00295306	—
8537157	198051:01:8605	01/07/2019 08:48	Buy	0.50	BTC/USD	10,500.0	8600319	0.00326741	—
8536756	198051:01:8330	01/07/2019 08:30	Buy	0.50	BTC/USD	10,600.0	8600304	0.00394550	—
8536767	198051:01:8303	01/07/2019	Buy	0.50	BTC/USD	10,611.9	8600307	0.00100855	—

08:30

8544258	198051:01:8304	01/07/2019 08:30	Buy	1.00	BTC/USD	10,613.4	8600362	0.00444143	—
8541545	198051:01:8302	01/07/2019 08:30	Buy	1.00	BTC/USD	10,605.5	8600356	0.00831466	—

as you can check they all were closed by take profit price, which I was trying to disable and was failing. As for manual position closure, you told me about this 3 hours after my original message with description of error, at that point it was irrelevant already as price has changed significantly.

So as you can see if these positions weren't closed due to error in your system there would be no reason to clear all my account.

This is screenshot <https://prnt.sc/o97ag9> and you confirmed that what i see in terminal is what is real. So can you tell me please, why you wiped my account if after that time price was going up, so my negative margin was decreasing?

[Quoted text hidden]

Support <support@cexbro.com>
 Reply-To: Support <support@cexbro.com>
 To: Volodymyr <????????????@gmail.com>

Mon, Jul 1, 2019 at 8:06 PM

##- Please type your reply above this line -##

Your request (912829) has been updated.

You can reply directly to this email or send a reply here <https://support.cexbro.com/hc/requests/912829>



Volodymyr
 Jul 2, 01:06 BST

Hi. I went for a walk, when i come back I found message "Your account was cleared". So actual loss due to error of your system is more than 6 BTC. because I was trying to REMOVE take profit price, not close the position. If short positions remained open, my negative margin wouldn't fall so low that account should be cleared.

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0.00831466 —

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Max Emerson (CEXBRO.COM)

Jul 1, 23:34 BST

Dear Volodymyr,

Thank you for the response.

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Thank you for understanding.

Kind regards,
Max Emerson
Customer Support Specialist
CEX.IO

[Quoted text hidden]

[Quoted text hidden]

[5L3DLW-42M2]

Volodymyr <????????????@gmail.com>
To: Support <support@cexbro.com>

Mon, Jul 1, 2019 at 8:22 PM

So to clear the chronological order:

At about 8:23 I decided to remove take profit price, because I saw that price will go down.

I was unable to perform this action - the terminal logged me out.

When I log in again it tried to remove take profit price again. It wasn't removed.

Then at 8:29 you saw this issue and put status on <https://status.cex.io/#> <http://prntscr.com/o9aiyq>

Then DURING maintenance these positions were wrongfully closed:

- 8542405 198051:01:8621 01/07/2019 08:48 Buy 1.00 BTC/USD 10,501.3 8600359 0.00518214 —
- 8537179 198051:01:8622 01/07/2019 08:48 Buy 0.50 BTC/USD 10,519.5 8600325 0.00226242 —
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- 8536767 198051:01:8303 01/07/2019 08:30 Buy 0.50 BTC/USD 10,611.9 8600307 0.00100855 —
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- 8541545 198051:01:8302 01/07/2019 08:30 Buy 1.00 BTC/USD 10,605.5 8600356 0.00831466 —

This error has leaded my account to be completely wiped out. And you say that issue could do only 0.6 BTC of damage.

[Quoted text hidden]

Support <support@cexbro.com>
Reply-To: Support <support@cexbro.com>
To: Volodymyr <????????????@gmail.com>

Mon, Jul 1, 2019 at 8:22 PM

##- Please type your reply above this line -##

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Volodymyr

Jul 2, 01:22 BST

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Volodymyr

Jul 2, 01:06 BST

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[Quoted text hidden]

[Quoted text hidden]

[5L3DLW-42M2]

Volodymyr <????????????@gmail.com>
To: Support <support@cexbro.com>

Mon, Jul 1, 2019 at 8:41 PM

I forget to add screenshot with liquidation time: <http://prntscr.com/o9aowr>

[Quoted text hidden]

Support <support@cexbro.com>
Reply-To: Support <support@cexbro.com>
To: Volodymyr <????????????@gmail.com>

Mon, Jul 1, 2019 at 8:42 PM

##- Please type your reply above this line -##

Your request (912829) has been updated.

You can reply directly to this email or send a reply here <https://support.cexbro.com/hc/requests/912829>



Volodymyr

Jul 2, 01:42 BST

I forget to add screenshot with liquidation time: <http://prntscr.com/o9aowr>



Volodymyr

Jul 2, 01:22 BST

So to clear the chronological order:

At about 8:23 I decided to remove take profit price, because I saw that price will go down.

I was unable to perform this action – the terminal logged me out.

When I log in again it tried to remove take profit price again. It wasn't removed.

Then at 8:29 you saw this issue and put status on <https://status.cex.io/#>

<http://prntscr.com/o9aiyq>

Then DURING maintenance these positions were wrongfully closed:

8542405 198051:01:8621 01/07/2019 08:48 Buy 1.00 BTC/USD 10,501.3 8600359
0.00518214 —

8537179 198051:01:8622 01/07/2019 08:48 Buy 0.50 BTC/USD 10,519.5 8600325
0.00226242 —

8537168 198051:01:8620 01/07/2019 08:48 Buy 0.50 BTC/USD 10,515.7 8600322
0.00295306 —

8537157 198051:01:8605 01/07/2019 08:48 Buy 0.50 BTC/USD 10,500.0 8600319
0.00326741 —

8536756 198051:01:8330 01/07/2019 08:30 Buy 0.50 BTC/USD 10,600.0 8600304
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0.00100855 —

8544258 198051:01:8304 01/07/2019 08:30 Buy 1.00 BTC/USD 10,613.4 8600362
0.00444143 —

8541545 198051:01:8302 01/07/2019 08:30 Buy 1.00 BTC/USD 10,605.5 8600356
0.00831466 —

This error has leaded my account to be completely wiped out. And you say that issue could do only 0.6 BTC of damage.

[Quoted text hidden]

[Quoted text hidden]

[5L3DLW-42M2]

Support <support@cexbro.com>
Reply-To: Support <support@cexbro.com>
To: Volodymyr <????????????@gmail.com>

Tue, Jul 2, 2019 at 1:59 AM

##- Please type your reply above this line -##

Your request (912829) has been updated.

You can reply directly to this email or send a reply here <https://support.cexbro.com/hc/requests/912829>



Max Emerson (CEXBRO.COM)

Jul 2, 06:59 BST

Dear Volodymyr,

Thank you for your patience.

We are very sorry for delayed reply and would try our best to improve on responding speed.

We would like to notify you that 318 error appears when you are trying to close position, that was already terminated. It does not affect your account negatively in any way. For example it can appear when you clicked on close twice very fast and two orders for closure were sent, however only one was executed and second was rejected. If you encounter such 318 error again, it would mean similar issue happened and should not cause any problems either. We would try changing this error message for more comfortable one for our users in the future.

Here are some examples from your screenshots:

Position closure for 9067144:

2019-07-01T05:13:57.971Z – position is successfully closed by 9089559 order

2019-07-01T05:14:12.018Z – another try to close position with 9089572 order, that gave error 318

Position closure for 9027180:

2019-07-01T05:16:44.057Z – position is successfully closed by 9089559 order

2019-07-01T05:16:56.742Z – another try to close position with 9089596 order, that gave error 318

As you can see there are several second between orders and next one is always rejected with 318 error.

Issues with take-profit for some short positions not being able to be changed were most likely because of maintenance. It was a coincidence that when you tried to change take-profit we already had maintenance started, so you were not able to do so as most

functions of our Broker system were already offline. However part of our system that looks after prices, stop-losses and take-profits usually stays operational if it is possible. It was done intentionally for our clients, so that users who placed take-profits and stop-loss for their positions did not miss the moment and had chance for positions execution, even if they could not have closed them manually for any reason, even during maintenance (if it is possible). Meaning that in case customer wants for position closure after reaching certain price without any additional actions, take-profit can be placed and system will close position when price is reached. That is exactly what happened in this case – your take-profit was executed when price reached amount you placed.

We understand that you claim that you were not able to change or cancel take-profit, however maintenance was already underway and all take-profits for all positions were operational and they may have been executed due to price change, as designed. We could not have done it any other way, as maintenance needs to be done at some point and for its duration lots of take-profits stay active on big number of positions. We are doing everything we can with best interest of our clients in mind for, and in this case we continued to follow prices and execute orders where stop-loss and take-profit reached designated level. We do so taking what is best for customers into account – to not miss stop-loss and take-profit price that was placed by a client.

If after the maintenance you saw your short positions already closed by your take-profit orders, but you wished to have active short positions still, you could have opened more short positions for same amount.

You mentioned that because of system malfunctioning you suffered loss of around 6 BTC. There were indeed issues from our side and they may have affected you negatively, however they could not have caused such loss amount as 6 BTC. We analyzed your trade history and see that most of damage was caused by big number of long positions, that were opened several days ago (around 27–29 of June), with buy price of approximately 12000–13000. It means that losses of such magnitude were not caused by current platform issues.

Also, you said that your account was wiped, however it is not so. Even after all positions closure you would still have more than 1 BTC on account to use.

All your long positions were closed some time ago automatically by system, due to margin requirements not being met. You contacted us earlier regarding issue of not being able to close long positions and there was indeed technical issue which prevented you from doing so. At that moment you could have requested manual closure of those positions via support, as such option always existed, however, we indeed did not give you such information immediately, and you could have missed that you had such choice. Taking it into account, we decided to analyze your long positions for possibility of partial compensation of your loss. In particular, to calculate it we considered that you wanted to close you long positions at price that was at market at the moment of your first request to us concerning this matter, because price at that time was more profitable for closure

than one your positions were terminated with. And acting in your interest we take high price from the 5 minute candle as executing one. Also we would account and compensate all rollover fees for those positions that happened after your first message on this issue. We will transfer this information to relevant department for reimbursement counting and in nearest time will make compensation, along with details of our calculations.

In process of your account problems resolution we found out that you currently have 10 active short positions on 0.25 each. Those positions are profitable at the moment so we are not sure if you did open such positions and whether you had intent to open such shorts, or they were opened accidentally due to system malfunction.

We need to get your response as soon as possible, whether you want to leave those positions on your account. If you indeed opened such positions and decided to let them stay on your account, no actions from your side are needed, just notify us about it and you of course could keep all PnL of these positions. If you have not opened them and want them removed from your account, tell us urgently and we will shut them down. If you will not reply to us regarding these positions for any reason and decide to execute other activities on your account we would consider you had intentions to open such positions and that you decided to leave them on your account, they will also be counted as correct ones.

[Quoted text hidden]

[Quoted text hidden]

[Quoted text hidden]

[5L3DLW-42M2]

Volodymyr <????????????@gmail.com>
To: Support <support@cexbro.com>

Tue, Jul 2, 2019 at 10:32 AM

Hi.

First of all you didn't explained this error with order rejected by other reason: <https://prnt.sc/o8uuu8>

We understand that you claim that you were not able to change or cancel take-profit, however maintenance was already underway and all take-profits for all positions were operational and they may have been executed due to price change, as designed. We could not have done it any other way, as maintenance needs to be done at some point and for its duration lots of take-profits stay active on big number of positions. We are doing everything we can with best interest of our clients in mind for, and in this case we continued to follow prices and execute orders where stop-loss and take-profit reached designated level. We do so taking what is best for customers into account - to not miss stop-loss and take-profit price that was placed by a client.

The maintenance was unplanned. You put it at 8:29, and I was experiencing issues before this event, at 8.24, please pay more attention to the time log provided in previous message.

We analyzed your trade history and see that most of damage was caused by big number of long positions, that were opened several days ago (around 27–29 of June), with buy price of approximately 12000–13000.

Yes I had these positions and they could perfectly fine survive downfall if they wouldn't be closed by your system. Why they were closed by your system? Because I got very big negative margin. Why I got big negative margin? Because due to error I could not change take profit price of short orders, and they were wrongfully closed in minutes after you went for unplanned maintenance. More over, I do strongly believe that Issues similar to that I had experienced were the cause of your maintenance in the first place.

Why I didn't closed long positions when you notified me about possibility to close them by email? Because too much time passed and price has changed already significantly.

At 14:49 you assured me that what I see in terminal is real.

So I took no actions, because price was rising and my negative margin was actually decreasing: <https://prnt.sc/o97ag9>

Then at 18:56 you closed all positions when my margin cover was about 50-60%

Again let me provide time log so you can escalate to higher departments:

At about 8:23 I decided to remove take profit price, because I saw that price will go down. I had a positive usable margin at this moment.

I was unable to perform this action – the terminal logged me out.

When I log in again it tried to remove take profit price again. It wasn't removed.

Then at 8:29 you saw this issue and put status on <https://status.cex.io/#> <http://prntscr.com/o9aiyq>

Then DURING unplanned maintenance these positions were wrongfully closed:

```
8542405 198051:01:8621 01/07/2019 08:48 Buy 1.00 BTC/USD 10,501.3 8600359 0.00518214 —
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8544258 198051:01:8304 01/07/2019 08:30 Buy 1.00 BTC/USD 10,613.4 8600362 0.00444143 —
8541545 198051:01:8302 01/07/2019 08:30 Buy 1.00 BTC/USD 10,605.5 8600356 0.00831466 —
```

After this my margin fell below 80% margin cover, because I had only long positions opened. I could not open new short positions at this moment, due to the fact that my usable margin was negative.

At 14:49 you sent me big email with thanks and assuring you will pay compensation to cover lost due to this error.

Since then price was rising and my negative margin was decreasing.

At 17:10 I asked you to speed up compensation process. That small compensation of 0.6 BTC you promised before actually could save my account from liquidation, because I would get additional margin to open more short positions. <http://prntscr.com/o9kx3m>

At 18:56 you decided to close all my long positions, making damage of about: $6.33 - 1.15 = 5.18$ BTC

Please forward this time log for further analyze to the higher department.

Support <support@cexbro.com>
Reply-To: Support <support@cexbro.com>
To: Volodymyr <?????????????@gmail.com>

Tue, Jul 2, 2019 at 10:32 AM

##- Please type your reply above this line -##

Your request (912829) has been updated.

You can reply directly to this email or send a reply here <https://support.cexbro.com/hc/requests/912829>



Volodymyr

Jul 2, 15:32 BST

Hi.

First of all you didn't explained this error with order rejected by other reason:

<https://prnt.sc/o8uuu8>

We understand that you claim that you were not able to change or cancel take-profit, however maintenance was already underway and all take-profits for all positions were operational and they may have been executed due to price change, as designed. We could not have done it any other way, as maintenance needs to be done at some point and for its duration lots of take-profits stay active on big number of positions. We are doing everything we can with best interest of our clients in mind for, and in this case we continued to follow prices and execute orders where stop-loss and take-profit reached designated level. We do so taking what is best for customers into account - to not miss stop-loss and take-profit price that was placed by a client.

The maintenance was unplanned. You put it at 8:29, and I was experiencing issues before this event, at 8.24, please pay more attention to the time log provided in previous message.

We analyzed your trade history and see that most of damage was caused by big number of long positions, that were opened several days ago (around 27-29 of June), with buy price of approximately 12000-13000.

Yes I had these positions and they could perfectly fine survive downfall if they wouldn't be closed by your system. Why they were closed by your system? Because I got very big negative margin. Why I got big negative margin? Because due to error I could not change take profit price of short orders, and they were wrongfully closed in minutes after you went for unplanned maintenance. More over, I do strongly believe that Issues similar to that I had experienced were the cause of your maintenance in the first place.

Why I didn't closed long positions when you notified me about possibility to close them by email? Because too much time passed and price has changed already significantly. At 14:49 you assured me that what I see in terminal is real.

So I took no actions, because price was rising and my negative margin was actually decreasing: <https://prnt.sc/o97ag9>

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Again let me provide time log so you can escalate to higher departments:

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8537157 198051:01:8605 01/07/2019 08:48 Buy 0.50 BTC/USD 10,500.0 8600319
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8536767 198051:01:8303 01/07/2019 08:30 Buy 0.50 BTC/USD 10,611.9 8600307
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8544258 198051:01:8304 01/07/2019 08:30 Buy 1.00 BTC/USD 10,613.4 8600362
0.00444143 —

8541545 198051:01:8302 01/07/2019 08:30 Buy 1.00 BTC/USD 10,605.5 8600356
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After this my margin fell below 80% margin cover, because I had only long positions opened. I could not open new short positions at this moment, due to the fact that my usable margin was negative.

At 14:49 you sent me big email with thanks and assuring you will pay compensation to cover lost due to this error.

Since then price was rising and my negative margin was decreasing.

At 17:10 I asked you to speed up compensation process. That small compensation of 0.6 BTC you promised before actually could save my account from liquidation, because I would get additional margin to open more short positions. <http://prntscr.com/o9kx3m>

At 18:56 you decided to close all my long positions, making damage of about: 6.33-1.15=5.18 BTC

Please forward this time log for further analyze to the higher department.



Max Emerson (CEXBRO.COM)

Jul 2, 06:59 BST

Dear Volodymyr,

Thank you for your patience.

We are very sorry for delayed reply and would try our best to improve on responding speed.

We would like to notify you that 318 error appears when you are trying to close position, that was already terminated. It does not affect your account negatively in any way. For example it can appear when you clicked on close twice very fast and two orders for closure were sent, however only one was executed and second was rejected. If you encounter such 318 error again, it would mean similar issue happened and should not cause any problems either. We would try changing this error message for more comfortable one for our users in the future.

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2019-07-01T05:13:57.971Z – position is successfully closed by 9089559 order

2019-07-01T05:14:12.018Z – another try to close position with 9089572 order, that gave error 318

Position closure for 9027180:

2019-07-01T05:16:44.057Z – position is successfully closed by 9089559 order

2019-07-01T05:16:56.742Z – another try to close position with 9089596 order, that gave error 318

As you can see there are several second between orders and next one is always rejected with 318 error.

Issues with take-profit for some short positions not being able to be changed were most likely because of maintenance. It was a coincidence that when you tried to change take-profit we already had maintenance started, so you were not able to do so as most functions of our Broker system were already offline. However part of our system that looks after prices, stop-losses and take-profits usually stays operational if it is possible. It was done intentionally for our clients, so that users who placed take-profits and stop-

loss for their positions did not miss the moment and had chance for positions execution, even if they could not have closed them manually for any reason, even during maintenance (if it is possible). Meaning that in case customer wants for position closure after reaching certain price without any additional actions, take-profit can be placed and system will close position when price is reached. That is exactly what happened in this case – your take-profit was executed when price reached amount you placed.

We understand that you claim that you were not able to change or cancel take-profit, however maintenance was already underway and all take-profits for all positions were operational and they may have been executed due to price change, as designed. We could not have done it any other way, as maintenance needs to be done at some point and for its duration lots of take-profits stay active on big number of positions. We are doing everything we can with best interest of our clients in mind for, and in this case we continued to follow prices and execute orders where stop-loss and take-profit reached designated level. We do so taking what is best for customers into account – to not miss stop-loss and take-profit price that was placed by a client.

If after the maintenance you saw your short positions already closed by your take-profit orders, but you wished to have active short positions still, you could have opened more short positions for same amount.

You mentioned that because of system malfunctioning you suffered loss of around 6 BTC. There were indeed issues from our side and they may have affected you negatively, however they could not have caused such loss amount as 6 BTC. We analyzed your trade history and see that most of damage was caused by big number of long positions, that were opened several days ago (around 27–29 of June), with buy price of approximately 12000–13000. It means that losses of such magnitude were not caused by current platform issues.

Also, you said that your account was wiped, however it is not so. Even after all positions closure you would still have more than 1 BTC on account to use.

All your long positions were closed some time ago automatically by system, due to margin requirements not being met. You contacted us earlier regarding issue of not being able to close long positions and there was indeed technical issue which prevented you from doing so. At that moment you could have requested manual closure of those positions via support, as such option always existed, however, we indeed did not give you such information immediately, and you could have missed that you had such choice. Taking it into account, we decided to analyze your long positions for possibility of partial compensation of your loss. In particular, to calculate it we considered that you wanted to close you long positions at price that was at market at the moment of your first request to us concerning this matter, because price at that time was more profitable for closure than one your positions were terminated with. And acting in your interest we take high price from the 5 minute candle as executing one. Also we would account and compensate all rollover fees for those positions that happened after your first message

on this issue. We will transfer this information to relevant department for reimbursement counting and in nearest time will make compensation, along with details of our calculations.

In process of your account problems resolution we found out that you currently have 10 active short positions on 0.25 each. Those positions are profitable at the moment so we are not sure if you did open such positions and whether you had intent to open such shorts, or they were opened accidentally due to system malfunction.

We need to get your response as soon as possible, whether you want to leave those positions on your account. If you indeed opened such positions and decided to let them stay on your account, no actions from your side are needed, just notify us about it and you of course could keep all PnL of these positions. If you have not opened them and want them removed from your account, tell us urgently and we will shut them down. If you will not reply to us regarding these positions for any reason and decide to execute other activities on your account we would consider you had intentions to open such positions and that you decided to leave them on your account, they will also be counted as correct ones.

Thank you for understanding.

Kind regards,
Max Emerson
Customer Support Specialist
[CEX.IO](https://www.cex.io)

[Quoted text hidden]

[Quoted text hidden]

[5L3DLW-42M2]

Support <support@cexbro.com>
Reply-To: Support <support@cexbro.com>
To: Volodymyr <????????????@gmail.com>

Tue, Jul 2, 2019 at 11:33 AM

##- Please type your reply above this line -##

Your request (912829) has been updated.

You can reply directly to this email or send a reply here <https://support.cexbro.com/hc/requests/912829>



Stacie Rodman (CEXBRO.COM)

Jul 2, 16:33 BST

Dear Volodymyr,

Thank you for the details about your situation, we will surely transfer them to higher management.

I understand your confusion regarding the time mentioned in our Status page regarding the maintenance, as you understand we have mentioned the issue and were obliged to inform our users about the technical works that could influence their activity after the issue has already started.

Our Technical team has calculated your losses connected with the issue and send you compensation of 0.37432727 BTC to your balance. You can check it in your account statemen as usually.

I think we need to check the situation with your margin call when several positions were automatically closed. Usually, positions closed due to the margin call is not a subject for a refund since you can monitor the situation by yourself. Sure, the price could change unexpectedly, but we are not responsible for market movement.

We will contact you back after the case is checked by the relevant department.

Best Regards,

Stacie Rodman
Customer Support Team Lead

[Quoted text hidden]

[Quoted text hidden]

[5L3DLW-42M2]

Volodymyr <?????????????@gmail.com>
To: Support <support@cexbro.com>

Tue, Jul 2, 2019 at 11:53 AM

I understand your confusion regarding the time mentioned in our Status page regarding the maintenance, as you understand we have mentioned the issue and were obliged to inform our users about the technical works that could influence their activity after the issue has already started.

There is no confusion regarding time of your maintenance. My confusion is about the fact that error in your system has led my account to the high negative margin, that later provoked margin call. If your system allowed me to removed short orders "take profit price" as I was trying to do, there will be no situation for margin call. As you might see before glitch in your system I had 5.5 BTC in short positions. That would be more than enough to keep my margin cover far above margin call level.

On Tue, Jul 2, 2019 at 11:33 AM Support <support@cexbro.com> wrote:

##- Please type your reply above this line -##

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Stacie Rodman
Customer Support Team Lead



Volodymyr

Jul 2, 15:32 BST

Hi.

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<https://prnt.sc/o8uuu8>

We understand that you claim that you were not able to change or cancel take-profit, however maintenance was already underway and all take-profits for all positions were operational and they may have been executed due to price change, as designed. We could not have done it any other way, as maintenance needs to be done at some point and for its duration lots of take-profits stay active on big number of positions. We are

doing everything we can with best interest of our clients in mind for, and in this case we continued to follow prices and execute orders where stop-loss and take-profit reached designated level. We do so taking what is best for customers into account – to not miss stop-loss and take-profit price that was placed by a client.

The maintenance was unplanned. You put it at 8:29, and I was experiencing issues before this event, at 8.24, please pay more attention to the time log provided in previous message.

We analyzed your trade history and see that most of damage was caused by big number of long positions, that were opened several days ago (around 27–29 of June), with buy price of approximately 12000–13000.

Yes I had these positions and they could perfectly fine survive downfall if they wouldn't be closed by your system. Why they were closed by your system? Because I got very big negative margin. Why I got big negative margin? Because due to error I could not change take profit price of short orders, and they were wrongfully closed in minutes after you went for unplanned maintenance. More over, I do strongly believe that Issues similar to that I had experienced were the cause of your maintenance in the first place.

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At 14:49 you assured me that what I see in terminal is real.

So I took no actions, because price was rising and my negative margin was actually decreasing: <https://prnt.sc/o97ag9>

Then at 18:56 you closed all positions when my margin cover was about 50–60%

Again let me provide time log so you can escalate to higher departments:

At about 8:23 I decided to remove take profit price, because I saw that price will go down. I had a positive usable margin at this moment.

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At 17:10 I asked you to speed up compensation process. That small compensation of 0.6 BTC you promised before actually could save my account from liquidation, because I would get additional margin to open more short positions. <http://prntscr.com/o9kx3m>

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Please forward this time log for further analyze to the higher department.



Max Emerson (CEXBRO.COM)

Jul 2, 06:59 BST

Dear Volodymyr,

Thank you for your patience.

We are very sorry for delayed reply and would try our best to improve on responding speed.

We would like to notify you that 318 error appears when you are trying to close position, that was already terminated. It does not affect your account negatively in any way. For example it can appear when you clicked on close twice very fast and two orders for closure were sent, however only one was executed and second was rejected. If you encounter such 318 error again, it would mean similar issue happened and should not cause any problems either. We would try changing this error message for more comfortable one for our users in the future.

Here are some examples from your screenshots:

Position closure for 9067144:

2019-07-01T05:13:57.971Z – position is successfully closed by 9089559 order

2019-07-01T05:14:12.018Z – another try to close position with 9089572 order, that gave error 318

Position closure for 9027180:

2019-07-01T05:16:44.057Z – position is successfully closed by 9089559 order

2019-07-01T05:16:56.742Z – another try to close position with 9089596 order, that gave error 318

As you can see there are several second between orders and next one is always rejected with 318 error.

Issues with take-profit for some short positions not being able to be changed were most likely because of maintenance. It was a coincidence that when you tried to change take-profit we already had maintenance started, so you were not able to do so as most functions of our Broker system were already offline. However part of our system that looks after prices, stop-losses and take-profits usually stays operational if it is possible. It was done intentionally for our clients, so that users who placed take-profits and stop-loss for their positions did not miss the moment and had chance for positions execution, even if they could not have closed them manually for any reason, even during maintenance (if it is possible). Meaning that in case customer wants for position closure after reaching certain price without any additional actions, take-profit can be placed and system will close position when price is reached. That is exactly what happened in this case – your take-profit was executed when price reached amount you placed.

We understand that you claim that you were not able to change or cancel take-profit, however maintenance was already underway and all take-profits for all positions were operational and they may have been executed due to price change, as designed. We could not have done it any other way, as maintenance needs to be done at some point and for its duration lots of take-profits stay active on big number of positions. We are doing everything we can with best interest of our clients in mind for, and in this case we continued to follow prices and execute orders where stop-loss and take-profit reached designated level. We do so taking what is best for customers into account – to not miss stop-loss and take-profit price that was placed by a client.

If after the maintenance you saw your short positions already closed by your take-profit orders, but you wished to have active short positions still, you could have opened more short positions for same amount.

You mentioned that because of system malfunctioning you suffered loss of around 6 BTC. There were indeed issues from our side and they may have affected you negatively, however they could not have caused such loss amount as 6 BTC. We

analyzed your trade history and see that most of damage was caused by big number of long positions, that were opened several days ago (around 27–29 of June), with buy price of approximately 12000–13000. It means that losses of such magnitude were not caused by current platform issues.

Also, you said that your account was wiped, however it is not so. Even after all positions closure you would still have more than 1 BTC on account to use.

All your long positions were closed some time ago automatically by system, due to margin requirements not being met. You contacted us earlier regarding issue of not being able to close long positions and there was indeed technical issue which prevented you from doing so. At that moment you could have requested manual closure of those positions via support, as such option always existed, however, we indeed did not give you such information immediately, and you could have missed that you had such choice. Taking it into account, we decided to analyze your long positions for possibility of partial compensation of your loss. In particular, to calculate it we considered that you wanted to close you long positions at price that was at market at the moment of your first request to us concerning this matter, because price at that time was more profitable for closure than one your positions were terminated with. And acting in your interest we take high price from the 5 minute candle as executing one. Also we would account and compensate all rollover fees for those positions that happened after your first message on this issue. We will transfer this information to relevant department for reimbursement counting and in nearest time will make compensation, along with details of our calculations.

In process of your account problems resolution we found out that you currently have 10 active short positions on 0.25 each. Those positions are profitable at the moment so we are not sure if you did open such positions and whether you had intent to open such shorts, or they were opened accidentally due to system malfunction.

We need to get your response as soon as possible, whether you want to leave those positions on your account. If you indeed opened such positions and decided to let them stay on your account, no actions from your side are needed, just notify us about it and you of course could keep all PnL of these positions. If you have not opened them and want them removed from your account, tell us urgently and we will shut them down. If you will not reply to us regarding these positions for any reason and decide to execute other activities on your account we would consider you had intentions to open such positions and that you decided to leave them on your account, they will also be counted as correct ones.

Thank you for understanding.

Kind regards,
Max Emerson

Customer Support Specialist

[CEX.IO](#)



Volodymyr

Jul 2, 01:42 BST

I forget to add screenshot with liquidation time: <http://prntscr.com/o9aowr>



Volodymyr

Jul 2, 01:22 BST

So to clear the chronological order:

At about 8:23 I decided to remove take profit price, because I saw that price will go down.

I was unable to perform this action – the terminal logged me out.

When I log in again it tried to remove take profit price again. It wasn't removed.

Then at 8:29 you saw this issue and put status on <https://status.cex.io/#>

<http://prntscr.com/o9aiyq>

Then DURING maintenance these positions were wrongfully closed:

8542405 198051:01:8621 01/07/2019 08:48 Buy 1.00 BTC/USD 10,501.3 8600359
0.00518214 —

8537179 198051:01:8622 01/07/2019 08:48 Buy 0.50 BTC/USD 10,519.5 8600325
0.00226242 —

8537168 198051:01:8620 01/07/2019 08:48 Buy 0.50 BTC/USD 10,515.7 8600322
0.00295306 —

8537157 198051:01:8605 01/07/2019 08:48 Buy 0.50 BTC/USD 10,500.0 8600319
0.00326741 —

8536756 198051:01:8330 01/07/2019 08:30 Buy 0.50 BTC/USD 10,600.0 8600304
0.00394550 —

8536767 198051:01:8303 01/07/2019 08:30 Buy 0.50 BTC/USD 10,611.9 8600307
0.00100855 —

8544258 198051:01:8304 01/07/2019 08:30 Buy 1.00 BTC/USD 10,613.4 8600362
0.00444143 —

8541545 198051:01:8302 01/07/2019 08:30 Buy 1.00 BTC/USD 10,605.5 8600356
0.00831466 —

This error has led my account to be completely wiped out. And you say that issue could do only 0.6 BTC of damage.

Volodymyr



Jul 2, 01:06 BST

Hi. I went for a walk, when i come back I found message "Your account was cleared". So actual loss due to error of your system is more than 6 BTC. because I was trying to REMOVE take profit price, not close the position. If short positions remained open, my negative margin wouldn't fall so low that account should be cleared.

Im talking about these positions:

```
8542405 198051:01:8621 01/07/2019 08:48 Buy 1.00 BTC/USD 10,501.3 8600359
0.00518214 —
8537179 198051:01:8622 01/07/2019 08:48 Buy 0.50 BTC/USD 10,519.5 8600325
0.00226242 —
8537168 198051:01:8620 01/07/2019 08:48 Buy 0.50 BTC/USD 10,515.7 8600322
0.00295306 —
8537157 198051:01:8605 01/07/2019 08:48 Buy 0.50 BTC/USD 10,500.0 8600319
0.00326741 —
8536756 198051:01:8330 01/07/2019 08:30 Buy 0.50 BTC/USD 10,600.0 8600304
0.00394550 —
8536767 198051:01:8303 01/07/2019 08:30 Buy 0.50 BTC/USD 10,611.9 8600307
0.00100855 —
8544258 198051:01:8304 01/07/2019 08:30 Buy 1.00 BTC/USD 10,613.4 8600362
0.00444143 —
8541545 198051:01:8302 01/07/2019 08:30 Buy 1.00 BTC/USD 10,605.5 8600356
0.00831466 —
```

as you can check they all were closed by take profit price, which I was trying to disable and was failing.

As for manual position closure, you told me about this 3 hours after my original message with description of error, at that point it was irrelevant already as price has changed significantly.

So as you can see if these positions weren't closed due to error in your system there would be no reason to clear all my account.

This is screenshot <https://prnt.sc/o97ag9> and you confirmed that what i see in terminal is what is real. So can you tell me please, why you wiped my account if after that time price was going up, so my negative margin was decreasing?



Max Emerson ([CEXBRO.COM](https://www.cexbro.com))

Jul 1, 23:34 BST

Dear Volodymyr,

Thank you for the response.

We would like to offer our apologies, however we do not have an option to speed up the compensation, as it has to be processed accordingly to the procedure and pass all necessary stages.

Also we would like to draw your attention to the fact that compensation is only available when loss in question is present and when it is relevant. As positions are yet to be closed at the moment, Realised Loss is not available, because while position is still opened, only Floating PnL is shown.

So compensation can only be done after position is closed and Realised PnL is displayed for it.

Amount of compensation that we mentioned earlier is rough estimation of what you would have gotten if all your positions were closed at the moment we told you about it first.

Please notify us which positions you wanted to close before, but were not able to due to technical issues on our platform. If you still wish to close them, we can do so for you, check all necessary data and compensate part of additional loss of such position(s) that you experienced because of inability to close them earlier. If you currently have no desire to close any positions, there is no realized loss (and compensations as such) for them at present.

Kindly ask you to specify which positions you tried to close, could not, and wish to terminate now.

Let us mention that we only liked to remind you regarding existing option to request manual position closure via our support, in case you cannot close them via web interface. In no way we urge you to do so, only mentioning that such service exists for our users.

Thank you for understanding.

Kind regards,
Max Emerson
Customer Support Specialist
[CEX.IO](#)



Volodymyr

Jul 1, 22:10 BST

Could you speed up the process to deposit compensation to my balance?
In this case, probably I will have enough equity to open a couple short positions?

**Volodymyr**

Jul 1, 22:04 BST

Problem is that you already put me in a losing position:
In the morning, when I was unable to close orders, all I had to do – close just 1–2 long positions so that I would be able to open a couple of short positions.
And even this I shouldn't do if I was able to change "take profit" price of already existing short orders (but your system didn't allow me to do that).
Now, after 9 hours you offer me to close positions. At a totally different price. And I need to close almost all of them, lowering my balance 0.
Does that sound fair?

**Max Emerson (CEXBRO.COM)**

Jul 1, 21:49 BST

Dear Volodymyr,

Thank you for getting back to us.

As we see your current information displayed on CEX Broker is up to date and shows state of your account at the moment.

Currently on 01 Jul 2019 20:30 UTC your information shows as follows:

Current Balance 6.33436363

Equity 0.92796679

Floating PnL -5.40639684

Used Margin 2.55004718

Usable Margin -1.62208039

All your account data on this moment, including current opened positions are also available in file we attached to this reply.

Thank you for understanding.

Kind regards,

Max Emerson

Customer Support Specialist

[CEX.IO](https://www.cex.io)

Attachment(s)

[BTC_up101875691_2_2019-07-01_20-30.html](#)



Volodymyr

Jul 1, 21:14 BST

Could you provide real information on my account state?
What is the total current balance?
What is the real used margin?
Could you send me an actual list of opened positions?



Max Emerson (CEXBRO.COM)

Jul 1, 21:00 BST

Dear Volodymyr,

Thank you for your swift reply.

We would like to inform you that compensation we will provide you should be enough to cover additional loss you experienced during period when you were not able to close positions.

In case you wish to close some or all positions now, please give us details which ones are you referring to and we will do so manually.

Waiting for your update and appreciate your understanding.

Kind regards,
Max Emerson
Customer Support Specialist
[CEX.IO](https://www.cex.io)



Volodymyr

Jul 1, 20:31 BST

So should I be worried about the high negative margin that I have now on the account? Since morning, due to technical issues, my margin has a very big negative value:
<http://prntscr.com/o97ag9>
Your guys offered me to close some positions on their side after 3 hours since I was experiencing problems, at that time I had 98 MC and couple short orders, that could keep all positions alive for a long time.

I'm sure that price will fall further to about 9800–9900 USD, meaning that my MC will fall even lower and positions will be forced to close, and I will be left with 0 balance.



Max Emerson (CEXBRO.COM)

Jul 1, 19:49 BST

Dear Volodymyr,

Thank you for contacting us.

We are sorry to hear that.

There is no doubt you should be not very happy with the situation you faced.

First of all, let us mention that on the screenshot you have provided us, are shown your open positions, they are not closed yet.

Let us also notify you that the information you may see in the terminal is what you have for this current moment and information in the statement shows data at a certain time in the past and, that is why these numbers may differ.

Also, we dearly sympathize with your position closing issue. However, you always have an option to request to close positions if, for some reason, you cannot close it yourself using a web terminal. To do this, you just need to specify the position that you want to close, after that dealer makes a quick check that you are the true account holder and if everything is fine, the position is closed at your request. We just wish to remind you that we have such service.

Once again, we are very sorry that you have encountered such issues. We assure you that matters connected to your account specifically are handled with the highest priority, as you are trading with great activity and with high volume.

At the moment, the issue with your account is identified, but we need more time to fix it. We cannot guarantee that you will face no issues again yet, but we are doing our best to solve those problems.

We are being honest with all our users, so we warn users that we still have beta testing of the broker platform, and this means that users may encounter some errors.

We want users to know the risks and view occasional temporary flaws of platform and our efforts to make [CEX.IO](https://www.cex.io) Broker better with understanding.

For now access to the platform is available only by invite to a limited number of people

who requested Live account.

When we are sure that most of the errors and problems have been fixed and most of the wishes of users regarding the functionality have been taken into account, we will then announce that the beta testing has been completed.

We appreciate your loyalty and willingness to take all the advantages and risks of our new product – [CEX.IO](#) BROKER.

All [CEX.IO](#) strive to give our clients the best and the most enjoyable experience, no matter which aspects of our services it concerns.

As we are greatly thankful for your input for our platform and considering loss you encountered, we transferred request to our relevant department. Considering the issue you faced, you will be sent compensation in amount of 0.61893203 BTC in nearest time.

Let us know if there is anything else we can help you with.

Thank you for understanding.

Kind regards,
Max Emerson
Customer Support Specialist
[CEX.IO](#)



Volodymyr

Jul 1, 17:22 BST

I think the only real solution for you is to stop trade and revert all orders before the maintenance in the morning because after this maintenance your system is completely messed up.



Volodymyr

Jul 1, 17:17 BST

And this is what I see in the terminal, it clearly doesn't represent the real state of the account: <http://prntscr.com/o94prb>

Volodymyr



Jul 1, 17:15 BST

Finally, I managed to generate a statement and it shows tons of orders closed with big negative P/L

<http://prntscr.com/o94oda>

After HOURS that I was trying to close some of these positions manually at much higher price (with much less lost)



Volodymyr

Jul 1, 17:09 BST

Hi, thank you. Telling the truth, I don't know, should I deposit or not. The price has fallen significantly since I'm experienced errors and asked for your help. Now I have to deposit double of the amount I needed in the morning.

Considering the number of bugs and errors I encounter on a daily basis and that I can't close/open/change orders when I want to but only when your system is allowing me I really don't want to trust your system even more of my funds.

I don't really care if I lost all funds on the balance, but my trust in your platform has almost depleted.

That inability to close or change orders left me with a negative margin, there is no guarantee it will not happen again and again.

And your tech team just come up with the solution "clear cookies and restart browser", hilarious. Which I did but of course it didn't help because the problem is on the server side.

Now they are offering me to close positions manually from their side after 3 hours passed and price changed more than for 6%.

if you have any suggestions I would like to hear any from you.



Volodymyr

Jul 1, 16:43 BST

The situation hasn't changed, I cleared cookies and browsing data.

Log in again. Tried to close 1 position and nothing happened again.

Thank you very much for your generous offer to close the position manually but the problem is that price has fallen 700 USD, and now even if I close all my positions that won't help me.



Joe Wane (CEXBRO.COM)

Jul 1, 16:39 BST

Dear Volodymyr,

Thank you for your reply.

We kindly inform you that we get confirmation from our Higher Department.
You may feel free to deposit more money to your CEX BROKER account.

Thank you for using CEX BROKER.

Best regards,

Joe Wane

Customer Support Specialist

[CEX.IO](#)



Morgan Larsson ([CEXBRO.COM](#))

Jul 1, 16:33 BST

Dear Volodymyr,

In addition to my previous message.

Please let us know whether the situation changed or not.

If the issue persists and you are still unable to close your positions, please provide the numbers of the positions you wish to close in your next response. We will close those positions for you manually from our side.

Looking forward to your reply.

Best regards,

Morgan Larsson

Customer Support Specialist

[CEX.IO](#)



Morgan Larsson ([CEXBRO.COM](#))

Jul 1, 16:24 BST

Dear Volodymyr,

Thank you for contacting us back.

We've been investigating the matter and we suppose the issue is related to your own browser.

Please go to your browser settings, clear your Web Browser cookies and internet cache, shut down your browser and re-open it.

In addition, please check if there are any issues with your internet connection.

If you have any additional questions please do not hesitate to contact us.

Best regards,

Morgan Larsson

Customer Support Specialist

[CEX.IO](https://www.cex.io)



Volodymyr

Jul 1, 16:04 BST

Guys while you working on your issues my funds are in big danger

<http://prntscr.com/o93n4g>



Volodymyr

Jul 1, 15:25 BST

I have sent all the screenshots that I had taken. To look further you should probably check logs.

I can't even make a statement to send you IDs of positions where I was unable to change take profit price – statement generation throws errors.



Volodymyr

Jul 1, 15:18 BST

nothing was happening when I was trying to close orders or change take profit price:

<http://prntscr.com/o92ul5>

<http://prntscr.com/o92uvy>

As you can see no error messages, nothing. Just empty https request:

<http://prntscr.com/o92vfq>



Morgan Larsson (CEXBRO.COM)

Jul 1, 15:14 BST

Dear Volodymyr,

Thank you for your response and the provided screenshot.

We would kindly ask you to also provide a screenshot that shows the rejected orders and errors related to those orders.

We greatly appreciate your cooperation.
Looking forward to your reply.

Best regards,

Morgan Larsson

Customer Support Specialist

CEX.IO



Volodymyr

Jul 1, 14:37 BST

I can't close ANY position now, nor can I change any property of them (take profit price etc)

I would love to show you orders that were filled because I couldn't change their take profit price, but I can't even get a statement for 1 day: <http://prntscr.com/o924qd>



Joe Wane (CEXBRO.COM)

Jul 1, 14:26 BST

Dear Volodymyr,

Thank you for contacting us.

We are sorry for the inconveniences you have faced.

Could you please clarify what order you tried to close or change?

Also, in the future, we kindly ask you to clarify the position or the orders you mean.

Regarding your question about deposits, the relevant department is checking details of your case and soon will provide you with the answer.

Thank you for understanding.

Best regards,

Joe Wane

Customer Support Specialist

[CEX.IO](#)



Volodymyr

Jul 1, 14:06 BST

This was very upsetting when you put maintenance mode during great price change. I wanted to cancel take profit price for orders that I had, now they are filling my usable margin is negative.



Volodymyr

Jul 1, 13:55 BST

Hi, why can't I change or close orders?
I was trying to cancel take profit price for the order – it didn't work.
Then I was trying to close the position with negative P/L and I can't close it either.

Also, could you please allow deposit so I can add equity.
Thanks.

This email is a service from [CEXBRO.COM](#). Delivered by Zendesk.

[5L3DLW-42M2]

Support <support@cexbro.com>
Reply-To: Support <support@cexbro.com>
To: Volodymyr <????????????@gmail.com>

Tue, Jul 2, 2019 at 11:53 AM

##- Please type your reply above this line -##

Your request (912829) has been updated.

You can reply directly to this email or send a reply here <https://support.cexbro.com/hc/requests/912829>

**Volodymyr**

Jul 2, 16:53 BST

I understand your confusion regarding the time mentioned in our Status page regarding the maintenance, as you understand we have mentioned the issue and were obliged to inform our users about the technical works that could influence their activity after the issue has already started.

There is no confusion regarding time of your maintenance. My confusion is about the fact that error in your system has led my account to the high negative margin, that later provoked margin call.

If your system allowed me to removed short orders "take profit price" as I was trying to do, there will be no situation for margin call. As you might see before glitch in your system I had 5.5 BTC in short positions. That would be more than enough to keep my margin cover far above margin call level.

**Stacie Rodman (CEXBRO.COM)**

Jul 2, 16:33 BST

Dear Volodymyr,

Thank you for the details about your situation, we will surely transfer them to higher management.

I understand your confusion regarding the time mentioned in our Status page regarding the maintenance, as you understand we have mentioned the issue and were obliged to inform our users about the technical works that could influence their activity after the issue has already started.

Our Technical team has calculated your losses connected with the issue and send you compensation of 0.37432727 BTC to your balance. You can check it in your account statemen as usually.

I think we need to check the situation with your margin call when several positions were automatically closed. Usually, positions closed due to the margin call is not a subject for a refund since you can monitor the situation by yourself. Sure, the price could change unexpectedly, but we are not responsible for market movement.

We will contact you back after the case is checked by the relevant department.

Best Regards,

Stacie Rodman
Customer Support Team Lead

[Quoted text hidden]

[Quoted text hidden]

[5L3DLW-42M2]

Support <support@cexbro.com>
Reply-To: Support <support@cexbro.com>
To: Volodymyr <????????????@gmail.com>

Tue, Jul 2, 2019 at 2:05 PM

##- Please type your reply above this line -##

Your request (912829) has been updated.

You can reply directly to this email or send a reply here <https://support.cexbro.com/hc/requests/912829>



George Thompson (CEXBRO.COM)

Jul 2, 19:05 BST

Dear Volodymyr,

Your case was transferred to me for investigation.

I am the Supervisor of VIP Customers Claims Team.

I am here to clear the situation and find a proper solution for you. Since you are a high-value customer, I will do everything possible to meet your request with fair and clear analysis. For this reason, I kindly ask you to give me some time to make a deep analysis of your case and hold a proper investigation. I am here to help you, so I expect your cooperation.

I will use all possible tools and communicate with the development team, check logs in your account and [CEX.IO](#) BROKER availability during the mentioned period by you.

I will get back to you if I have any questions or updates.

Thank you for cooperation in advance.

Best wishes,

George Thompson

Supervisor of VIP Customers Claims Team

CEX.IO BROKER

[Quoted text hidden]

[Quoted text hidden]

[5L3DLW-42M2]

Support <support@cexbro.com>
Reply-To: Support <support@cexbro.com>
To: Volodymyr <?????????????@gmail.com>

Wed, Jul 3, 2019 at 4:28 AM

##- Please type your reply above this line -##

Your request (912829) has been updated.

You can reply directly to this email or send a reply here <https://support.cexbro.com/hc/requests/912829>



George Thompson (CEXBRO.COM)

Jul 3, 09:28 BST

Dear Volodymyr,

We have reviewed your complaints and complaints about the work of the platform. We analyzed in details all the incidents, analyzed causes, the consequences and the basis for the claims for the incidents. After analyzing everything, we can say the following:

1. The orders for which you received error 318 simply indicate that these were repeated orders to close a position. We studied all these orders and positions, and we see that all positions that you wanted to close were closed with the first closing order as you wanted.
2. All systems have maintenances, and our system is not an exclusion. You must be aware of this and take into account during your trade operations. In addition, the system may become unavailable to you at any time for other reasons – for example, a problem with the Internet, or for instance a problem with Cloudflare which took place recently. due to Cloudflare many sites in the world were not available or for example, the maintenance which we recently had on cexbro.com.

In all such cases, the inaccessibility of the system (including maintenance time) you cannot change your orders in any way, and existing limit (take profit) orders in most cases remain active and should be executed when the price is reached. This is actually the whole essence of take profit orders (and this is very important) – that they are executed when the price is reached the appropriate level, even if you cannot do it manually for any reason.

Take profit orders worked out for all your short positions. Yes, you could not change the take profit due to maintenance. We do not guarantee and cannot guarantee the 100%

availability of the system, the system may be inaccessible from time to time, and during the unavailability period, you cannot change your orders. You must take into account these features during trading. We also want to remind you that take profit and stop loss orders are designed to reduce the consequences of such problems of system unavailability, and because of this they are called protection orders. That is, if you want to increase the chances that the position will be closed when you need, then you can set a take profit, which is likely to be executed even when you do not have access to the terminal for any reason to do it manually. In this situation, there is no reason to believe that we have executed your orders incorrectly or violated something. We cannot be responsible for the negative consequences of the fact that you set specific limit take profit orders, then you could not change them because the system was unavailable and the orders were correctly executed after the price reached the take profit level. We honestly executed your orders in accordance with the way you set them and in accordance with the terms and generally accepted global trading practices.

3. Your Long positions were automatically closed by the system, which considered that your account is in the area of high risk. The system made you a large number of Margin Call alerts and you were aware that your account was at risk. The system also gave you enough time and opportunity to respond to this and rectify the situation, for instance, you could make a request to manually close some of your positions (for a certain time you knew that you had such an opportunity), or for example you could make a deposit to increase Equity (from a certain time you had such an opportunity). The system eliminated your positions in accordance with the terms and generally accepted practices of trading, and prior to the liquidation, warning you about the risk, and giving you the opportunity to correct the situation yourself until the moment of liquidation. We see no reason to believe that in this situation we did not have the right to liquidate your positions, especially since the decision to liquidate was made automatically by the system after the risk assessment and after a large number of warnings.

4. Liquidation of the positions only led to the fact that the existing Floating PnL of all positions turned into Realized PnL. Liquidation simply fixed PnL and did not give a loss to increase further. That is, the elimination only stops the process of increasing loss. At the same time, liquidation itself is not the cause of a loss in a position, but rather the opposite – a large loss in a position became the cause of liquidation. The loss on these positions was formed not because of liquidation, but because of your decision to open specific Long positions a few days ago at specific points in time. Over time, the price dropped significantly from more than 13,000 to below 10,000, which led to large losses in your positions. We cannot be responsible for losses in your positions that you have opened yourself, and we cannot be responsible for the price movement on the market. Liquidation occurred in accordance with the terms and generally accepted international trading practices, and liquidation itself cannot be the cause for a loss since the liquidation only fixes the loss existing at the time of the liquidation. We see no reason to believe that the system did not have the right to liquidate positions, and we see no reason to believe that it was liquidation that caused the loss.

5. Exposure Limit 100 000 USD was originally installed on your account, which limits your risk and your possible losses. You asked several times to increase your Exposure limit, and we have explained to you that increasing the limit leads to an increase in risk. You took the additional risk of greater losses by increasing the Exposure Limit, and you were aware of what this might lead to. If you retained the recommended default limit, then your possible losses would be several times less.

6. You really had trouble closing your long positions. For the first time, you contacted us on July 1st at 1:55 pm UTC, and you stated that you want to but can not close positions due to platform failures. You could immediately request the closing of your positions manually through the support team, however, you did not do it. Nevertheless, we understand that we did not give you enough information to understand that you have such an opportunity. In this situation, we take the blame, compensating you for the additional losses that you suffered in connection with this problem. In all calculations of compensation, we tried to make such assumptions that would always be in your interests, that is, which lead to the highest possible compensation for you so that you do not have doubts regarding this incident.

You did not say which one Long position you want to close, however, we assume the best option for you – that you wanted to close all Long positions and could not do it.

If you could close your Long positions at that moment, then the closing price would be worse, but in your interests we took the maximum price for calculation that was in that period (10554) and in further calculations we will take into account yours intends to close all your positions at this very best price at that moment.

We believe that all rollover fees for these positions that were deducted from you after the moment of treatment should be returned to you since you allegedly wanted to close all positions, and if you would succeed, then positions would be closed and rollover fees would not be charged.

All your Long positions were subsequently closed, but assuming that you wanted to close these positions as early as 13:55 at a price of 10554, we compensate you for additional losses and rollover fees, so that the situation on your account would be exactly the same as if you have closed all your positions at 1:55 pm at the best price available. Due to the compensation, we have made for you, you have the same state of balance, which is equivalent to the state of your account if you have been closed your positions at 13:55 when you first tried to do it. We have checked once again all the details and recalculated the amount of compensation for these positions, and all values and the total amount of compensation are correct.

Best wishes,

George Thompson

Supervisor of VIP Customers Claims Team

[CEX.IO](#) BROKER



George Thompson ([CEXBRO.COM](#))

Jul 2, 19:05 BST

Dear Volodymyr,

Your case was transferred to me for investigation.

I am the Supervisor of VIP Customers Claims Team.

I am here to clear the situation and find a proper solution for you. Since you are a high-value customer, I will do everything possible to meet your request with fair and clear analysis. For this reason, I kindly ask you to give me some time to make a deep analysis of your case and hold a proper investigation. I am here to help you, so I expect your cooperation.

I will use all possible tools and communicate with the development team, check logs in your account and [CEX.IO](#) BROKER availability during the mentioned period by you.

I will get back to you if I have any questions or updates.

Thank you for cooperation in advance.

Best wishes,

George Thompson

Supervisor of VIP Customers Claims Team

[CEX.IO](#) BROKER



Volodymyr

Jul 2, 16:53 BST

I understand your confusion regarding the time mentioned in our Status page regarding the maintenance, as you understand we have mentioned the issue and were obliged to inform our users about the technical works that could influence their activity after the issue has already started.

There is no confusion regarding time of your maintenance. My confusion is about the fact that error in your system has led my account to the high negative margin, that later provoked margin call.

If your system allowed me to removed short orders "take profit price" as I was trying to do, there will be no situation for margin call. As you might see before glitch in your system I had 5.5 BTC in short positions. That would be more than enough to keep my margin cover far above margin call level.



Stacie Rodman ([CEXBRO.COM](mailto:stacie@cexbro.com))

Jul 2, 16:33 BST

Dear Volodymyr,

Thank you for the details about your situation, we will surely transfer them to higher management.

I understand your confusion regarding the time mentioned in our Status page regarding the maintenance, as you understand we have mentioned the issue and were obliged to inform our users about the technical works that could influence their activity after the issue has already started.

Our Technical team has calculated your losses connected with the issue and send you compensation of 0.37432727 BTC to your balance. You can check it in your account statemen as usually.

I think we need to check the situation with your margin call when several positions were automatically closed. Usually, positions closed due to the margin call is not a subject for a refund since you can monitor the situation by yourself. Sure, the price could change unexpectedly, but we are not responsible for market movement.

We will contact you back after the case is checked by the relevant department.

Best Regards,

Stacie Rodman
Customer Support Team Lead



Volodymyr

Jul 2, 15:32 BST

Hi.

First of all you didn't explained this error with order rejected by other reason:

<https://prnt.sc/o8uuu8>

We understand that you claim that you were not able to change or cancel take-profit, however maintenance was already underway and all take-profits for all positions were operational and they may have been executed due to price change, as designed. We could not have done it any other way, as maintenance needs to be done at some point and for its duration lots of take-profits stay active on big number of positions. We are doing everything we can with best interest of our clients in mind for, and in this case we continued to follow prices and execute orders where stop-loss and take-profit reached designated level. We do so taking what is best for customers into account – to not miss stop-loss and take-profit price that was placed by a client.

The maintenance was unplanned. You put it at 8:29, and I was experiencing issues before this event, at 8.24, please pay more attention to the time log provided in previous message.

We analyzed your trade history and see that most of damage was caused by big number of long positions, that were opened several days ago (around 27–29 of June), with buy price of approximately 12000–13000.

Yes I had these positions and they could perfectly fine survive downfall if they wouldn't be closed by your system. Why they were closed by your system? Because I got very big negative margin. Why I got big negative margin? Because due to error I could not change take profit price of short orders, and they were wrongfully closed in minutes after you went for unplanned maintenance. More over, I do strongly believe that Issues similar to that I had experienced were the cause of your maintenance in the first place.

Why I didn't closed long positions when you notified me about possibility to close them by email? Because too much time passed and price has changed already significantly. At 14:49 you assured me that what I see in terminal is real.

So I took no actions, because price was rising and my negative margin was actually decreasing: <https://prnt.sc/o97ag9>

Then at 18:56 you closed all positions when my margin cover was about 50–60%

Again let me provide time log so you can escalate to higher departments:

At about 8:23 I decided to remove take profit price, because I saw that price will go down. I had a positive usable margin at this moment.

I was unable to perform this action – the terminal logged me out.

When I log in again it tried to remove take profit price again. It wasn't removed.

Then at 8:29 you saw this issue and put status on <https://status.cex.io/#>

<http://prntscr.com/o9aiyq>

Then DURING unplanned maintenance these positions were wrongfully closed:

8542405 198051:01:8621 01/07/2019 08:48 Buy 1.00 BTC/USD 10,501.3 8600359
0.00518214 —

8537179 198051:01:8622 01/07/2019 08:48 Buy 0.50 BTC/USD 10,519.5 8600325
0.00226242 —
8537168 198051:01:8620 01/07/2019 08:48 Buy 0.50 BTC/USD 10,515.7 8600322
0.00295306 —
8537157 198051:01:8605 01/07/2019 08:48 Buy 0.50 BTC/USD 10,500.0 8600319
0.00326741 —
8536756 198051:01:8330 01/07/2019 08:30 Buy 0.50 BTC/USD 10,600.0 8600304
0.00394550 —
8536767 198051:01:8303 01/07/2019 08:30 Buy 0.50 BTC/USD 10,611.9 8600307
0.00100855 —
8544258 198051:01:8304 01/07/2019 08:30 Buy 1.00 BTC/USD 10,613.4 8600362
0.00444143 —
8541545 198051:01:8302 01/07/2019 08:30 Buy 1.00 BTC/USD 10,605.5 8600356
0.00831466 —

After this my margin fell below 80% margin cover, because I had only long positions opened. I could not open new short positions at this moment, due to the fact that my usable margin was negative.

At 14:49 you sent me big email with thanks and assuring you will pay compensation to cover lost due to this error.

Since then price was rising and my negative margin was decreasing.

At 17:10 I asked you to speed up compensation process. That small compensation of 0.6 BTC you promised before actually could save my account from liquidation, because I would get additional margin to open more short positions. <http://prntscr.com/o9kx3m>

At 18:56 you decided to close all my long positions, making damage of about: $6.33 - 1.15 = 5.18$ BTC

Please forward this time log for further analyze to the higher department.



Max Emerson (CEXBRO.COM)

Jul 2, 06:59 BST

Dear Volodymyr,

Thank you for your patience.

We are very sorry for delayed reply and would try our best to improve on responding speed.

We would like to notify you that 318 error appears when you are trying to close position, that was already terminated. It does not affect your account negatively in any way. For

example it can appear when you clicked on close twice very fast and two orders for closure were sent, however only one was executed and second was rejected. If you encounter such 318 error again, it would mean similar issue happened and should not cause any problems either. We would try changing this error message for more comfortable one for our users in the future.

Here are some examples from your screenshots:

Position closure for 9067144:

2019-07-01T05:13:57.971Z – position is successfully closed by 9089559 order

2019-07-01T05:14:12.018Z – another try to close position with 9089572 order, that gave error 318

Position closure for 9027180:

2019-07-01T05:16:44.057Z – position is successfully closed by 9089559 order

2019-07-01T05:16:56.742Z – another try to close position with 9089596 order, that gave error 318

As you can see there are several second between orders and next one is always rejected with 318 error.

Issues with take-profit for some short positions not being able to be changed were most likely because of maintenance. It was a coincidence that when you tried to change take-profit we already had maintenance started, so you were not able to do so as most functions of our Broker system were already offline. However part of our system that looks after prices, stop-losses and take-profits usually stays operational if it is possible. It was done intentionally for our clients, so that users who placed take-profits and stop-loss for their positions did not miss the moment and had chance for positions execution, even if they could not have closed them manually for any reason, even during maintenance (if it is possible). Meaning that in case customer wants for position closure after reaching certain price without any additional actions, take-profit can be placed and system will close position when price is reached. That is exactly what happened in this case – your take-profit was executed when price reached amount you placed.

We understand that you claim that you were not able to change or cancel take-profit, however maintenance was already underway and all take-profits for all positions were operational and they may have been executed due to price change, as designed. We could not have done it any other way, as maintenance needs to be done at some point and for its duration lots of take-profits stay active on big number of positions. We are doing everything we can with best interest of our clients in mind for, and in this case we continued to follow prices and execute orders where stop-loss and take-profit reached designated level. We do so taking what is best for customers into account – to not miss stop-loss and take-profit price that was placed by a client.

If after the maintenance you saw your short positions already closed by your take-profit

orders, but you wished to have active short positions still, you could have opened more short positions for same amount.

You mentioned that because of system malfunctioning you suffered loss of around 6 BTC. There were indeed issues from our side and they may have affected you negatively, however they could not have caused such loss amount as 6 BTC. We analyzed your trade history and see that most of damage was caused by big number of long positions, that were opened several days ago (around 27–29 of June), with buy price of approximately 12000–13000. It means that losses of such magnitude were not caused by current platform issues.

Also, you said that your account was wiped, however it is not so. Even after all positions closure you would still have more than 1 BTC on account to use.

All your long positions were closed some time ago automatically by system, due to margin requirements not being met. You contacted us earlier regarding issue of not being able to close long positions and there was indeed technical issue which prevented you from doing so. At that moment you could have requested manual closure of those positions via support, as such option always existed, however, we indeed did not give you such information immediately, and you could have missed that you had such choice. Taking it into account, we decided to analyze your long positions for possibility of partial compensation of your loss. In particular, to calculate it we considered that you wanted to close your long positions at price that was at market at the moment of your first request to us concerning this matter, because price at that time was more profitable for closure than one your positions were terminated with. And acting in your interest we take high price from the 5 minute candle as executing one. Also we would account and compensate all rollover fees for those positions that happened after your first message on this issue. We will transfer this information to relevant department for reimbursement counting and in nearest time will make compensation, along with details of our calculations.

In process of your account problems resolution we found out that you currently have 10 active short positions on 0.25 each. Those positions are profitable at the moment so we are not sure if you did open such positions and whether you had intent to open such shorts, or they were opened accidentally due to system malfunction.

We need to get your response as soon as possible, whether you want to leave those positions on your account. If you indeed opened such positions and decided to let them stay on your account, no actions from your side are needed, just notify us about it and you of course could keep all PnL of these positions. If you have not opened them and want them removed from your account, tell us urgently and we will shut them down. If you will not reply to us regarding these positions for any reason and decide to execute other activities on your account we would consider you had intentions to open such positions and that you decided to leave them on your account, they will also be counted as correct ones.

Thank you for understanding.

Kind regards,
Max Emerson
Customer Support Specialist
CEX.IO



Volodymyr

Jul 2, 01:42 BST

I forget to add screenshot with liquidation time: <http://prntscr.com/o9aowr>



Volodymyr

Jul 2, 01:22 BST

So to clear the chronological order:

At about 8:23 I decided to remove take profit price, because I saw that price will go down.

I was unable to perform this action – the terminal logged me out.

When I log in again it tried to remove take profit price again. It wasn't removed.

Then at 8:29 you saw this issue and put status on <https://status.cex.io/#>

<http://prntscr.com/o9aiyq>

Then DURING maintenance these positions were wrongfully closed:

8542405 198051:01:8621 01/07/2019 08:48 Buy 1.00 BTC/USD 10,501.3 8600359
0.00518214 —

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8537157 198051:01:8605 01/07/2019 08:48 Buy 0.50 BTC/USD 10,500.0 8600319
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8536756 198051:01:8330 01/07/2019 08:30 Buy 0.50 BTC/USD 10,600.0 8600304
0.00394550 —

8536767 198051:01:8303 01/07/2019 08:30 Buy 0.50 BTC/USD 10,611.9 8600307
0.00100855 —

8544258 198051:01:8304 01/07/2019 08:30 Buy 1.00 BTC/USD 10,613.4 8600362
0.00444143 —

8541545 198051:01:8302 01/07/2019 08:30 Buy 1.00 BTC/USD 10,605.5 8600356
0.00831466 —

This error has led my account to be completely wiped out. And you say that issue could do only 0.6 BTC of damage.



Volodymyr

Jul 2, 01:06 BST

Hi. I went for a walk, when i come back I found message "Your account was cleared". So actual loss due to error of your system is more than 6 BTC. because I was trying to REMOVE take profit price, not close the position. If short positions remained open, my negative margin wouldn't fall so low that account should be cleared.

Im talking about these positions:

8542405 198051:01:8621 01/07/2019 08:48 Buy 1.00 BTC/USD 10,501.3 8600359
0.00518214 —

8537179 198051:01:8622 01/07/2019 08:48 Buy 0.50 BTC/USD 10,519.5 8600325
0.00226242 —

8537168 198051:01:8620 01/07/2019 08:48 Buy 0.50 BTC/USD 10,515.7 8600322
0.00295306 —

8537157 198051:01:8605 01/07/2019 08:48 Buy 0.50 BTC/USD 10,500.0 8600319
0.00326741 —

8536756 198051:01:8330 01/07/2019 08:30 Buy 0.50 BTC/USD 10,600.0 8600304
0.00394550 —

8536767 198051:01:8303 01/07/2019 08:30 Buy 0.50 BTC/USD 10,611.9 8600307
0.00100855 —

8544258 198051:01:8304 01/07/2019 08:30 Buy 1.00 BTC/USD 10,613.4 8600362
0.00444143 —

8541545 198051:01:8302 01/07/2019 08:30 Buy 1.00 BTC/USD 10,605.5 8600356
0.00831466 —

as you can check they all were closed by take profit price, which I was trying to disable and was failing.

As for manual position closure, you told me about this 3 hours after my original message with description of error, at that point it was irrelevant already as price has changed significantly.

So as you can see if these positions weren't closed due to error in your system there would be no reason to clear all my account.

This is screenshot <https://prnt.sc/o97ag9> and you confirmed that what i see in terminal is what is real. So can you tell me please, why you wiped my account if after that time price was going up, so my negative margin was decreasing?



Max Emerson (CEXBRO.COM)

Jul 1, 23:34 BST

Dear Volodymyr,

Thank you for the response.

We would like to offer our apologies, however we do not have an option to speed up the compensation, as it has to be processed accordingly to the procedure and pass all necessary stages.

Also we would like to draw your attention to the fact that compensation is only available when loss in question is present and when it is relevant. As positions are yet to be closed at the moment, Realised Loss is not available, because while position is still opened, only Floating PnL is shown.

So compensation can only be done after position is closed and Realised PnL is displayed for it.

Amount of compensation that we mentioned earlier is rough estimation of what you would have gotten if all your positions were closed at the moment we told you about it first.

Please notify us which positions you wanted to close before, but were not able to due to technical issues on our platform. If you still wish to close them, we can do so for you, check all necessary data and compensate part of additional loss of such position(s) that you experienced because of inability to close them earlier. If you currently have no desire to close any positions, there is no realized loss (and compensations as such) for them at present.

Kindly ask you to specify which positions you tried to close, could not, and wish to terminate now.

Let us mention that we only liked to remind you regarding existing option to request manual position closure via our support, in case you cannot close them via web interface. In no way we urge you to do so, only mentioning that such service exists for our users.

Thank you for understanding.

Kind regards,

Max Emerson

Customer Support Specialist

[CEX.IO](https://www.cex.io)

Volodymyr



Jul 1, 22:10 BST

Could you speed up the process to deposit compensation to my balance?
In this case, probably I will have enough equity to open a couple short positions?



Volodymyr

Jul 1, 22:04 BST

Problem is that you already put me in a losing position:
In the morning, when I was unable to close orders, all I had to do – close just 1–2 long positions so that I would be able to open a couple of short positions.
And even this I shouldn't do if I was able to change "take profit" price of already existing short orders (but your system didn't allow me to do that).
Now, after 9 hours you offer me to close positions. At a totally different price. And I need to close almost all of them, lowering my balance 0.
Does that sound fair?



Max Emerson (CEXBRO.COM)

Jul 1, 21:49 BST

Dear Volodymyr,

Thank you for getting back to us.

As we see your current information displayed on CEX Broker is up to date and shows state of your account at the moment.

Currently on 01 Jul 2019 20:30 UTC your information shows as follows:

Current Balance 6.33436363

Equity 0.92796679

Floating PnL -5.40639684

Used Margin 2.55004718

Usable Margin -1.62208039

All your account data on this moment, including current opened positions are also available in file we attached to this reply.

Thank you for understanding.

Kind regards,
Max Emerson

Customer Support Specialist

[CEX.IO](#)

Attachment(s)

[BTC_up101875691_2_2019-07-01_20-30.html](#)



Volodymyr

Jul 1, 21:14 BST

Could you provide real information on my account state?

What is the total current balance?

What is the real used margin?

Could you send me an actual list of opened positions?



Max Emerson (CEXBRO.COM)

Jul 1, 21:00 BST

Dear Volodymyr,

Thank you for your swift reply.

We would like to inform you that compensation we will provide you should be enough to cover additional loss you experienced during period when you were not able to close positions.

In case you wish to close some or all positions now, please give us details which ones are you referring to and we will do so manually.

Waiting for your update and appreciate your understanding.

Kind regards,

Max Emerson

Customer Support Specialist

[CEX.IO](#)



Volodymyr

Jul 1, 20:31 BST

So should I be worried about the high negative margin that I have now on the account?

Since morning, due to technical issues, my margin has a very big negative value:

<http://prntscr.com/o97ag9>

Your guys offered me to close some positions on their side after 3 hours since I was experiencing problems, at that time I had 98 MC and couple short orders, that could keep all positions alive for a long time.

I'm sure that price will fall further to about 9800–9900 USD, meaning that my MC will fall even lower and positions will be forced to close, and I will be left with 0 balance.



Max Emerson (CEXBRO.COM)

Jul 1, 19:49 BST

Dear Volodymyr,

Thank you for contacting us.

We are sorry to hear that.

There is no doubt you should be not very happy with the situation you faced.

First of all, let us mention that on the screenshot you have provided us, are shown your open positions, they are not closed yet.

Let us also notify you that the information you may see in the terminal is what you have for this current moment and information in the statement shows data at a certain time in the past and, that is why these numbers may differ.

Also, we dearly sympathize with your position closing issue. However, you always have an option to request to close positions if, for some reason, you cannot close it yourself using a web terminal. To do this, you just need to specify the position that you want to close, after that dealer makes a quick check that you are the true account holder and if everything is fine, the position is closed at your request. We just wish to remind you that we have such service.

Once again, we are very sorry that you have encountered such issues. We assure you that matters connected to your account specifically are handled with the highest priority, as you are trading with great activity and with high volume.

At the moment, the issue with your account is identified, but we need more time to fix it. We cannot guarantee that you will face no issues again yet, but we are doing our best to solve those problems.

We are being honest with all our users, so we warn users that we still have beta testing of the broker platform, and this means that users may encounter some errors.

We want users to know the risks and view occasional temporary flaws of platform and

our efforts to make [CEX.IO](#) Broker better with understanding.

For now access to the platform is available only by invite to a limited number of people who requested Live account.

When we are sure that most of the errors and problems have been fixed and most of the wishes of users regarding the functionality have been taken into account, we will then announce that the beta testing has been completed.

We appreciate your loyalty and willingness to take all the advantages and risks of our new product – [CEX.IO](#) BROKER.

All [CEX.IO](#) strive to give our clients the best and the most enjoyable experience, no matter which aspects of our services it concerns.

As we are greatly thankful for your input for our platform and considering loss you encountered, we transferred request to our relevant department. Considering the issue you faced, you will be sent compensation in amount of 0.61893203 BTC in nearest time.

Let us know if there is anything else we can help you with.

Thank you for understanding.

Kind regards,
Max Emerson
Customer Support Specialist
[CEX.IO](#)



Volodymyr

Jul 1, 17:22 BST

I think the only real solution for you is to stop trade and revert all orders before the maintenance in the morning because after this maintenance your system is completely messed up.



Volodymyr

Jul 1, 17:17 BST

And this is what I see in the terminal, it clearly doesn't represent the real state of the account: <http://prntscr.com/o94prb>

**Volodymyr**

Jul 1, 17:15 BST

Finally, I managed to generate a statement and it shows tons of orders closed with big negative P/L

<http://prntscr.com/o94oda>

After HOURS that I was trying to close some of these positions manually at much higher price (with much less lost)

**Volodymyr**

Jul 1, 17:09 BST

Hi, thank you. Telling the truth, I don't know, should I deposit or not. The price has fallen significantly since I'm experienced errors and asked for your help. Now I have to deposit double of the amount I needed in the morning.

Considering the number of bugs and errors I encounter on a daily basis and that I can't close/open/change orders when I want to but only when your system is allowing me I really don't want to trust your system even more of my funds.

I don't really care if I lost all funds on the balance, but my trust in your platform has almost depleted.

That inability to close or change orders left me with a negative margin, there is no guarantee it will not happen again and again.

And your tech team just come up with the solution "clear cookies and restart browser", hilarious. Which I did but of course it didn't help because the problem is on the server side.

Now they are offering me to close positions manually from their side after 3 hours passed and price changed more than for 6%.

if you have any suggestions I would like to hear any from you.

**Volodymyr**

Jul 1, 16:43 BST

The situation hasn't changed, I cleared cookies and browsing data.

Log in again. Tried to close 1 position and nothing happened again.

Thank you very much for your generous offer to close the position manually but the problem is that price has fallen 700 USD, and now even if I close all my positions that won't help me.

Joe Wane (CEXBRO.COM)



Jul 1, 16:39 BST

Dear Volodymyr,

Thank you for your reply.

We kindly inform you that we get confirmation from our Higher Department. You may feel free to deposit more money to your CEX BROKER account.

Thank you for using CEX BROKER.

Best regards,

Joe Wane

Customer Support Specialist

[CEX.IO](#)



Morgan Larsson ([CEXBRO.COM](#))

Jul 1, 16:33 BST

Dear Volodymyr,

In addition to my previous message.

Please let us know whether the situation changed or not.

If the issue persists and you are still unable to close your positions, please provide the numbers of the positions you wish to close in your next response. We will close those positions for you manually from our side.

Looking forward to your reply.

Best regards,

Morgan Larsson

Customer Support Specialist

[CEX.IO](#)



Morgan Larsson ([CEXBRO.COM](#))

Jul 1, 16:24 BST

Dear Volodymyr,

Thank you for contacting us back.

We've been investigating the matter and we suppose the issue is related to your own browser.

Please go to your browser settings, clear your Web Browser cookies and internet cache, shut down your browser and re-open it.

In addition, please check if there are any issues with your internet connection.

If you have any additional questions please do not hesitate to contact us.

Best regards,

Morgan Larsson

Customer Support Specialist

[CEX.IO](#)



Volodymyr

Jul 1, 16:04 BST

Guys while you working on your issues my funds are in big danger

<http://prntscr.com/o93n4g>



Volodymyr

Jul 1, 15:25 BST

I have sent all the screenshots that I had taken. To look further you should probably check logs.

I can't even make a statement to send you IDs of positions where I was unable to change take profit price – statement generation throws errors.



Volodymyr

Jul 1, 15:18 BST

nothing was happening when I was trying to close orders or change take profit price:

<http://prntscr.com/o92ul5>

<http://prntscr.com/o92uvy>

As you can see no error messages, nothing. Just empty https request:

<http://prntscr.com/o92vfg>



Morgan Larsson (CEXBRO.COM)

Jul 1, 15:14 BST

Dear Volodymyr,

Thank you for your response and the provided screenshot.

We would kindly ask you to also provide a screenshot that shows the rejected orders and errors related to those orders.

We greatly appreciate your cooperation.

Looking forward to your reply.

Best regards,

Morgan Larsson

Customer Support Specialist

CEX.IO



Volodymyr

Jul 1, 14:37 BST

I can't close ANY position now, nor can I change any property of them (take profit price etc)

I would love to show you orders that were filled because I couldn't change their take profit price, but I can't even get a statement for 1 day: <http://prntscr.com/o924qd>



Joe Wane (CEXBRO.COM)

Jul 1, 14:26 BST

Dear Volodymyr,

Thank you for contacting us.

We are sorry for the inconveniences you have faced.

Could you please clarify what order you tried to close or change?

Also, in the future, we kindly ask you to clarify the position or the orders you mean.

Regarding your question about deposits, the relevant department is checking details of your case and soon will provide you with the answer.

Thank you for understanding.

Best regards,

Joe Wane

Customer Support Specialist

[CEX.IO](#)



Volodymyr

Jul 1, 14:06 BST

This was very upsetting when you put maintenance mode during great price change. I wanted to cancel take profit price for orders that I had, now they are filling my usable margin is negative.



Volodymyr

Jul 1, 13:55 BST

Hi, why can't I change or close orders?
I was trying to cancel take profit price for the order – it didn't work.
Then I was trying to close the position with negative P/L and I can't close it either.

Also, could you please allow deposit so I can add equity.
Thanks.

This email is a service from [CEXBRO.COM](#). Delivered by Zendesk.

[5L3DLW-42M2]

Volodymyr <?????????????@gmail.com>
To: Support <support@cexbro.com>

Wed, Jul 3, 2019 at 9:32 PM

Dear George,
1. I never told that error 318 has something to do with the current issue.
2. If I was unable to change the order by any other reason than ERROR in your system we wouldn't have this conversation in the first place. If you had put a little more attention during analyze of time log I sent you would find out that I was experiencing the issue BEFORE your maintenance, and most

probably your maintenance was caused by the same type of errors that I encountered. Please do not mention the problems of other services as we are talking about problems in your system. If it was my internet fault, that would be my problem, not yours. I was unable to change take profit price due to an error in your system BEFORE your system went to unplanned maintenance.

3. Again if you put a bit more attention on the time log I provided you could see that I was asking your support on the REAL state of my account and they were assuring me that what I see in the terminal is real. According to the terminal, my account wasn't in danger of liquidation up to 6 PM AST, the price was going up, meaning that my negative margin was decreasing. I would like to remind you again that I get into high negative margin only due to an error in your system that forbid me to remove take profit price at the time I wanted to.

4. Again, your system put my account in danger of liquidation. I had 5.5 BTC in short orders, that was more than enough to survive the bottom hit.

5. I asked to remove the exposure limit because I don't need it in the first place. I didn't put in your buggy system more funds that I was ready to lose in the first day.

6. Your support notified me that I can close a long position by email 3 hours after I opened a ticket that I can't close positions. At that time price changed significantly and I had to close almost all positions to be able to open a new short position. Also, I was asking to enable deposits to add liquidity, when I needed less than 1 BTC to be safe, and you enabled deposits when I had to put 2 BTC to save account from liquidation. I didn't make this because I saw how unstable your system was at the moment and decided that I won't trust one more Satoshi to your system. Looking back I think this was the right decision. Also, according to what I saw in terminal my account wasn't in big danger, price already hit the local bottom, and my negative margin was decreasing.

I will include time log again here with screenshots in case you missed it. Please put a bit more attention to it. I will wait for 24 hours. If I won't get a satisfactory response I reserve the right to publish all our correspondence including all my screenshots in social media for the public to judge. Also, I will provide a link to the story in this ticket so your relationship manager could defend your side. This is not a threat and not a chantage, but I feel that I should warn the general public of the dangers of unexpected maintenance modes of your system and overall instability (at least at the current stage of development). Please understand that these weren't "all savings of my life" and I'm not trying to get these coins back at any cost. As I said before I would never put any significant amount of my money at risk. Please analyze time log again and make the right decision.

At about 8:23 I decided to remove take profit price from short orders because I saw that the price will go down. I had a positive usable margin at this moment.

I was unable to perform this action – the terminal logged me out.

When I logged in I tried to remove take profit price again. It wasn't removed.

Then at 8:29 I assume you saw this issue and put on [https://status.cex.io/# maintenance](https://status.cex.io/#maintenance) status <http://prntscr.com/o9aiyq>

Then DURING unplanned maintenance these positions were wrongfully closed:

8542405 198051:01:8621 01/07/2019 08:48 Buy 1.00 BTC/USD 10,501.3 8600359 0.00518214 —
8537179 198051:01:8622 01/07/2019 08:48 Buy 0.50 BTC/USD 10,519.5 8600325 0.00226242 —
8537168 198051:01:8620 01/07/2019 08:48 Buy 0.50 BTC/USD 10,515.7 8600322 0.00295306 —

8537157 198051:01:8605 01/07/2019 08:48 Buy 0.50 BTC/USD 10,500.0 8600319 0.00326741 —
8536756 198051:01:8330 01/07/2019 08:30 Buy 0.50 BTC/USD 10,600.0 8600304 0.00394550 —
8536767 198051:01:8303 01/07/2019 08:30 Buy 0.50 BTC/USD 10,611.9 8600307 0.00100855 —
8544258 198051:01:8304 01/07/2019 08:30 Buy 1.00 BTC/USD 10,613.4 8600362 0.00444143 —
8541545 198051:01:8302 01/07/2019 08:30 Buy 1.00 BTC/USD 10,605.5 8600356 0.00831466 —

After this my margin fell below 80% margin cover, because I had only long positions opened. I could not open new short positions at this moment, due to the fact that my usable margin was negative.

At 14:49 you sent me a big email with thanks and assuring you will pay compensation to cover all lost due to this error.

Since then the price was rising and my negative margin was decreasing.

At 17:10 I asked you to speed up the compensation process. That small compensation of 0.6 BTC you promised before actually could save my account from liquidation because I would get the additional margin to open more short positions. <http://prntscr.com/o9kx3m>

At 18:56 you decided to close all my long positions, making the damage of about: $6.33 - 1.15 = 5.18$ BTC

On Wed, Jul 3, 2019 at 4:28 AM Support <support@cexbro.com> wrote:

##- Please type your reply above this line -##

Your request (912829) has been updated.

You can reply directly to this email or send a reply here <https://support.cexbro.com/hc/requests/912829>



George Thompson (CEXBRO.COM)

Jul 3, 09:28 BST

Dear Volodymyr,

We have reviewed your complaints and complaints about the work of the platform. We analyzed in details all the incidents, analyzed causes, the consequences and the basis for the claims for the incidents. After analyzing everything, we can say the following:

1. The orders for which you received error 318 simply indicate that these were repeated orders to close a position. We studied all these orders and positions, and we see that all positions that you wanted to close were closed with the first closing order as you wanted.
2. All systems have maintenances, and our system is not an exclusion. You must be aware of this and take into account during your trade operations. In addition, the system may become unavailable to you at any time for other reasons – for example, a problem with the Internet, or for instance a problem with Cloudflare which took place

recently. due to Cloudflare many sites in the world were not available or for example, the maintenance which we recently had on cexbro.com.

In all such cases, the inaccessibility of the system (including maintenance time) you cannot change your orders in any way, and existing limit (take profit) orders in most cases remain active and should be executed when the price is reached. This is actually the whole essence of take profit orders (and this is very important) – that they are executed when the price is reached the appropriate level, even if you cannot do it manually for any reason.

Take profit orders worked out for all your short positions. Yes, you could not change the take profit due to maintenance. We do not guarantee and cannot guarantee the 100% availability of the system, the system may be inaccessible from time to time, and during the unavailability period, you cannot change your orders. You must take into account these features during trading. We also want to remind you that take profit and stop loss orders are designed to reduce the consequences of such problems of system unavailability, and because of this they are called protection orders. That is, if you want to increase the chances that the position will be closed when you need, then you can set a take profit, which is likely to be executed even when you do not have access to the terminal for any reason to do it manually. In this situation, there is no reason to believe that we have executed your orders incorrectly or violated something. We cannot be responsible for the negative consequences of the fact that you set specific limit take profit orders, then you could not change them because the system was unavailable and the orders were correctly executed after the price reached the take profit level. We honestly executed your orders in accordance with the way you set them and in accordance with the terms and generally accepted global trading practices.

3. Your Long positions were automatically closed by the system, which considered that your account is in the area of high risk. The system made you a large number of Margin Call alerts and you were aware that your account was at risk. The system also gave you enough time and opportunity to respond to this and rectify the situation, for instance, you could make a request to manually close some of your positions (for a certain time you knew that you had such an opportunity), or for example you could make a deposit to increase Equity (from a certain time you had such an opportunity). The system eliminated your positions in accordance with the terms and generally accepted practices of trading, and prior to the liquidation, warning you about the risk, and giving you the opportunity to correct the situation yourself until the moment of liquidation. We see no reason to believe that in this situation we did not have the right to liquidate your positions, especially since the decision to liquidate was made automatically by the system after the risk assessment and after a large number of warnings.

4. Liquidation of the positions only led to the fact that the existing Floating PnL of all positions turned into Realized PnL. Liquidation simply fixed PnL and did not give a loss

to increase further. That is, the elimination only stops the process of increasing loss. At the same time, liquidation itself is not the cause of a loss in a position, but rather the opposite – a large loss in a position became the cause of liquidation. The loss on these positions was formed not because of liquidation, but because of your decision to open specific Long positions a few days ago at specific points in time. Over time, the price dropped significantly from more than 13,000 to below 10,000, which led to large losses in your positions. We cannot be responsible for losses in your positions that you have opened yourself, and we cannot be responsible for the price movement on the market. Liquidation occurred in accordance with the terms and generally accepted international trading practices, and liquidation itself cannot be the cause for a loss since the liquidation only fixes the loss existing at the time of the liquidation. We see no reason to believe that the system did not have the right to liquidate positions, and we see no reason to believe that it was liquidation that caused the loss.

5. Exposure Limit 100 000 USD was originally installed on your account, which limits your risk and your possible losses. You asked several times to increase your Exposure limit, and we have explained to you that increasing the limit leads to an increase in risk. You took the additional risk of greater losses by increasing the Exposure Limit, and you were aware of what this might lead to. If you retained the recommended default limit, then your possible losses would be several times less.

6. You really had trouble closing your long positions. For the first time, you contacted us on July 1st at 1:55 pm UTC, and you stated that you want to but can not close positions due to platform failures. You could immediately request the closing of your positions manually through the support team, however, you did not do it. Nevertheless, we understand that we did not give you enough information to understand that you have such an opportunity. In this situation, we take the blame, compensating you for the additional losses that you suffered in connection with this problem. In all calculations of compensation, we tried to make such assumptions that would always be in your interests, that is, which lead to the highest possible compensation for you so that you do not have doubts regarding this incident.

You did not say which one Long position you want to close, however, we assume the best option for you – that you wanted to close all Long positions and could not do it. If you could close your Long positions at that moment, then the closing price would be worse, but in your interests we took the maximum price for calculation that was in that period (10554) and in further calculations we will take into account yours intends to close all your positions at this very best price at that moment.

We believe that all rollover fees for these positions that were deducted from you after the moment of treatment should be returned to you since you allegedly wanted to close all positions, and if you would succeed, then positions would be closed and rollover fees would not be charged.

All your Long positions were subsequently closed, but assuming that you wanted to

close these positions as early as 13:55 at a price of 10554, we compensate you for additional losses and rollover fees, so that the situation on your account would be exactly the same as if you have closed all your positions at 1:55 pm at the best price available. Due to the compensation, we have made for you, you have the same state of balance, which is equivalent to the state of your account if you have been closed your positions at 13:55 when you first tried to do it. We have checked once again all the details and recalculated the amount of compensation for these positions, and all values and the total amount of compensation are correct.

Best wishes,

George Thompson

Supervisor of VIP Customers Claims Team

[CEX.IO](#) BROKER



George Thompson ([CEXBRO.COM](#))

Jul 2, 19:05 BST

Dear Volodymyr,

Your case was transferred to me for investigation.

I am the Supervisor of VIP Customers Claims Team.

I am here to clear the situation and find a proper solution for you. Since you are a high-value customer, I will do everything possible to meet your request with fair and clear analysis. For this reason, I kindly ask you to give me some time to make a deep analysis of your case and hold a proper investigation. I am here to help you, so I expect your cooperation.

I will use all possible tools and communicate with the development team, check logs in your account and [CEX.IO](#) BROKER availability during the mentioned period by you.

I will get back to you if I have any questions or updates.

Thank you for cooperation in advance.

Best wishes,

George Thompson

Supervisor of VIP Customers Claims Team

CEX.IO BROKER



Volodymyr

Jul 2, 16:53 BST

I understand your confusion regarding the time mentioned in our Status page regarding the maintenance, as you understand we have mentioned the issue and were obliged to inform our users about the technical works that could influence their activity after the issue has already started.

There is no confusion regarding time of your maintenance. My confusion is about the fact that error in your system has led my account to the high negative margin, that later provoked margin call.

If your system allowed me to removed short orders "take profit price" as I was trying to do, there will be no situation for margin call. As you might see before glitch in your system I had 5.5 BTC in short positions. That would be more than enough to keep my margin cover far above margin call level.



Stacie Rodman (CEXBRO.COM)

Jul 2, 16:33 BST

Dear Volodymyr,

Thank you for the details about your situation, we will surely transfer them to higher management.

I understand your confusion regarding the time mentioned in our Status page regarding the maintenance, as you understand we have mentioned the issue and were obliged to inform our users about the technical works that could influence their activity after the issue has already started.

Our Technical team has calculated your losses connected with the issue and send you compensation of 0.37432727 BTC to your balance. You can check it in your account statemen as usually.

I think we need to check the situation with your margin call when several positions were automatically closed. Usually, positions closed due to the margin call is not a subject for a refund since you can monitor the situation by yourself. Sure, the price could change unexpectedly, but we are not responsible for market movement.

We will contact you back after the case is checked by the relevant department.

Best Regards,

Stacie Rodman
Customer Support Team Lead



Volodymyr

Jul 2, 15:32 BST

Hi.

First of all you didn't explained this error with order rejected by other reason:

<https://prnt.sc/o8uuu8>

We understand that you claim that you were not able to change or cancel take-profit, however maintenance was already underway and all take-profits for all positions were operational and they may have been executed due to price change, as designed. We could not have done it any other way, as maintenance needs to be done at some point and for its duration lots of take-profits stay active on big number of positions. We are doing everything we can with best interest of our clients in mind for, and in this case we continued to follow prices and execute orders where stop-loss and take-profit reached designated level. We do so taking what is best for customers into account - to not miss stop-loss and take-profit price that was placed by a client.

The maintenance was unplanned. You put it at 8:29, and I was experiencing issues before this event, at 8.24, please pay more attention to the time log provided in previous message.

We analyzed your trade history and see that most of damage was caused by big number of long positions, that were opened several days ago (around 27-29 of June), with buy price of approximately 12000-13000.

Yes I had these positions and they could perfectly fine survive downfall if they wouldn't be closed by your system. Why they were closed by your system? Because I got very big negative margin. Why I got big negative margin? Because due to error I could not change take profit price of short orders, and they were wrongfully closed in minutes after you went for unplanned maintenance. More over, I do strongly believe that Issues similar to that I had experienced were the cause of your maintenance in the first place.

Why I didn't closed long positions when you notified me about possibility to close them by email? Because too much time passed and price has changed already significantly.

At 14:49 you assured me that what I see in terminal is real.

So I took no actions, because price was rising and my negative margin was actually

decreasing: <https://prnt.sc/o97ag9>

Then at 18:56 you closed all positions when my margin cover was about 50–60%

Again let me provide time log so you can escalate to higher departments:

At about 8:23 I decided to remove take profit price, because I saw that price will go down. I had a positive usable margin at this moment.

I was unable to perform this action – the terminal logged me out.

When I log in again it tried to remove take profit price again. It wasn't removed.

Then at 8:29 you saw this issue and put status on <https://status.cex.io/#>

<http://prntscr.com/o9aiyq>

Then DURING unplanned maintenance these positions were wrongfully closed:

8542405 198051:01:8621 01/07/2019 08:48 Buy 1.00 BTC/USD 10,501.3 8600359
0.00518214 —

8537179 198051:01:8622 01/07/2019 08:48 Buy 0.50 BTC/USD 10,519.5 8600325
0.00226242 —

8537168 198051:01:8620 01/07/2019 08:48 Buy 0.50 BTC/USD 10,515.7 8600322
0.00295306 —

8537157 198051:01:8605 01/07/2019 08:48 Buy 0.50 BTC/USD 10,500.0 8600319
0.00326741 —

8536756 198051:01:8330 01/07/2019 08:30 Buy 0.50 BTC/USD 10,600.0 8600304
0.00394550 —

8536767 198051:01:8303 01/07/2019 08:30 Buy 0.50 BTC/USD 10,611.9 8600307
0.00100855 —

8544258 198051:01:8304 01/07/2019 08:30 Buy 1.00 BTC/USD 10,613.4 8600362
0.00444143 —

8541545 198051:01:8302 01/07/2019 08:30 Buy 1.00 BTC/USD 10,605.5 8600356
0.00831466 —

After this my margin fell below 80% margin cover, because I had only long positions opened. I could not open new short positions at this moment, due to the fact that my usable margin was negative.

At 14:49 you sent me big email with thanks and assuring you will pay compensation to cover lost due to this error.

Since then price was rising and my negative margin was decreasing.

At 17:10 I asked you to speed up compensation process. That small compensation of 0.6 BTC you promised before actually could save my account from liquidation, because I would get additional margin to open more short positions. <http://prntscr.com/o9kx3m>

At 18:56 you decided to close all my long positions, making damage of about: 6.33–1.15=5.18 BTC

Please forward this time log for further analyze to the higher department.



Max Emerson (CEXBRO.COM)

Jul 2, 06:59 BST

Dear Volodymyr,

Thank you for your patience.

We are very sorry for delayed reply and would try our best to improve on responding speed.

We would like to notify you that 318 error appears when you are trying to close position, that was already terminated. It does not affect your account negatively in any way. For example it can appear when you clicked on close twice very fast and two orders for closure were sent, however only one was executed and second was rejected. If you encounter such 318 error again, it would mean similar issue happened and should not cause any problems either. We would try changing this error message for more comfortable one for our users in the future.

Here are some examples from your screenshots:

Position closure for 9067144:

2019-07-01T05:13:57.971Z – position is successfully closed by 9089559 order

2019-07-01T05:14:12.018Z – another try to close position with 9089572 order, that gave error 318

Position closure for 9027180:

2019-07-01T05:16:44.057Z – position is successfully closed by 9089559 order

2019-07-01T05:16:56.742Z – another try to close position with 9089596 order, that gave error 318

As you can see there are several second between orders and next one is always rejected with 318 error.

Issues with take-profit for some short positions not being able to be changed were most likely because of maintenance. It was a coincidence that when you tried to change take-profit we already had maintenance started, so you were not able to do so as most functions of our Broker system were already offline. However part of our system that looks after prices, stop-losses and take-profits usually stays operational if it is possible. It was done intentionally for our clients, so that users who placed take-profits and stop-loss for their positions did not miss the moment and had chance for positions execution, even if they could not have closed them manually for any reason, even during maintenance (if it is possible). Meaning that in case customer wants for position closure after reaching certain price without any additional actions, take-profit

can be placed and system will close position when price is reached. That is exactly what happened in this case – your take-profit was executed when price reached amount you placed.

We understand that you claim that you were not able to change or cancel take-profit, however maintenance was already underway and all take-profits for all positions were operational and they may have been executed due to price change, as designed. We could not have done it any other way, as maintenance needs to be done at some point and for its duration lots of take-profits stay active on big number of positions. We are doing everything we can with best interest of our clients in mind for, and in this case we continued to follow prices and execute orders where stop-loss and take-profit reached designated level. We do so taking what is best for customers into account – to not miss stop-loss and take-profit price that was placed by a client.

If after the maintenance you saw your short positions already closed by your take-profit orders, but you wished to have active short positions still, you could have opened more short positions for same amount.

You mentioned that because of system malfunctioning you suffered loss of around 6 BTC. There were indeed issues from our side and they may have affected you negatively, however they could not have caused such loss amount as 6 BTC. We analyzed your trade history and see that most of damage was caused by big number of long positions, that were opened several days ago (around 27–29 of June), with buy price of approximately 12000–13000. It means that losses of such magnitude were not caused by current platform issues.

Also, you said that your account was wiped, however it is not so. Even after all positions closure you would still have more than 1 BTC on account to use.

All your long positions were closed some time ago automatically by system, due to margin requirements not being met. You contacted us earlier regarding issue of not being able to close long positions and there was indeed technical issue which prevented you from doing so. At that moment you could have requested manual closure of those positions via support, as such option always existed, however, we indeed did not give you such information immediately, and you could have missed that you had such choice. Taking it into account, we decided to analyze your long positions for possibility of partial compensation of your loss. In particular, to calculate it we considered that you wanted to close you long positions at price that was at market at the moment of your first request to us concerning this matter, because price at that time was more profitable for closure than one your positions were terminated with. And acting in your interest we take high price from the 5 minute candle as executing one. Also we would account and compensate all rollover fees for those positions that happened after your first message on this issue. We will transfer this information to relevant department for reimbursement counting and in nearest time will make compensation, along with details of our calculations.

In process of your account problems resolution we found out that you currently have 10 active short positions on 0.25 each. Those positions are profitable at the moment so we are not sure if you did open such positions and whether you had intent to open such shorts, or they were opened accidentally due to system malfunction.

We need to get your response as soon as possible, whether you want to leave those positions on your account. If you indeed opened such positions and decided to let them stay on your account, no actions from your side are needed, just notify us about it and you of course could keep all PnL of these positions. If you have not opened them and want them removed from your account, tell us urgently and we will shut them down. If you will not reply to us regarding these positions for any reason and decide to execute other activities on your account we would consider you had intentions to open such positions and that you decided to leave them on your account, they will also be counted as correct ones.

Thank you for understanding.

Kind regards,
Max Emerson
Customer Support Specialist
[CEX.IO](https://www.cex.io)



Volodymyr

Jul 2, 01:42 BST

I forget to add screenshot with liquidation time: <http://prntscr.com/o9aowr>



Volodymyr

Jul 2, 01:22 BST

So to clear the chronological order:

At about 8:23 I decided to remove take profit price, because I saw that price will go down.

I was unable to perform this action – the terminal logged me out.

When I log in again it tried to remove take profit price again. It wasn't removed.

Then at 8:29 you saw this issue and put status on <https://status.cex.io/#>
<http://prntscr.com/o9aiyq>

Then DURING maintenance these positions were wrongfully closed:

8542405 198051:01:8621 01/07/2019 08:48 Buy 1.00 BTC/USD 10,501.3 8600359
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0.00295306 —
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0.00326741 —
8536756 198051:01:8330 01/07/2019 08:30 Buy 0.50 BTC/USD 10,600.0 8600304
0.00394550 —
8536767 198051:01:8303 01/07/2019 08:30 Buy 0.50 BTC/USD 10,611.9 8600307
0.00100855 —
8544258 198051:01:8304 01/07/2019 08:30 Buy 1.00 BTC/USD 10,613.4 8600362
0.00444143 —
8541545 198051:01:8302 01/07/2019 08:30 Buy 1.00 BTC/USD 10,605.5 8600356
0.00831466 —

This error has led my account to be completely wiped out. And you say that issue could do only 0.6 BTC of damage.



Volodymyr

Jul 2, 01:06 BST

Hi. I went for a walk, when i come back I found message "Your account was cleared". So actual loss due to error of your system is more than 6 BTC. because I was trying to REMOVE take profit price, not close the position. If short positions remained open, my negative margin wouldn't fall so low that account should be cleared.

Im talking about these positions:

8542405 198051:01:8621 01/07/2019 08:48 Buy 1.00 BTC/USD 10,501.3 8600359
0.00518214 —
8537179 198051:01:8622 01/07/2019 08:48 Buy 0.50 BTC/USD 10,519.5 8600325
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8537168 198051:01:8620 01/07/2019 08:48 Buy 0.50 BTC/USD 10,515.7 8600322
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8537157 198051:01:8605 01/07/2019 08:48 Buy 0.50 BTC/USD 10,500.0 8600319
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0.00444143 —
8541545 198051:01:8302 01/07/2019 08:30 Buy 1.00 BTC/USD 10,605.5 8600356
0.00831466 —

as you can check they all were closed by take profit price, which I was trying to disable and was failing.

As for manual position closure, you told me about this 3 hours after my original message with description of error, at that point it was irrelevant already as price has changed significantly.

So as you can see if these positions weren't closed due to error in your system there would be no reason to clear all my account.

This is screenshot <https://prnt.sc/o97ag9> and you confirmed that what i see in terminal is what is real. So can you tell me please, why you wiped my account if after that time price was going up, so my negative margin was decreasing?



Max Emerson (CEXBRO.COM)

Jul 1, 23:34 BST

Dear Volodymyr,

Thank you for the response.

We would like to offer our apologies, however we do not have an option to speed up the compensation, as it has to be processed accordingly to the procedure and pass all necessary stages.

Also we would like to draw your attention to the fact that compensation is only available when loss in question is present and when it is relevant. As positions are yet to be closed at the moment, Realised Loss is not available, because while position is still opened, only Floating PnL is shown.

So compensation can only be done after position is closed and Realised PnL is displayed for it.

Amount of compensation that we mentioned earlier is rough estimation of what you would have gotten if all your positions were closed at the moment we told you about it first.

Please notify us which positions you wanted to close before, but were not able to due to technical issues on our platform. If you still wish to close them, we can do so for you, check all necessary data and compensate part of additional loss of such position(s) that you experienced because of inability to close them earlier. If you currently have no desire to close any positions, there is no realized loss (and compensations as such) for them at present.

Kindly ask you to specify which positions you tried to close, could not, and wish to terminate now.

Let us mention that we only liked to remind you regarding existing option to request manual position closure via our support, in case you cannot close them via web interface. In no way we urge you to do so, only mentioning that such service exists for our users.

Thank you for understanding.

Kind regards,
Max Emerson
Customer Support Specialist
[CEX.IO](#)



Volodymyr

Jul 1, 22:10 BST

Could you speed up the process to deposit compensation to my balance?
In this case, probably I will have enough equity to open a couple short positions?



Volodymyr

Jul 1, 22:04 BST

Problem is that you already put me in a losing position:
In the morning, when I was unable to close orders, all I had to do – close just 1–2 long positions so that I would be able to open a couple of short positions.
And even this I shouldn't do if I was able to change "take profit" price of already existing short orders (but your system didn't allow me to do that).
Now, after 9 hours you offer me to close positions. At a totally different price. And I need to close almost all of them, lowering my balance 0.
Does that sound fair?



Max Emerson (CEXBRO.COM)

Jul 1, 21:49 BST

Dear Volodymyr,

Thank you for getting back to us.

As we see your current information displayed on CEX Broker is up to date and shows state of your account at the moment.

Currently on 01 Jul 2019 20:30 UTC your information shows as follows:

Current Balance 6.33436363

Equity 0.92796679

Floating PnL -5.40639684

Used Margin 2.55004718

Usable Margin -1.62208039

All your account data on this moment, including current opened positions are also available in file we attached to this reply.

Thank you for understanding.

Kind regards,
Max Emerson
Customer Support Specialist
[CEX.IO](#)

Attachment(s)

[BTC_up101875691_2_2019-07-01_20-30.html](#)



Volodymyr

Jul 1, 21:14 BST

Could you provide real information on my account state?
What is the total current balance?
What is the real used margin?
Could you send me an actual list of opened positions?



Max Emerson ([CEXBRO.COM](#))

Jul 1, 21:00 BST

Dear Volodymyr,

Thank you for your swift reply.

We would like to inform you that compensation we will provide you should be enough to cover additional loss you experienced during period when you were not able to close positions.

In case you wish to close some or all positions now, please give us details which ones

are you referring to and we will do so manually.

Waiting for your update and appreciate your understanding.

Kind regards,
Max Emerson
Customer Support Specialist
[CEX.IO](#)



Volodymyr

Jul 1, 20:31 BST

So should I be worried about the high negative margin that I have now on the account? Since morning, due to technical issues, my margin has a very big negative value:

<http://prntscr.com/o97ag9>

Your guys offered me to close some positions on their side after 3 hours since I was experiencing problems, at that time I had 98 MC and couple short orders, that could keep all positions alive for a long time.

I'm sure that price will fall further to about 9800–9900 USD, meaning that my MC will fall even lower and positions will be forced to close, and I will be left with 0 balance.



Max Emerson (CEXBRO.COM)

Jul 1, 19:49 BST

Dear Volodymyr,

Thank you for contacting us.

We are sorry to hear that.

There is no doubt you should be not very happy with the situation you faced.

First of all, let us mention that on the screenshot you have provided us, are shown your open positions, they are not closed yet.

Let us also notify you that the information you may see in the terminal is what you have for this current moment and information in the statement shows data at a certain time in the past and, that is why these numbers may differ.

Also, we dearly sympathize with your position closing issue. However, you always have an option to request to close positions if, for some reason, you cannot close it yourself using a web terminal. To do this, you just need to specify the position that you want to

close, after that dealer makes a quick check that you are the true account holder and if everything is fine, the position is closed at your request. We just wish to remind you that we have such service.

Once again, we are very sorry that you have encountered such issues. We assure you that matters connected to your account specifically are handled with the highest priority, as you are trading with great activity and with high volume.

At the moment, the issue with your account is identified, but we need more time to fix it. We cannot guarantee that you will face no issues again yet, but we are doing our best to solve those problems.

We are being honest with all our users, so we warn users that we still have beta testing of the broker platform, and this means that users may encounter some errors.

We want users to know the risks and view occasional temporary flaws of platform and our efforts to make [CEX.IO](#) Broker better with understanding.

For now access to the platform is available only by invite to a limited number of people who requested Live account.

When we are sure that most of the errors and problems have been fixed and most of the wishes of users regarding the functionality have been taken into account, we will then announce that the beta testing has been completed.

We appreciate your loyalty and willingness to take all the advantages and risks of our new product – [CEX.IO](#) BROKER.

All [CEX.IO](#) strive to give our clients the best and the most enjoyable experience, no matter which aspects of our services it concerns.

As we are greatly thankful for your input for our platform and considering loss you encountered, we transferred request to our relevant department. Considering the issue you faced, you will be sent compensation in amount of 0.61893203 BTC in nearest time.

Let us know if there is anything else we can help you with.

Thank you for understanding.

Kind regards,
Max Emerson
Customer Support Specialist
[CEX.IO](#)

**Volodymyr**

Jul 1, 17:22 BST

I think the only real solution for you is to stop trade and revert all orders before the maintenance in the morning because after this maintenance your system is completely messed up.

**Volodymyr**

Jul 1, 17:17 BST

And this is what I see in the terminal, it clearly doesn't represent the real state of the account: <http://prntscr.com/o94prb>

**Volodymyr**

Jul 1, 17:15 BST

Finally, I managed to generate a statement and it shows tons of orders closed with big negative P/L

<http://prntscr.com/o94oda>

After HOURS that I was trying to close some of these positions manually at much higher price (with much less lost)

**Volodymyr**

Jul 1, 17:09 BST

Hi, thank you. Telling the truth, I don't know, should I deposit or not. The price has fallen significantly since I'm experienced errors and asked for your help. Now I have to deposit double of the amount I needed in the morning.

Considering the number of bugs and errors I encounter on a daily basis and that I can't close/open/change orders when I want to but only when your system is allowing me I really don't want to trust your system even more of my funds.

I don't really care if I lost all funds on the balance, but my trust in your platform has almost depleted.

That inability to close or change orders left me with a negative margin, there is no guarantee it will not happen again and again.

And your tech team just come up with the solution "clear cookies and restart browser", hilarious. Which I did but of course it didn't help because the problem is on the server side.

Now they are offering me to close positions manually from their side after 3 hours passed and price changed more than for 6%.

if you have any suggestions I would like to hear any from you.



Volodymyr

Jul 1, 16:43 BST

The situation hasn't changed, I cleared cookies and browsing data.

Log in again. Tried to close 1 position and nothing happened again.

Thank you very much for your generous offer to close the position manually but the problem is that price has fallen 700 USD, and now even if I close all my positions that won't help me.



Joe Wane (CEXBRO.COM)

Jul 1, 16:39 BST

Dear Volodymyr,

Thank you for your reply.

We kindly inform you that we get confirmation from our Higher Department.
You may feel free to deposit more money to your CEX BROKER account.

Thank you for using CEX BROKER.

Best regards,

Joe Wane

Customer Support Specialist

[CEX.IO](#)



Morgan Larsson (CEXBRO.COM)

Jul 1, 16:33 BST

Dear Volodymyr,

In addition to my previous message.

Please let us know whether the situation changed or not.

If the issue persists and you are still unable to close your positions, please provide the numbers of the positions you wish to close in your next response. We will close those positions for you manually from our side.

Looking forward to your reply.

Best regards,

Morgan Larsson

Customer Support Specialist

[CEX.IO](#)



Morgan Larsson ([CEXBRO.COM](#))

Jul 1, 16:24 BST

Dear Volodymyr,

Thank you for contacting us back.

We've been investigating the matter and we suppose the issue is related to your own browser.

Please go to your browser settings, clear your Web Browser cookies and internet cache, shut down your browser and re-open it.

In addition, please check if there are any issues with your internet connection.

If you have any additional questions please do not hesitate to contact us.

Best regards,

Morgan Larsson

Customer Support Specialist

[CEX.IO](#)



Volodymyr

Jul 1, 16:04 BST

Guys while you working on your issues my funds are in big danger

<http://prntscr.com/o93n4g>

**Volodymyr**

Jul 1, 15:25 BST

I have sent all the screenshots that I had taken. To look further you should probably check logs.

I can't even make a statement to send you IDs of positions where I was unable to change take profit price – statement generation throws errors.

**Volodymyr**

Jul 1, 15:18 BST

nothing was happening when I was trying to close orders or change take profit price:

<http://prntscr.com/o92ul5>

<http://prntscr.com/o92uvy>

As you can see no error messages, nothing. Just empty https request:

<http://prntscr.com/o92vfq>

**Morgan Larsson (CEXBRO.COM)**

Jul 1, 15:14 BST

Dear Volodymyr,

Thank you for your response and the provided screenshot.

We would kindly ask you to also provide a screenshot that shows the rejected orders and errors related to those orders.

We greatly appreciate your cooperation.

Looking forward to your reply.

Best regards,

Morgan Larsson

Customer Support Specialist

CEX.IO

**Volodymyr**

Jul 1, 14:37 BST

I can't close ANY position now, nor can I change any property of them (take profit price etc)

I would love to show you orders that were filled because I couldn't change their take profit price, but I can't even get a statement for 1 day: <http://prntscr.com/o924qd>



Joe Wane (CEXBRO.COM)

Jul 1, 14:26 BST

Dear Volodymyr,

Thank you for contacting us.

We are sorry for the inconveniences you have faced.

Could you please clarify what order you tried to close or change?

Also, in the future, we kindly ask you to clarify the position or the orders you mean.

Regarding your question about deposits, the relevant department is checking details of your case and soon will provide you with the answer.

Thank you for understanding.

Best regards,

Joe Wane

Customer Support Specialist

CEX.IO



Volodymyr

Jul 1, 14:06 BST

This was very upsetting when you put maintenance mode during great price change. I wanted to cancel take profit price for orders that I had, now they are filling my usable margin is negative.



Volodymyr

Jul 1, 13:55 BST

Hi, why can't I change or close orders?

I was trying to cancel take profit price for the order – it didn't work.

Then I was trying to close the position with negative P/L and I can't close it either.

Also, could you please allow deposit so I can add equity.

Thanks.

This email is a service from [CEXBRO.COM](https://www.cexbro.com). Delivered by [Zendesk](#).

[5L3DLW-42M2]

Support <support@cexbro.com>
Reply-To: Support <support@cexbro.com>
To: Volodymyr <????????????@gmail.com>

Wed, Jul 3, 2019 at 9:33 PM

##- Please type your reply above this line -##

Your request (912829) has been updated.

You can reply directly to this email or send a reply here <https://support.cexbro.com/hc/requests/912829>



Volodymyr

Jul 4, 02:33 BST

Dear George,

1. I never told that error 318 has something to do with the current issue.
2. If I was unable to change the order by any other reason than ERROR in your system we wouldn't have this conversation in the first place. If you had put a little more attention during analyze of time log I sent you would find out that I was experiencing the issue BEFORE your maintenance, and most probably your maintenance was caused by the same type of errors that I encountered. Please do not mention the problems of other services as we are talking about problems in your system. If it was my internet fault, that would be my problem, not yours. I was unable to change take profit price due to an error in your system BEFORE your system went to unplanned maintenance.
3. Again if you put a bit more attention on the time log I provided you could see that I was asking your support on the REAL state of my account and they were assuring me that what I see in the terminal is real. According to the terminal, my account wasn't in danger of liquidation up to 6 PM AST, the price was going up, meaning that my negative margin was decreasing. I would like to remind you again that I get into high negative margin only due to an error in your system that forbid me to remove take profit price at the time I wanted to.
4. Again, your system put my account in danger of liquidation. I had 5.5 BTC in short orders, that was more than enough to survive the bottom hit.
5. I asked to remove the exposure limit because I don't need it in the first place. I didn't put in your buggy system more funds that I was ready to lose in the first day.
6. Your support notified me that I can close a long position by email 3 hours after I opened a ticket that I can't close positions. At that time price changed significantly and I had to close almost all positions to be able to open a new short position. Also, I was

asking to enable deposits to add liquidity, when I needed less than 1 BTC to be safe, and you enabled deposits when I had to put 2 BTC to save account from liquidation. I didn't make this because I saw how unstable your system was at the moment and decided that I won't trust one more Satoshi to your system. Looking back I think this was the right decision. Also, according to what I saw in terminal my account wasn't in big danger, price already hit the local bottom, and my negative margin was decreasing.

I will include time log again here with screenshots in case you missed it. Please put a bit more attention to it. I will wait for 24 hours. If I won't get a satisfactory response I reserve the right to publish all our correspondence including all my screenshots in social media for the public to judge. Also, I will provide a link to the story in this ticket so your relationship manager could defend your side. This is not a threat and not a chantage, but I feel that I should warn the general public of the dangers of unexpected maintenance modes of your system and overall instability (at least at the current stage of development). Please understand that these weren't "all savings of my life" and I'm not trying to get these coins back at any cost. As I said before I would never put any significant amount of my money at risk. Please analyze time log again and make the right decision.

At about 8:23 I decided to remove take profit price from short orders because I saw that the price will go down. I had a positive usable margin at this moment.

I was unable to perform this action – the terminal logged me out.

When I logged in I tried to remove take profit price again. It wasn't removed.

Then at 8:29 I assume you saw this issue and put on <https://status.cex.io/#> maintenance status <http://prntscr.com/o9aiyq>

Then DURING unplanned maintenance these positions were wrongfully closed:

```
8542405 198051:01:8621 01/07/2019 08:48 Buy 1.00 BTC/USD 10,501.3 8600359
0.00518214 —
8537179 198051:01:8622 01/07/2019 08:48 Buy 0.50 BTC/USD 10,519.5 8600325
0.00226242 —
8537168 198051:01:8620 01/07/2019 08:48 Buy 0.50 BTC/USD 10,515.7 8600322
0.00295306 —
8537157 198051:01:8605 01/07/2019 08:48 Buy 0.50 BTC/USD 10,500.0 8600319
0.00326741 —
8536756 198051:01:8330 01/07/2019 08:30 Buy 0.50 BTC/USD 10,600.0 8600304
0.00394550 —
8536767 198051:01:8303 01/07/2019 08:30 Buy 0.50 BTC/USD 10,611.9 8600307
0.00100855 —
8544258 198051:01:8304 01/07/2019 08:30 Buy 1.00 BTC/USD 10,613.4 8600362
0.00444143 —
8541545 198051:01:8302 01/07/2019 08:30 Buy 1.00 BTC/USD 10,605.5 8600356
0.00831466 —
```

After this my margin fell below 80% margin cover, because I had only long positions opened. I could not open new short positions at this moment, due to the fact that my usable margin was negative.

At 14:49 you sent me a big email with thanks and assuring you will pay compensation to cover all lost due to this error.

Since then the price was rising and my negative margin was decreasing.

At 17:10 I asked you to speed up the compensation process. That small compensation of 0.6 BTC you promised before actually could save my account from liquidation because I would get the additional margin to open more short positions. <http://prntscr.com/o9kx3m>

At 18:56 you decided to close all my long positions, making the damage of about: $6.33 - 1.15 = 5.18$ BTC



George Thompson (CEXBRO.COM)

Jul 3, 09:28 BST

Dear Volodymyr,

We have reviewed your complaints and complaints about the work of the platform. We analyzed in details all the incidents, analyzed causes, the consequences and the basis for the claims for the incidents. After analyzing everything, we can say the following:

1. The orders for which you received error 318 simply indicate that these were repeated orders to close a position. We studied all these orders and positions, and we see that all positions that you wanted to close were closed with the first closing order as you wanted.
2. All systems have maintenances, and our system is not an exclusion. You must be aware of this and take into account during your trade operations. In addition, the system may become unavailable to you at any time for other reasons – for example, a problem with the Internet, or for instance a problem with Cloudflare which took place recently. due to Cloudflare many sites in the world were not available or for example, the maintenance which we recently had on cexbro.com.

In all such cases, the inaccessibility of the system (including maintenance time) you cannot change your orders in any way, and existing limit (take profit) orders in most cases remain active and should be executed when the price is reached. This is actually the whole essence of take profit orders (and this is very important) – that they are executed when the price is reached the appropriate level, even if you cannot do it manually for any reason.

Take profit orders worked out for all your short positions. Yes, you could not change the

take profit due to maintenance. We do not guarantee and cannot guarantee the 100% availability of the system, the system may be inaccessible from time to time, and during the unavailability period, you cannot change your orders. You must take into account these features during trading. We also want to remind you that take profit and stop loss orders are designed to reduce the consequences of such problems of system unavailability, and because of this they are called protection orders. That is, if you want to increase the chances that the position will be closed when you need, then you can set a take profit, which is likely to be executed even when you do not have access to the terminal for any reason to do it manually. In this situation, there is no reason to believe that we have executed your orders incorrectly or violated something. We cannot be responsible for the negative consequences of the fact that you set specific limit take profit orders, then you could not change them because the system was unavailable and the orders were correctly executed after the price reached the take profit level. We honestly executed your orders in accordance with the way you set them and in accordance with the terms and generally accepted global trading practices.

3. Your Long positions were automatically closed by the system, which considered that your account is in the area of high risk. The system made you a large number of Margin Call alerts and you were aware that your account was at risk. The system also gave you enough time and opportunity to respond to this and rectify the situation, for instance, you could make a request to manually close some of your positions (for a certain time you knew that you had such an opportunity), or for example you could make a deposit to increase Equity (from a certain time you had such an opportunity). The system eliminated your positions in accordance with the terms and generally accepted practices of trading, and prior to the liquidation, warning you about the risk, and giving you the opportunity to correct the situation yourself until the moment of liquidation. We see no reason to believe that in this situation we did not have the right to liquidate your positions, especially since the decision to liquidate was made automatically by the system after the risk assessment and after a large number of warnings.

4. Liquidation of the positions only led to the fact that the existing Floating PnL of all positions turned into Realized PnL. Liquidation simply fixed PnL and did not give a loss to increase further. That is, the elimination only stops the process of increasing loss. At the same time, liquidation itself is not the cause of a loss in a position, but rather the opposite – a large loss in a position became the cause of liquidation. The loss on these positions was formed not because of liquidation, but because of your decision to open specific Long positions a few days ago at specific points in time. Over time, the price dropped significantly from more than 13,000 to below 10,000, which led to large losses in your positions. We cannot be responsible for losses in your positions that you have opened yourself, and we cannot be responsible for the price movement on the market. Liquidation occurred in accordance with the terms and generally accepted international trading practices, and liquidation itself cannot be the cause for a loss since the liquidation only fixes the loss existing at the time of the liquidation. We see no reason to believe that the system did not have the right to liquidate positions, and we see no

reason to believe that it was liquidation that caused the loss.

5. Exposure Limit 100 000 USD was originally installed on your account, which limits your risk and your possible losses. You asked several times to increase your Exposure limit, and we have explained to you that increasing the limit leads to an increase in risk. You took the additional risk of greater losses by increasing the Exposure Limit, and you were aware of what this might lead to. If you retained the recommended default limit, then your possible losses would be several times less.

6. You really had trouble closing your long positions. For the first time, you contacted us on July 1st at 1:55 pm UTC, and you stated that you want to but can not close positions due to platform failures. You could immediately request the closing of your positions manually through the support team, however, you did not do it. Nevertheless, we understand that we did not give you enough information to understand that you have such an opportunity. In this situation, we take the blame, compensating you for the additional losses that you suffered in connection with this problem. In all calculations of compensation, we tried to make such assumptions that would always be in your interests, that is, which lead to the highest possible compensation for you so that you do not have doubts regarding this incident.

You did not say which one Long position you want to close, however, we assume the best option for you – that you wanted to close all Long positions and could not do it.

If you could close your Long positions at that moment, then the closing price would be worse, but in your interests we took the maximum price for calculation that was in that period (10554) and in further calculations we will take into account yours intends to close all your positions at this very best price at that moment.

We believe that all rollover fees for these positions that were deducted from you after the moment of treatment should be returned to you since you allegedly wanted to close all positions, and if you would succeed, then positions would be closed and rollover fees would not be charged.

All your Long positions were subsequently closed, but assuming that you wanted to close these positions as early as 13:55 at a price of 10554, we compensate you for additional losses and rollover fees, so that the situation on your account would be exactly the same as if you have closed all your positions at 1:55 pm at the best price available. Due to the compensation, we have made for you, you have the same state of balance, which is equivalent to the state of your account if you have been closed your positions at 13:55 when you first tried to do it. We have checked once again all the details and recalculated the amount of compensation for these positions, and all values and the total amount of compensation are correct.

Best wishes,

George Thompson

Supervisor of VIP Customers Claims Team

[CEX.IO](#) BROKER



George Thompson ([CEXBRO.COM](#))

Jul 2, 19:05 BST

Dear Volodymyr,

Your case was transferred to me for investigation.

I am the Supervisor of VIP Customers Claims Team.

I am here to clear the situation and find a proper solution for you. Since you are a high-value customer, I will do everything possible to meet your request with fair and clear analysis. For this reason, I kindly ask you to give me some time to make a deep analysis of your case and hold a proper investigation. I am here to help you, so I expect your cooperation.

I will use all possible tools and communicate with the development team, check logs in your account and [CEX.IO](#) BROKER availability during the mentioned period by you.

I will get back to you if I have any questions or updates.

Thank you for cooperation in advance.

Best wishes,

George Thompson

Supervisor of VIP Customers Claims Team

[CEX.IO](#) BROKER



Volodymyr

Jul 2, 16:53 BST

I understand your confusion regarding the time mentioned in our Status page regarding the maintenance, as you understand we have mentioned the issue and were obliged to

inform our users about the technical works that could influence their activity after the issue has already started.

There is no confusion regarding time of your maintenance. My confusion is about the fact that error in your system has led my account to the high negative margin, that later provoked margin call.

If your system allowed me to removed short orders "take profit price" as I was trying to do, there will be no situation for margin call. As you might see before glitch in your system I had 5.5 BTC in short positions. That would be more than enough to keep my margin cover far above margin call level.



Stacie Rodman ([CEXBRO.COM](mailto:stacie@cexbro.com))

Jul 2, 16:33 BST

Dear Volodymyr,

Thank you for the details about your situation, we will surely transfer them to higher management.

I understand your confusion regarding the time mentioned in our Status page regarding the maintenance, as you understand we have mentioned the issue and were obliged to inform our users about the technical works that could influence their activity after the issue has already started.

Our Technical team has calculated your losses connected with the issue and send you compensation of 0.37432727 BTC to your balance. You can check it in your account statemen as usually.

I think we need to check the situation with your margin call when several positions were automatically closed. Usually, positions closed due to the margin call is not a subject for a refund since you can monitor the situation by yourself. Sure, the price could change unexpectedly, but we are not responsible for market movement.

We will contact you back after the case is checked by the relevant department.

Best Regards,

Stacie Rodman
Customer Support Team Lead



Volodymyr

Jul 2, 15:32 BST

Hi.

First of all you didn't explained this error with order rejected by other reason:

<https://prnt.sc/o8uuu8>

We understand that you claim that you were not able to change or cancel take-profit, however maintenance was already underway and all take-profits for all positions were operational and they may have been executed due to price change, as designed. We could not have done it any other way, as maintenance needs to be done at some point and for its duration lots of take-profits stay active on big number of positions. We are doing everything we can with best interest of our clients in mind for, and in this case we continued to follow prices and execute orders where stop-loss and take-profit reached designated level. We do so taking what is best for customers into account - to not miss stop-loss and take-profit price that was placed by a client.

The maintenance was unplanned. You put it at 8:29, and I was experiencing issues before this event, at 8.24, please pay more attention to the time log provided in previous message.

We analyzed your trade history and see that most of damage was caused by big number of long positions, that were opened several days ago (around 27-29 of June), with buy price of approximately 12000-13000.

Yes I had these positions and they could perfectly fine survive downfall if they wouldn't be closed by your system. Why they were closed by your system? Because I got very big negative margin. Why I got big negative margin? Because due to error I could not change take profit price of short orders, and they were wrongfully closed in minutes after you went for unplanned maintenance. More over, I do strongly believe that Issues similar to that I had experienced were the cause of your maintenance in the first place.

Why I didn't closed long positions when you notified me about possibility to close them by email? Because too much time passed and price has changed already significantly.

At 14:49 you assured me that what I see in terminal is real.

So I took no actions, because price was rising and my negative margin was actually decreasing: <https://prnt.sc/o97ag9>

Then at 18:56 you closed all positions when my margin cover was about 50-60%

Again let me provide time log so you can escalate to higher departments:

At about 8:23 I decided to remove take profit price, because I saw that price will go down. I had a positive usable margin at this moment.

I was unable to perform this action - the terminal logged me out.

When I log in again it tried to remove take profit price again. It wasn't removed.

Then at 8:29 you saw this issue and put status on <https://status.cex.io/#>

<http://prntscr.com/o9aiyq>

Then DURING unplanned maintenance these positions were wrongfully closed:

8542405 198051:01:8621 01/07/2019 08:48 Buy 1.00 BTC/USD 10,501.3 8600359
0.00518214 —
8537179 198051:01:8622 01/07/2019 08:48 Buy 0.50 BTC/USD 10,519.5 8600325
0.00226242 —
8537168 198051:01:8620 01/07/2019 08:48 Buy 0.50 BTC/USD 10,515.7 8600322
0.00295306 —
8537157 198051:01:8605 01/07/2019 08:48 Buy 0.50 BTC/USD 10,500.0 8600319
0.00326741 —
8536756 198051:01:8330 01/07/2019 08:30 Buy 0.50 BTC/USD 10,600.0 8600304
0.00394550 —
8536767 198051:01:8303 01/07/2019 08:30 Buy 0.50 BTC/USD 10,611.9 8600307
0.00100855 —
8544258 198051:01:8304 01/07/2019 08:30 Buy 1.00 BTC/USD 10,613.4 8600362
0.00444143 —
8541545 198051:01:8302 01/07/2019 08:30 Buy 1.00 BTC/USD 10,605.5 8600356
0.00831466 —

After this my margin fell below 80% margin cover, because I had only long positions opened. I could not open new short positions at this moment, due to the fact that my usable margin was negative.

At 14:49 you sent me big email with thanks and assuring you will pay compensation to cover lost due to this error.

Since then price was rising and my negative margin was decreasing.

At 17:10 I asked you to speed up compensation process. That small compensation of 0.6 BTC you promised before actually could save my account from liquidation, because I would get additional margin to open more short positions. <http://prntscr.com/o9kx3m>

At 18:56 you decided to close all my long positions, making damage of about: $6.33 - 1.15 = 5.18$ BTC

Please forward this time log for further analyze to the higher department.



Max Emerson (CEXBRO.COM)

Jul 2, 06:59 BST

Dear Volodymyr,

Thank you for your patience.

We are very sorry for delayed reply and would try our best to improve on responding speed.

We would like to notify you that 318 error appears when you are trying to close position, that was already terminated. It does not affect your account negatively in any way. For example it can appear when you clicked on close twice very fast and two orders for closure were sent, however only one was executed and second was rejected. If you encounter such 318 error again, it would mean similar issue happened and should not cause any problems either. We would try changing this error message for more comfortable one for our users in the future.

Here are some examples from your screenshots:

Position closure for 9067144:

2019-07-01T05:13:57.971Z – position is successfully closed by 9089559 order

2019-07-01T05:14:12.018Z – another try to close position with 9089572 order, that gave error 318

Position closure for 9027180:

2019-07-01T05:16:44.057Z – position is successfully closed by 9089559 order

2019-07-01T05:16:56.742Z – another try to close position with 9089596 order, that gave error 318

As you can see there are several second between orders and next one is always rejected with 318 error.

Issues with take-profit for some short positions not being able to be changed were most likely because of maintenance. It was a coincidence that when you tried to change take-profit we already had maintenance started, so you were not able to do so as most functions of our Broker system were already offline. However part of our system that looks after prices, stop-losses and take-profits usually stays operational if it is possible. It was done intentionally for our clients, so that users who placed take-profits and stop-loss for their positions did not miss the moment and had chance for positions execution, even if they could not have closed them manually for any reason, even during maintenance (if it is possible). Meaning that in case customer wants for position closure after reaching certain price without any additional actions, take-profit can be placed and system will close position when price is reached. That is exactly what happened in this case – your take-profit was executed when price reached amount you placed.

We understand that you claim that you were not able to change or cancel take-profit, however maintenance was already underway and all take-profits for all positions were operational and they may have been executed due to price change, as designed. We could not have done it any other way, as maintenance needs to be done at some point and for its duration lots of take-profits stay active on big number of positions. We are doing everything we can with best interest of our clients in mind for, and in this case we continued to follow prices and execute orders where stop-loss and take-profit reached designated level. We do so taking what is best for customers into account – to not miss stop-loss and take-profit price that was placed by a client.

If after the maintenance you saw your short positions already closed by your take-profit orders, but you wished to have active short positions still, you could have opened more short positions for same amount.

You mentioned that because of system malfunctioning you suffered loss of around 6 BTC. There were indeed issues from our side and they may have affected you negatively, however they could not have caused such loss amount as 6 BTC. We analyzed your trade history and see that most of damage was caused by big number of long positions, that were opened several days ago (around 27–29 of June), with buy price of approximately 12000–13000. It means that losses of such magnitude were not caused by current platform issues.

Also, you said that your account was wiped, however it is not so. Even after all positions closure you would still have more than 1 BTC on account to use.

All your long positions were closed some time ago automatically by system, due to margin requirements not being met. You contacted us earlier regarding issue of not being able to close long positions and there was indeed technical issue which prevented you from doing so. At that moment you could have requested manual closure of those positions via support, as such option always existed, however, we indeed did not give you such information immediately, and you could have missed that you had such choice. Taking it into account, we decided to analyze your long positions for possibility of partial compensation of your loss. In particular, to calculate it we considered that you wanted to close you long positions at price that was at market at the moment of your first request to us concerning this matter, because price at that time was more profitable for closure than one your positions were terminated with. And acting in your interest we take high price from the 5 minute candle as executing one. Also we would account and compensate all rollover fees for those positions that happened after your first message on this issue. We will transfer this information to relevant department for reimbursement counting and in nearest time will make compensation, along with details of our calculations.

In process of your account problems resolution we found out that you currently have 10 active short positions on 0.25 each. Those positions are profitable at the moment so we are not sure if you did open such positions and whether you had intent to open such shorts, or they were opened accidentally due to system malfunction.

We need to get your response as soon as possible, whether you want to leave those positions on your account. If you indeed opened such positions and decided to let them stay on your account, no actions from your side are needed, just notify us about it and you of course could keep all PnL of these positions. If you have not opened them and want them removed from your account, tell us urgently and we will shut them down. If you will not reply to us regarding these positions for any reason and decide to execute other activities on your account we would consider you had intentions to open such

positions and that you decided to leave them on your account, they will also be counted as correct ones.

Thank you for understanding.

Kind regards,
Max Emerson
Customer Support Specialist
[CEX.IO](#)



Volodymyr

Jul 2, 01:42 BST

I forget to add screenshot with liquidation time: <http://prntscr.com/o9aowr>



Volodymyr

Jul 2, 01:22 BST

So to clear the chronological order:

At about 8:23 I decided to remove take profit price, because I saw that price will go down.

I was unable to perform this action – the terminal logged me out.

When I log in again it tried to remove take profit price again. It wasn't removed.

Then at 8:29 you saw this issue and put status on <https://status.cex.io/#>

<http://prntscr.com/o9aiyq>

Then DURING maintenance these positions were wrongfully closed:

8542405 198051:01:8621 01/07/2019 08:48 Buy 1.00 BTC/USD 10,501.3 8600359
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0.00444143 —

8541545 198051:01:8302 01/07/2019 08:30 Buy 1.00 BTC/USD 10,605.5 8600356
0.00831466 —

This error has led my account to be completely wiped out. And you say that issue could do only 0.6 BTC of damage.



Volodymyr

Jul 2, 01:06 BST

Hi. I went for a walk, when i come back I found message "Your account was cleared". So actual loss due to error of your system is more than 6 BTC. because I was trying to REMOVE take profit price, not close the position. If short positions remained open, my negative margin wouldn't fall so low that account should be cleared.

Im talking about these positions:

8542405 198051:01:8621 01/07/2019 08:48 Buy 1.00 BTC/USD 10,501.3 8600359
0.00518214 —

8537179 198051:01:8622 01/07/2019 08:48 Buy 0.50 BTC/USD 10,519.5 8600325
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8537168 198051:01:8620 01/07/2019 08:48 Buy 0.50 BTC/USD 10,515.7 8600322
0.00295306 —

8537157 198051:01:8605 01/07/2019 08:48 Buy 0.50 BTC/USD 10,500.0 8600319
0.00326741 —

8536756 198051:01:8330 01/07/2019 08:30 Buy 0.50 BTC/USD 10,600.0 8600304
0.00394550 —

8536767 198051:01:8303 01/07/2019 08:30 Buy 0.50 BTC/USD 10,611.9 8600307
0.00100855 —

8544258 198051:01:8304 01/07/2019 08:30 Buy 1.00 BTC/USD 10,613.4 8600362
0.00444143 —

8541545 198051:01:8302 01/07/2019 08:30 Buy 1.00 BTC/USD 10,605.5 8600356
0.00831466 —

as you can check they all were closed by take profit price, which I was trying to disable and was failing.

As for manual position closure, you told me about this 3 hours after my original message with description of error, at that point it was irrelevant already as price has changed significantly.

So as you can see if these positions weren't closed due to error in your system there would be no reason to clear all my account.

This is screenshot <https://prnt.sc/o97ag9> and you confirmed that what i see in terminal is what is real. So can you tell me please, why you wiped my account if after that time price was going up, so my negative margin was decreasing?



Max Emerson (CEXBRO.COM)

Jul 1, 23:34 BST

Dear Volodymyr,

Thank you for the response.

We would like to offer our apologies, however we do not have an option to speed up the compensation, as it has to be processed accordingly to the procedure and pass all necessary stages.

Also we would like to draw your attention to the fact that compensation is only available when loss in question is present and when it is relevant. As positions are yet to be closed at the moment, Realised Loss is not available, because while position is still opened, only Floating PnL is shown.

So compensation can only be done after position is closed and Realised PnL is displayed for it.

Amount of compensation that we mentioned earlier is rough estimation of what you would have gotten if all your positions were closed at the moment we told you about it first.

Please notify us which positions you wanted to close before, but were not able to due to technical issues on our platform. If you still wish to close them, we can do so for you, check all necessary data and compensate part of additional loss of such position(s) that you experienced because of inability to close them earlier. If you currently have no desire to close any positions, there is no realized loss (and compensations as such) for them at present.

Kindly ask you to specify which positions you tried to close, could not, and wish to terminate now.

Let us mention that we only liked to remind you regarding existing option to request manual position closure via our support, in case you cannot close them via web interface. In no way we urge you to do so, only mentioning that such service exists for our users.

Thank you for understanding.

Kind regards,

Max Emerson

Customer Support Specialist

[CEX.IO](https://www.cex.io)

Volodymyr



Jul 1, 22:10 BST

Could you speed up the process to deposit compensation to my balance?
In this case, probably I will have enough equity to open a couple short positions?



Volodymyr

Jul 1, 22:04 BST

Problem is that you already put me in a losing position:
In the morning, when I was unable to close orders, all I had to do – close just 1–2 long positions so that I would be able to open a couple of short positions.
And even this I shouldn't do if I was able to change "take profit" price of already existing short orders (but your system didn't allow me to do that).
Now, after 9 hours you offer me to close positions. At a totally different price. And I need to close almost all of them, lowering my balance 0.
Does that sound fair?



Max Emerson (CEXBRO.COM)

Jul 1, 21:49 BST

Dear Volodymyr,

Thank you for getting back to us.

As we see your current information displayed on CEX Broker is up to date and shows state of your account at the moment.

Currently on 01 Jul 2019 20:30 UTC your information shows as follows:

Current Balance 6.33436363

Equity 0.92796679

Floating PnL -5.40639684

Used Margin 2.55004718

Usable Margin -1.62208039

All your account data on this moment, including current opened positions are also available in file we attached to this reply.

Thank you for understanding.

Kind regards,
Max Emerson

Customer Support Specialist

[CEX.IO](#)

Attachment(s)

[BTC_up101875691_2_2019-07-01_20-30.html](#)



Volodymyr

Jul 1, 21:14 BST

Could you provide real information on my account state?

What is the total current balance?

What is the real used margin?

Could you send me an actual list of opened positions?



Max Emerson (CEXBRO.COM)

Jul 1, 21:00 BST

Dear Volodymyr,

Thank you for your swift reply.

We would like to inform you that compensation we will provide you should be enough to cover additional loss you experienced during period when you were not able to close positions.

In case you wish to close some or all positions now, please give us details which ones are you referring to and we will do so manually.

Waiting for your update and appreciate your understanding.

Kind regards,

Max Emerson

Customer Support Specialist

[CEX.IO](#)



Volodymyr

Jul 1, 20:31 BST

So should I be worried about the high negative margin that I have now on the account?

Since morning, due to technical issues, my margin has a very big negative value:

<http://prntscr.com/o97ag9>

Your guys offered me to close some positions on their side after 3 hours since I was experiencing problems, at that time I had 98 MC and couple short orders, that could keep all positions alive for a long time.

I'm sure that price will fall further to about 9800–9900 USD, meaning that my MC will fall even lower and positions will be forced to close, and I will be left with 0 balance.



Max Emerson (CEXBRO.COM)

Jul 1, 19:49 BST

Dear Volodymyr,

Thank you for contacting us.

We are sorry to hear that.

There is no doubt you should be not very happy with the situation you faced.

First of all, let us mention that on the screenshot you have provided us, are shown your open positions, they are not closed yet.

Let us also notify you that the information you may see in the terminal is what you have for this current moment and information in the statement shows data at a certain time in the past and, that is why these numbers may differ.

Also, we dearly sympathize with your position closing issue. However, you always have an option to request to close positions if, for some reason, you cannot close it yourself using a web terminal. To do this, you just need to specify the position that you want to close, after that dealer makes a quick check that you are the true account holder and if everything is fine, the position is closed at your request. We just wish to remind you that we have such service.

Once again, we are very sorry that you have encountered such issues. We assure you that matters connected to your account specifically are handled with the highest priority, as you are trading with great activity and with high volume.

At the moment, the issue with your account is identified, but we need more time to fix it. We cannot guarantee that you will face no issues again yet, but we are doing our best to solve those problems.

We are being honest with all our users, so we warn users that we still have beta testing of the broker platform, and this means that users may encounter some errors.

We want users to know the risks and view occasional temporary flaws of platform and

our efforts to make [CEX.IO](#) Broker better with understanding.

For now access to the platform is available only by invite to a limited number of people who requested Live account.

When we are sure that most of the errors and problems have been fixed and most of the wishes of users regarding the functionality have been taken into account, we will then announce that the beta testing has been completed.

We appreciate your loyalty and willingness to take all the advantages and risks of our new product – [CEX.IO](#) BROKER.

All [CEX.IO](#) strive to give our clients the best and the most enjoyable experience, no matter which aspects of our services it concerns.

As we are greatly thankful for your input for our platform and considering loss you encountered, we transferred request to our relevant department. Considering the issue you faced, you will be sent compensation in amount of 0.61893203 BTC in nearest time.

Let us know if there is anything else we can help you with.

Thank you for understanding.

Kind regards,
Max Emerson
Customer Support Specialist
[CEX.IO](#)



Volodymyr

Jul 1, 17:22 BST

I think the only real solution for you is to stop trade and revert all orders before the maintenance in the morning because after this maintenance your system is completely messed up.



Volodymyr

Jul 1, 17:17 BST

And this is what I see in the terminal, it clearly doesn't represent the real state of the account: <http://prntscr.com/o94prb>

**Volodymyr**

Jul 1, 17:15 BST

Finally, I managed to generate a statement and it shows tons of orders closed with big negative P/L

<http://prntscr.com/o94oda>

After HOURS that I was trying to close some of these positions manually at much higher price (with much less lost)

**Volodymyr**

Jul 1, 17:09 BST

Hi, thank you. Telling the truth, I don't know, should I deposit or not. The price has fallen significantly since I'm experienced errors and asked for your help. Now I have to deposit double of the amount I needed in the morning.

Considering the number of bugs and errors I encounter on a daily basis and that I can't close/open/change orders when I want to but only when your system is allowing me I really don't want to trust your system even more of my funds.

I don't really care if I lost all funds on the balance, but my trust in your platform has almost depleted.

That inability to close or change orders left me with a negative margin, there is no guarantee it will not happen again and again.

And your tech team just come up with the solution "clear cookies and restart browser", hilarious. Which I did but of course it didn't help because the problem is on the server side.

Now they are offering me to close positions manually from their side after 3 hours passed and price changed more than for 6%.

if you have any suggestions I would like to hear any from you.

**Volodymyr**

Jul 1, 16:43 BST

The situation hasn't changed, I cleared cookies and browsing data.

Log in again. Tried to close 1 position and nothing happened again.

Thank you very much for your generous offer to close the position manually but the problem is that price has fallen 700 USD, and now even if I close all my positions that won't help me.

Joe Wane (CEXBRO.COM)



Jul 1, 16:39 BST

Dear Volodymyr,

Thank you for your reply.

We kindly inform you that we get confirmation from our Higher Department.
You may feel free to deposit more money to your CEX BROKER account.

Thank you for using CEX BROKER.

Best regards,

Joe Wane

Customer Support Specialist

[CEX.IO](#)



Morgan Larsson ([CEXBRO.COM](#))

Jul 1, 16:33 BST

Dear Volodymyr,

In addition to my previous message.

Please let us know whether the situation changed or not.

If the issue persists and you are still unable to close your positions, please provide the numbers of the positions you wish to close in your next response. We will close those positions for you manually from our side.

Looking forward to your reply.

Best regards,

Morgan Larsson

Customer Support Specialist

[CEX.IO](#)



Morgan Larsson ([CEXBRO.COM](#))

Jul 1, 16:24 BST

Dear Volodymyr,

Thank you for contacting us back.

We've been investigating the matter and we suppose the issue is related to your own browser.

Please go to your browser settings, clear your Web Browser cookies and internet cache, shut down your browser and re-open it.

In addition, please check if there are any issues with your internet connection.

If you have any additional questions please do not hesitate to contact us.

Best regards,

Morgan Larsson

Customer Support Specialist

[CEX.IO](#)



Volodymyr

Jul 1, 16:04 BST

Guys while you working on your issues my funds are in big danger

<http://prntscr.com/o93n4g>



Volodymyr

Jul 1, 15:25 BST

I have sent all the screenshots that I had taken. To look further you should probably check logs.

I can't even make a statement to send you IDs of positions where I was unable to change take profit price – statement generation throws errors.



Volodymyr

Jul 1, 15:18 BST

nothing was happening when I was trying to close orders or change take profit price:

<http://prntscr.com/o92ul5>

<http://prntscr.com/o92uvy>

As you can see no error messages, nothing. Just empty https request:

<http://prntscr.com/o92vfg>



Morgan Larsson (CEXBRO.COM)

Jul 1, 15:14 BST

Dear Volodymyr,

Thank you for your response and the provided screenshot.

We would kindly ask you to also provide a screenshot that shows the rejected orders and errors related to those orders.

We greatly appreciate your cooperation.

Looking forward to your reply.

Best regards,

Morgan Larsson

Customer Support Specialist

CEX.IO



Volodymyr

Jul 1, 14:37 BST

I can't close ANY position now, nor can I change any property of them (take profit price etc)

I would love to show you orders that were filled because I couldn't change their take profit price, but I can't even get a statement for 1 day: <http://prntscr.com/o924qd>



Joe Wane (CEXBRO.COM)

Jul 1, 14:26 BST

Dear Volodymyr,

Thank you for contacting us.

We are sorry for the inconveniences you have faced.

Could you please clarify what order you tried to close or change?

Also, in the future, we kindly ask you to clarify the position or the orders you mean.

Regarding your question about deposits, the relevant department is checking details of your case and soon will provide you with the answer.

Thank you for understanding.

Best regards,

Joe Wane

Customer Support Specialist

[CEX.IO](#)



Volodymyr

Jul 1, 14:06 BST

This was very upsetting when you put maintenance mode during great price change. I wanted to cancel take profit price for orders that I had, now they are filling my usable margin is negative.



Volodymyr

Jul 1, 13:55 BST

Hi, why can't I change or close orders?
I was trying to cancel take profit price for the order – it didn't work.
Then I was trying to close the position with negative P/L and I can't close it either.

Also, could you please allow deposit so I can add equity.
Thanks.

This email is a service from [CEXBRO.COM](#). Delivered by Zendesk.

[5L3DLW-42M2]

Support <support@cexbro.com>
Reply-To: Support <support@cexbro.com>
To: Volodymyr <????????????@gmail.com>

Fri, Jul 5, 2019 at 5:43 AM

##- Please type your reply above this line -##

Your request (912829) has been updated.

You can reply directly to this email or send a reply here <https://support.cexbro.com/hc/requests/912829>



George Thompson (CEXBRO.COM)

Jul 5, 10:43 BST

Dear Volodymyr,

Thank you for your letter. We have analysed the situation and your questions deeply one more time.

We are sorry that you had a negative experience. We respect your right to share your opinion with the public. As you know, we are now in beta testing, and you may encounter various technical problems more often than usual, and try to always warn users about these risks beforehand. If you encounter problems which are the reason you suffered additional losses due to our fault, we always investigate each case and we compensate all the losses. We try to be honest and transparent in this aspect so we provide you all the details why, what loss and what amount can be a subject for compensation.

I can see from the conversations with our support agents that you have faced several problems on our platform and we recognize these errors on our part. Your participation in identifying the issues and finding resolutions is highly appreciated. We made at least 5 times compensation for damages for you in different cases. The last incident connected with rapid margin call was analysed by technical team managers, we have provided you with a description of all the details and possible losses that can be compensated. As a result, 0.37 BTC were credited back to your balance.

We found out that you were not able change the take profit of your Short positions, because at that time the system was already partially or completely unavailable. And the site was inaccessible due to the fact that then the maintenance has begun. The Status Page indeed was updated at 8:29, but this does not indicate that the maintenance began exactly at this time, thus we cannot guarantee the full availability of the system in the exact time. Our Status Page is not an automatic system, it is an informative source where data is usually entered manually, and it does not happen exactly at the same moment as the issue is recognized, it may be updates in a couple of minutes later or earlier, and this usually since we need to give as much informative message as we can. The purpose of this page is just one of the communication channels.

Nevertheless, I agree that this situation might be frustrating for you, however, we cannot be responsible for the negative consequences because of service works, since we aware users that we can not guarantee 100% accessibility of the platform.

We did suggest to manually close your Long positions 3 hours after you first reported the problem, but this was neither the advice to close or not close your positions, nor was it directly related to this situation, and I want to note that it was just a reminder that we have such a service, which can be used by any user at any time if he/she experiences any difficulties in closing a position via Terminal.

To remedy this situation, when these positions were closed, we calculated the additional loss for each position that you have suffered because of the inability to close positions beforehand and compensated you for this additional loss by creating a balance of your account that is financially equivalent to the balance which could have been if you were able to successfully close positions at the moment you approached us on this issue. We provided you with compensation calculations, and made them in your favor, so that we could make you the maximum possible compensation for this problem.

We did offer the compensation amount of 0.61 BTC as compensation for additional loss due to this problem (the impossibility of closing the Long position). However, I would like to draw your attention that compensation of an additional loss is possible only if the loss happened, and a loss can be considered as "Realized" only when the position is closed. While your positions are open, there is no real loss on them, because in open positions there is only Floating PnL. The amount of compensation 0.61 BTC was announced as refund for an additional loss at that particular point in time, if you had closed the position at that moment. If you have managed to close any or all of the Long positions, or if you asked us to close these positions, then you would have a "Realized" loss, and we would definitely calculate how much of this loss should be compensated in order to create such a condition on your account that would have been financially equivalent to the condition of your account at the time when you first approached us and if you could have successfully close concerned positions.

We want to emphasize that the essence of compensation for this additional loss is precisely to create a condition on your account that it would be if you could close the position at the moment of initial request. That is why, when the positions closed later due to our fault and you are faced any additional losses, we compensate these additional losses. The absolute amount of compensation does not play a key role here, since we only compensate for the additional losses, leaving your positions with the exact the same PnL, which was at the moment you wanted to close them.

The liquidation of your account happened automatically according to the risk assessment of the balance of your account by our system. Your account repeatedly violated the margin requirements, stayed in a very low Margin Level for a very long time, there was a negative Usable Margin in your account for a very long time, you received Margin Call notifications and did not take action to correct this situation. Although you had opportunities to fix it – you were given the opportunity to make a deposit, and it was explained to you that you can close a position by contacting the support if you wish. You considered your account as “account wasn't in big danger”, but this is a subjective assessment. Considering these, and many other factors, the risk prevention mechanism has decided that the situation of your account is very risky, that it is not safe for us to hold this risk further, and that there are no prerequisites that the situation can be changed in positive side. We are sure that the decision made by the system is reasonable, it corresponds to the terms and generally accepted international practices in trading. We

see no reason to believe that the decision to liquidate your account is erroneous or violates the rules. Accordingly, we cannot be held responsible for the negative consequences of such liquidation.

You got a loss on your account more than 5 BTC, and we are sorry that you have suffered such losses. But we would like to emphasize that the liquidation of the account could not cause such losses. At the time when the liquidation occurred, Floating PnL of your positions was already formed up and the losses were for more than 5 BTC, and the liquidation only turned Floating PnL into Realized PnL. Despite the fact that Realized Loss was formed only after liquidation, it was not the liquidation process itself that caused such losses. The reason was that these Long positions were opened by you for about 13,000 USD a few days before, and until liquidation the price gradually dropped to below 10,000 USD, and this created a large loss in the form of Floating PnL in your positions. And the liquidation process only recorded the losses. Considering these facts, liquidation was not the cause of a loss initially, we cannot be held responsible for the loss in your positions, which was formed as a result of your actions, even if the positions were eliminated.

We understand your feelings about the situation, especially given the large loss in your account. We realize that there were mistakes, because of which, you got a loss larger than you should have received. We investigated such cases, studied what kind of additional loss you suffered through our fault, and we always compensated you for such an additional loss and took responsibility for all the consequences.

But there are other situations in which you stating that you suffered losses or simply did not expect what they were, issues for which we cannot be responsible or situations in which the loss was not caused by our mistakes. We cannot compensate losses when there were no problems on our side. We would like to remain honest and open in this aspect. We can compensate and always try to do that for the additional loss of the client (if as a result of a detailed investigation it can be proved that we are responsible for damage). Also, we always try to take the side of the client in such investigations in controversial or uncertain situations.

We understand your willing not to use our platform anymore, however, I hope it is possible to make your experience with us better. According to our internal security rules, we block the withdrawal of funds for some time after we make compensation, this is done for security and to allow for a more thorough investigation if it is required. Since you have recently been compensated, the withdrawal has been temporarily blocked for you. Very soon the withdrawal option will be restored to you, and I will try to speed up the process.

It is important for us to keep you as a customer and to provide good service as best we can, and we would gladly compensate you for more of your losses. But compensating losses without sufficient proof of our responsibility – this is against our rules, and it would not fair to other customers and rules of trading established in the market.

Over the past few months of beta testing, you have been very active in using our platform and helped us identify and fix some problems and make the system better. We understand that against the background of losses it might be a trifle, but we would like to present you a small symbolic gift from our company. If you decide to continue to use our platform in beta testing, we will be very pleased with your decision. You can expect that we will objectively investigate incidents if they happen, and we will be able to compensate you for additional losses that ones which caused by our mistake. You can already be sure that we are going to compensate for losses if the result of the investigation is obvious our fault.

Best wishes,

George Thompson

Supervisor of VIP Customers Claims Team

[CEX.IO](#) BROKER



Volodymyr

Jul 4, 02:33 BST

Dear George,

1. I never told that error 318 has something to do with the current issue.
2. If I was unable to change the order by any other reason than ERROR in your system we wouldn't have this conversation in the first place. If you had put a little more attention during analyze of time log I sent you would find out that I was experiencing the issue BEFORE your maintenance, and most probably your maintenance was caused by the same type of errors that I encountered. Please do not mention the problems of other services as we are talking about problems in your system. If it was my internet fault, that would be my problem, not yours. I was unable to change take profit price due to an error in your system BEFORE your system went to unplanned maintenance.
3. Again if you put a bit more attention on the time log I provided you could see that I was asking your support on the REAL state of my account and they were assuring me that what I see in the terminal is real. According to the terminal, my account wasn't in danger of liquidation up to 6 PM AST, the price was going up, meaning that my negative margin was decreasing. I would like to remind you again that I get into high negative margin only due to an error in your system that forbid me to remove take profit price at the time I wanted to.
4. Again, your system put my account in danger of liquidation. I had 5.5 BTC in short orders, that was more than enough to survive the bottom hit.
5. I asked to remove the exposure limit because I don't need it in the first place. I didn't put in your buggy system more funds that I was ready to lose in the first day.
6. Your support notified me that I can close a long position by email 3 hours after I

opened a ticket that I can't close positions. At that time price changed significantly and I had to close almost all positions to be able to open a new short position. Also, I was asking to enable deposits to add liquidity, when I needed less than 1 BTC to be safe, and you enabled deposits when I had to put 2 BTC to save account from liquidation. I didn't make this because I saw how unstable your system was at the moment and decided that I won't trust one more Satoshi to your system. Looking back I think this was the right decision. Also, according to what I saw in terminal my account wasn't in big danger, price already hit the local bottom, and my negative margin was decreasing.

I will include time log again here with screenshots in case you missed it. Please put a bit more attention to it. I will wait for 24 hours. If I won't get a satisfactory response I reserve the right to publish all our correspondence including all my screenshots in social media for the public to judge. Also, I will provide a link to the story in this ticket so your relationship manager could defend your side. This is not a threat and not a chantage, but I feel that I should warn the general public of the dangers of unexpected maintenance modes of your system and overall instability (at least at the current stage of development). Please understand that these weren't "all savings of my life" and I'm not trying to get these coins back at any cost. As I said before I would never put any significant amount of my money at risk. Please analyze time log again and make the right decision.

At about 8:23 I decided to remove take profit price from short orders because I saw that the price will go down. I had a positive usable margin at this moment.

I was unable to perform this action – the terminal logged me out.

When I logged in I tried to remove take profit price again. It wasn't removed.

Then at 8:29 I assume you saw this issue and put on <https://status.cex.io/#> maintenance status <http://prntscr.com/o9aiyq>

Then DURING unplanned maintenance these positions were wrongfully closed:

8542405 198051:01:8621 01/07/2019 08:48 Buy 1.00 BTC/USD 10,501.3 8600359
0.00518214 —

8537179 198051:01:8622 01/07/2019 08:48 Buy 0.50 BTC/USD 10,519.5 8600325
0.00226242 —

8537168 198051:01:8620 01/07/2019 08:48 Buy 0.50 BTC/USD 10,515.7 8600322
0.00295306 —

8537157 198051:01:8605 01/07/2019 08:48 Buy 0.50 BTC/USD 10,500.0 8600319
0.00326741 —

8536756 198051:01:8330 01/07/2019 08:30 Buy 0.50 BTC/USD 10,600.0 8600304
0.00394550 —

8536767 198051:01:8303 01/07/2019 08:30 Buy 0.50 BTC/USD 10,611.9 8600307
0.00100855 —

8544258 198051:01:8304 01/07/2019 08:30 Buy 1.00 BTC/USD 10,613.4 8600362
0.00444143 —

8541545 198051:01:8302 01/07/2019 08:30 Buy 1.00 BTC/USD 10,605.5 8600356
0.00831466 —

After this my margin fell below 80% margin cover, because I had only long positions opened. I could not open new short positions at this moment, due to the fact that my usable margin was negative.

At 14:49 you sent me a big email with thanks and assuring you will pay compensation to cover all lost due to this error.

Since then the price was rising and my negative margin was decreasing.

At 17:10 I asked you to speed up the compensation process. That small compensation of 0.6 BTC you promised before actually could save my account from liquidation because I would get the additional margin to open more short positions. <http://prntscr.com/o9kx3m>

At 18:56 you decided to close all my long positions, making the damage of about: $6.33 - 1.15 = 5.18$ BTC



George Thompson (CEXBRO.COM)

Jul 3, 09:28 BST

Dear Volodymyr,

We have reviewed your complaints and complaints about the work of the platform. We analyzed in details all the incidents, analyzed causes, the consequences and the basis for the claims for the incidents. After analyzing everything, we can say the following:

1. The orders for which you received error 318 simply indicate that these were repeated orders to close a position. We studied all these orders and positions, and we see that all positions that you wanted to close were closed with the first closing order as you wanted.
2. All systems have maintenances, and our system is not an exclusion. You must be aware of this and take into account during your trade operations. In addition, the system may become unavailable to you at any time for other reasons – for example, a problem with the Internet, or for instance a problem with Cloudflare which took place recently. due to Cloudflare many sites in the world were not available or for example, the maintenance which we recently had on cexbro.com.

In all such cases, the inaccessibility of the system (including maintenance time) you cannot change your orders in any way, and existing limit (take profit) orders in most cases remain active and should be executed when the price is reached. This is actually the whole essence of take profit orders (and this is very important) – that they are executed when the price is reached the appropriate level, even if you cannot do it manually for any reason.

Take profit orders worked out for all your short positions. Yes, you could not change the

take profit due to maintenance. We do not guarantee and cannot guarantee the 100% availability of the system, the system may be inaccessible from time to time, and during the unavailability period, you cannot change your orders. You must take into account these features during trading. We also want to remind you that take profit and stop loss orders are designed to reduce the consequences of such problems of system unavailability, and because of this they are called protection orders. That is, if you want to increase the chances that the position will be closed when you need, then you can set a take profit, which is likely to be executed even when you do not have access to the terminal for any reason to do it manually. In this situation, there is no reason to believe that we have executed your orders incorrectly or violated something. We cannot be responsible for the negative consequences of the fact that you set specific limit take profit orders, then you could not change them because the system was unavailable and the orders were correctly executed after the price reached the take profit level. We honestly executed your orders in accordance with the way you set them and in accordance with the terms and generally accepted global trading practices.

3. Your Long positions were automatically closed by the system, which considered that your account is in the area of high risk. The system made you a large number of Margin Call alerts and you were aware that your account was at risk. The system also gave you enough time and opportunity to respond to this and rectify the situation, for instance, you could make a request to manually close some of your positions (for a certain time you knew that you had such an opportunity), or for example you could make a deposit to increase Equity (from a certain time you had such an opportunity). The system eliminated your positions in accordance with the terms and generally accepted practices of trading, and prior to the liquidation, warning you about the risk, and giving you the opportunity to correct the situation yourself until the moment of liquidation. We see no reason to believe that in this situation we did not have the right to liquidate your positions, especially since the decision to liquidate was made automatically by the system after the risk assessment and after a large number of warnings.

4. Liquidation of the positions only led to the fact that the existing Floating PnL of all positions turned into Realized PnL. Liquidation simply fixed PnL and did not give a loss to increase further. That is, the elimination only stops the process of increasing loss. At the same time, liquidation itself is not the cause of a loss in a position, but rather the opposite – a large loss in a position became the cause of liquidation. The loss on these positions was formed not because of liquidation, but because of your decision to open specific Long positions a few days ago at specific points in time. Over time, the price dropped significantly from more than 13,000 to below 10,000, which led to large losses in your positions. We cannot be responsible for losses in your positions that you have opened yourself, and we cannot be responsible for the price movement on the market. Liquidation occurred in accordance with the terms and generally accepted international trading practices, and liquidation itself cannot be the cause for a loss since the liquidation only fixes the loss existing at the time of the liquidation. We see no reason to believe that the system did not have the right to liquidate positions, and we see no

reason to believe that it was liquidation that caused the loss.

5. Exposure Limit 100 000 USD was originally installed on your account, which limits your risk and your possible losses. You asked several times to increase your Exposure limit, and we have explained to you that increasing the limit leads to an increase in risk. You took the additional risk of greater losses by increasing the Exposure Limit, and you were aware of what this might lead to. If you retained the recommended default limit, then your possible losses would be several times less.

6. You really had trouble closing your long positions. For the first time, you contacted us on July 1st at 1:55 pm UTC, and you stated that you want to but can not close positions due to platform failures. You could immediately request the closing of your positions manually through the support team, however, you did not do it. Nevertheless, we understand that we did not give you enough information to understand that you have such an opportunity. In this situation, we take the blame, compensating you for the additional losses that you suffered in connection with this problem. In all calculations of compensation, we tried to make such assumptions that would always be in your interests, that is, which lead to the highest possible compensation for you so that you do not have doubts regarding this incident.

You did not say which one Long position you want to close, however, we assume the best option for you – that you wanted to close all Long positions and could not do it.

If you could close your Long positions at that moment, then the closing price would be worse, but in your interests we took the maximum price for calculation that was in that period (10554) and in further calculations we will take into account yours intends to close all your positions at this very best price at that moment.

We believe that all rollover fees for these positions that were deducted from you after the moment of treatment should be returned to you since you allegedly wanted to close all positions, and if you would succeed, then positions would be closed and rollover fees would not be charged.

All your Long positions were subsequently closed, but assuming that you wanted to close these positions as early as 13:55 at a price of 10554, we compensate you for additional losses and rollover fees, so that the situation on your account would be exactly the same as if you have closed all your positions at 1:55 pm at the best price available. Due to the compensation, we have made for you, you have the same state of balance, which is equivalent to the state of your account if you have been closed your positions at 13:55 when you first tried to do it. We have checked once again all the details and recalculated the amount of compensation for these positions, and all values and the total amount of compensation are correct.

Best wishes,

George Thompson

Supervisor of VIP Customers Claims Team

[CEX.IO](#) BROKER



George Thompson ([CEXBRO.COM](#))

Jul 2, 19:05 BST

Dear Volodymyr,

Your case was transferred to me for investigation.

I am the Supervisor of VIP Customers Claims Team.

I am here to clear the situation and find a proper solution for you. Since you are a high-value customer, I will do everything possible to meet your request with fair and clear analysis. For this reason, I kindly ask you to give me some time to make a deep analysis of your case and hold a proper investigation. I am here to help you, so I expect your cooperation.

I will use all possible tools and communicate with the development team, check logs in your account and [CEX.IO](#) BROKER availability during the mentioned period by you.

I will get back to you if I have any questions or updates.

Thank you for cooperation in advance.

Best wishes,

George Thompson

Supervisor of VIP Customers Claims Team

[CEX.IO](#) BROKER



Volodymyr

Jul 2, 16:53 BST

I understand your confusion regarding the time mentioned in our Status page regarding the maintenance, as you understand we have mentioned the issue and were obliged to

inform our users about the technical works that could influence their activity after the issue has already started.

There is no confusion regarding time of your maintenance. My confusion is about the fact that error in your system has led my account to the high negative margin, that later provoked margin call.

If your system allowed me to removed short orders "take profit price" as I was trying to do, there will be no situation for margin call. As you might see before glitch in your system I had 5.5 BTC in short positions. That would be more than enough to keep my margin cover far above margin call level.



Stacie Rodman ([CEXBRO.COM](mailto:stacie@cexbro.com))

Jul 2, 16:33 BST

Dear Volodymyr,

Thank you for the details about your situation, we will surely transfer them to higher management.

I understand your confusion regarding the time mentioned in our Status page regarding the maintenance, as you understand we have mentioned the issue and were obliged to inform our users about the technical works that could influence their activity after the issue has already started.

Our Technical team has calculated your losses connected with the issue and send you compensation of 0.37432727 BTC to your balance. You can check it in your account statemen as usually.

I think we need to check the situation with your margin call when several positions were automatically closed. Usually, positions closed due to the margin call is not a subject for a refund since you can monitor the situation by yourself. Sure, the price could change unexpectedly, but we are not responsible for market movement.

We will contact you back after the case is checked by the relevant department.

Best Regards,

Stacie Rodman
Customer Support Team Lead



Volodymyr

Jul 2, 15:32 BST

Hi.

First of all you didn't explained this error with order rejected by other reason:

<https://prnt.sc/o8uuu8>

We understand that you claim that you were not able to change or cancel take-profit, however maintenance was already underway and all take-profits for all positions were operational and they may have been executed due to price change, as designed. We could not have done it any other way, as maintenance needs to be done at some point and for its duration lots of take-profits stay active on big number of positions. We are doing everything we can with best interest of our clients in mind for, and in this case we continued to follow prices and execute orders where stop-loss and take-profit reached designated level. We do so taking what is best for customers into account - to not miss stop-loss and take-profit price that was placed by a client.

The maintenance was unplanned. You put it at 8:29, and I was experiencing issues before this event, at 8.24, please pay more attention to the time log provided in previous message.

We analyzed your trade history and see that most of damage was caused by big number of long positions, that were opened several days ago (around 27-29 of June), with buy price of approximately 12000-13000.

Yes I had these positions and they could perfectly fine survive downfall if they wouldn't be closed by your system. Why they were closed by your system? Because I got very big negative margin. Why I got big negative margin? Because due to error I could not change take profit price of short orders, and they were wrongfully closed in minutes after you went for unplanned maintenance. More over, I do strongly believe that Issues similar to that I had experienced were the cause of your maintenance in the first place.

Why I didn't closed long positions when you notified me about possibility to close them by email? Because too much time passed and price has changed already significantly.

At 14:49 you assured me that what I see in terminal is real.

So I took no actions, because price was rising and my negative margin was actually decreasing: <https://prnt.sc/o97ag9>

Then at 18:56 you closed all positions when my margin cover was about 50-60%

Again let me provide time log so you can escalate to higher departments:

At about 8:23 I decided to remove take profit price, because I saw that price will go down. I had a positive usable margin at this moment.

I was unable to perform this action - the terminal logged me out.

When I log in again it tried to remove take profit price again. It wasn't removed.

Then at 8:29 you saw this issue and put status on <https://status.cex.io/#>

<http://prntscr.com/o9aiyq>

Then DURING unplanned maintenance these positions were wrongfully closed:

8542405 198051:01:8621 01/07/2019 08:48 Buy 1.00 BTC/USD 10,501.3 8600359
0.00518214 —
8537179 198051:01:8622 01/07/2019 08:48 Buy 0.50 BTC/USD 10,519.5 8600325
0.00226242 —
8537168 198051:01:8620 01/07/2019 08:48 Buy 0.50 BTC/USD 10,515.7 8600322
0.00295306 —
8537157 198051:01:8605 01/07/2019 08:48 Buy 0.50 BTC/USD 10,500.0 8600319
0.00326741 —
8536756 198051:01:8330 01/07/2019 08:30 Buy 0.50 BTC/USD 10,600.0 8600304
0.00394550 —
8536767 198051:01:8303 01/07/2019 08:30 Buy 0.50 BTC/USD 10,611.9 8600307
0.00100855 —
8544258 198051:01:8304 01/07/2019 08:30 Buy 1.00 BTC/USD 10,613.4 8600362
0.00444143 —
8541545 198051:01:8302 01/07/2019 08:30 Buy 1.00 BTC/USD 10,605.5 8600356
0.00831466 —

After this my margin fell below 80% margin cover, because I had only long positions opened. I could not open new short positions at this moment, due to the fact that my usable margin was negative.

At 14:49 you sent me big email with thanks and assuring you will pay compensation to cover lost due to this error.

Since then price was rising and my negative margin was decreasing.

At 17:10 I asked you to speed up compensation process. That small compensation of 0.6 BTC you promised before actually could save my account from liquidation, because I would get additional margin to open more short positions. <http://prntscr.com/o9kx3m>

At 18:56 you decided to close all my long positions, making damage of about: $6.33 - 1.15 = 5.18$ BTC

Please forward this time log for further analyze to the higher department.



Max Emerson (CEXBRO.COM)

Jul 2, 06:59 BST

Dear Volodymyr,

Thank you for your patience.

We are very sorry for delayed reply and would try our best to improve on responding speed.

We would like to notify you that 318 error appears when you are trying to close position, that was already terminated. It does not affect your account negatively in any way. For example it can appear when you clicked on close twice very fast and two orders for closure were sent, however only one was executed and second was rejected. If you encounter such 318 error again, it would mean similar issue happened and should not cause any problems either. We would try changing this error message for more comfortable one for our users in the future.

Here are some examples from your screenshots:

Position closure for 9067144:

2019-07-01T05:13:57.971Z – position is successfully closed by 9089559 order

2019-07-01T05:14:12.018Z – another try to close position with 9089572 order, that gave error 318

Position closure for 9027180:

2019-07-01T05:16:44.057Z – position is successfully closed by 9089559 order

2019-07-01T05:16:56.742Z – another try to close position with 9089596 order, that gave error 318

As you can see there are several second between orders and next one is always rejected with 318 error.

Issues with take-profit for some short positions not being able to be changed were most likely because of maintenance. It was a coincidence that when you tried to change take-profit we already had maintenance started, so you were not able to do so as most functions of our Broker system were already offline. However part of our system that looks after prices, stop-losses and take-profits usually stays operational if it is possible. It was done intentionally for our clients, so that users who placed take-profits and stop-loss for their positions did not miss the moment and had chance for positions execution, even if they could not have closed them manually for any reason, even during maintenance (if it is possible). Meaning that in case customer wants for position closure after reaching certain price without any additional actions, take-profit can be placed and system will close position when price is reached. That is exactly what happened in this case – your take-profit was executed when price reached amount you placed.

We understand that you claim that you were not able to change or cancel take-profit, however maintenance was already underway and all take-profits for all positions were operational and they may have been executed due to price change, as designed. We could not have done it any other way, as maintenance needs to be done at some point and for its duration lots of take-profits stay active on big number of positions. We are doing everything we can with best interest of our clients in mind for, and in this case we continued to follow prices and execute orders where stop-loss and take-profit reached designated level. We do so taking what is best for customers into account – to not miss stop-loss and take-profit price that was placed by a client.

If after the maintenance you saw your short positions already closed by your take-profit orders, but you wished to have active short positions still, you could have opened more short positions for same amount.

You mentioned that because of system malfunctioning you suffered loss of around 6 BTC. There were indeed issues from our side and they may have affected you negatively, however they could not have caused such loss amount as 6 BTC. We analyzed your trade history and see that most of damage was caused by big number of long positions, that were opened several days ago (around 27–29 of June), with buy price of approximately 12000–13000. It means that losses of such magnitude were not caused by current platform issues.

Also, you said that your account was wiped, however it is not so. Even after all positions closure you would still have more than 1 BTC on account to use.

All your long positions were closed some time ago automatically by system, due to margin requirements not being met. You contacted us earlier regarding issue of not being able to close long positions and there was indeed technical issue which prevented you from doing so. At that moment you could have requested manual closure of those positions via support, as such option always existed, however, we indeed did not give you such information immediately, and you could have missed that you had such choice. Taking it into account, we decided to analyze your long positions for possibility of partial compensation of your loss. In particular, to calculate it we considered that you wanted to close you long positions at price that was at market at the moment of your first request to us concerning this matter, because price at that time was more profitable for closure than one your positions were terminated with. And acting in your interest we take high price from the 5 minute candle as executing one. Also we would account and compensate all rollover fees for those positions that happened after your first message on this issue. We will transfer this information to relevant department for reimbursement counting and in nearest time will make compensation, along with details of our calculations.

In process of your account problems resolution we found out that you currently have 10 active short positions on 0.25 each. Those positions are profitable at the moment so we are not sure if you did open such positions and whether you had intent to open such shorts, or they were opened accidentally due to system malfunction.

We need to get your response as soon as possible, whether you want to leave those positions on your account. If you indeed opened such positions and decided to let them stay on your account, no actions from your side are needed, just notify us about it and you of course could keep all PnL of these positions. If you have not opened them and want them removed from your account, tell us urgently and we will shut them down. If you will not reply to us regarding these positions for any reason and decide to execute other activities on your account we would consider you had intentions to open such

positions and that you decided to leave them on your account, they will also be counted as correct ones.

Thank you for understanding.

Kind regards,
Max Emerson
Customer Support Specialist
[CEX.IO](#)



Volodymyr

Jul 2, 01:42 BST

I forget to add screenshot with liquidation time: <http://prntscr.com/o9aowr>



Volodymyr

Jul 2, 01:22 BST

So to clear the chronological order:

At about 8:23 I decided to remove take profit price, because I saw that price will go down.

I was unable to perform this action – the terminal logged me out.

When I log in again it tried to remove take profit price again. It wasn't removed.

Then at 8:29 you saw this issue and put status on <https://status.cex.io/#>

<http://prntscr.com/o9aiyq>

Then DURING maintenance these positions were wrongfully closed:

8542405 198051:01:8621 01/07/2019 08:48 Buy 1.00 BTC/USD 10,501.3 8600359
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8537157 198051:01:8605 01/07/2019 08:48 Buy 0.50 BTC/USD 10,500.0 8600319
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8536756 198051:01:8330 01/07/2019 08:30 Buy 0.50 BTC/USD 10,600.0 8600304
0.00394550 —

8536767 198051:01:8303 01/07/2019 08:30 Buy 0.50 BTC/USD 10,611.9 8600307
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8544258 198051:01:8304 01/07/2019 08:30 Buy 1.00 BTC/USD 10,613.4 8600362
0.00444143 —

8541545 198051:01:8302 01/07/2019 08:30 Buy 1.00 BTC/USD 10,605.5 8600356
0.00831466 —

This error has led my account to be completely wiped out. And you say that issue could do only 0.6 BTC of damage.



Volodymyr

Jul 2, 01:06 BST

Hi. I went for a walk, when i come back I found message "Your account was cleared". So actual loss due to error of your system is more than 6 BTC. because I was trying to REMOVE take profit price, not close the position. If short positions remained open, my negative margin wouldn't fall so low that account should be cleared.

Im talking about these positions:

8542405 198051:01:8621 01/07/2019 08:48 Buy 1.00 BTC/USD 10,501.3 8600359
0.00518214 —

8537179 198051:01:8622 01/07/2019 08:48 Buy 0.50 BTC/USD 10,519.5 8600325
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0.00295306 —

8537157 198051:01:8605 01/07/2019 08:48 Buy 0.50 BTC/USD 10,500.0 8600319
0.00326741 —

8536756 198051:01:8330 01/07/2019 08:30 Buy 0.50 BTC/USD 10,600.0 8600304
0.00394550 —

8536767 198051:01:8303 01/07/2019 08:30 Buy 0.50 BTC/USD 10,611.9 8600307
0.00100855 —

8544258 198051:01:8304 01/07/2019 08:30 Buy 1.00 BTC/USD 10,613.4 8600362
0.00444143 —

8541545 198051:01:8302 01/07/2019 08:30 Buy 1.00 BTC/USD 10,605.5 8600356
0.00831466 —

as you can check they all were closed by take profit price, which I was trying to disable and was failing.

As for manual position closure, you told me about this 3 hours after my original message with description of error, at that point it was irrelevant already as price has changed significantly.

So as you can see if these positions weren't closed due to error in your system there would be no reason to clear all my account.

This is screenshot <https://prnt.sc/o97ag9> and you confirmed that what i see in terminal is what is real. So can you tell me please, why you wiped my account if after that time price was going up, so my negative margin was decreasing?



Max Emerson (CEXBRO.COM)

Jul 1, 23:34 BST

Dear Volodymyr,

Thank you for the response.

We would like to offer our apologies, however we do not have an option to speed up the compensation, as it has to be processed accordingly to the procedure and pass all necessary stages.

Also we would like to draw your attention to the fact that compensation is only available when loss in question is present and when it is relevant. As positions are yet to be closed at the moment, Realised Loss is not available, because while position is still opened, only Floating PnL is shown.

So compensation can only be done after position is closed and Realised PnL is displayed for it.

Amount of compensation that we mentioned earlier is rough estimation of what you would have gotten if all your positions were closed at the moment we told you about it first.

Please notify us which positions you wanted to close before, but were not able to due to technical issues on our platform. If you still wish to close them, we can do so for you, check all necessary data and compensate part of additional loss of such position(s) that you experienced because of inability to close them earlier. If you currently have no desire to close any positions, there is no realized loss (and compensations as such) for them at present.

Kindly ask you to specify which positions you tried to close, could not, and wish to terminate now.

Let us mention that we only liked to remind you regarding existing option to request manual position closure via our support, in case you cannot close them via web interface. In no way we urge you to do so, only mentioning that such service exists for our users.

Thank you for understanding.

Kind regards,

Max Emerson

Customer Support Specialist

[CEX.IO](https://www.cex.io)

Volodymyr



Jul 1, 22:10 BST

Could you speed up the process to deposit compensation to my balance?
In this case, probably I will have enough equity to open a couple short positions?



Volodymyr

Jul 1, 22:04 BST

Problem is that you already put me in a losing position:
In the morning, when I was unable to close orders, all I had to do – close just 1–2 long positions so that I would be able to open a couple of short positions.
And even this I shouldn't do if I was able to change "take profit" price of already existing short orders (but your system didn't allow me to do that).
Now, after 9 hours you offer me to close positions. At a totally different price. And I need to close almost all of them, lowering my balance 0.
Does that sound fair?



Max Emerson (CEXBRO.COM)

Jul 1, 21:49 BST

Dear Volodymyr,

Thank you for getting back to us.

As we see your current information displayed on CEX Broker is up to date and shows state of your account at the moment.

Currently on 01 Jul 2019 20:30 UTC your information shows as follows:

Current Balance 6.33436363

Equity 0.92796679

Floating PnL -5.40639684

Used Margin 2.55004718

Usable Margin -1.62208039

All your account data on this moment, including current opened positions are also available in file we attached to this reply.

Thank you for understanding.

Kind regards,
Max Emerson

Customer Support Specialist

[CEX.IO](#)

Attachment(s)

[BTC_up101875691_2_2019-07-01_20-30.html](#)



Volodymyr

Jul 1, 21:14 BST

Could you provide real information on my account state?

What is the total current balance?

What is the real used margin?

Could you send me an actual list of opened positions?



Max Emerson (CEXBRO.COM)

Jul 1, 21:00 BST

Dear Volodymyr,

Thank you for your swift reply.

We would like to inform you that compensation we will provide you should be enough to cover additional loss you experienced during period when you were not able to close positions.

In case you wish to close some or all positions now, please give us details which ones are you referring to and we will do so manually.

Waiting for your update and appreciate your understanding.

Kind regards,

Max Emerson

Customer Support Specialist

[CEX.IO](#)



Volodymyr

Jul 1, 20:31 BST

So should I be worried about the high negative margin that I have now on the account?

Since morning, due to technical issues, my margin has a very big negative value:

<http://prntscr.com/o97ag9>

Your guys offered me to close some positions on their side after 3 hours since I was experiencing problems, at that time I had 98 MC and couple short orders, that could keep all positions alive for a long time.

I'm sure that price will fall further to about 9800–9900 USD, meaning that my MC will fall even lower and positions will be forced to close, and I will be left with 0 balance.



Max Emerson (CEXBRO.COM)

Jul 1, 19:49 BST

Dear Volodymyr,

Thank you for contacting us.

We are sorry to hear that.

There is no doubt you should be not very happy with the situation you faced.

First of all, let us mention that on the screenshot you have provided us, are shown your open positions, they are not closed yet.

Let us also notify you that the information you may see in the terminal is what you have for this current moment and information in the statement shows data at a certain time in the past and, that is why these numbers may differ.

Also, we dearly sympathize with your position closing issue. However, you always have an option to request to close positions if, for some reason, you cannot close it yourself using a web terminal. To do this, you just need to specify the position that you want to close, after that dealer makes a quick check that you are the true account holder and if everything is fine, the position is closed at your request. We just wish to remind you that we have such service.

Once again, we are very sorry that you have encountered such issues. We assure you that matters connected to your account specifically are handled with the highest priority, as you are trading with great activity and with high volume.

At the moment, the issue with your account is identified, but we need more time to fix it. We cannot guarantee that you will face no issues again yet, but we are doing our best to solve those problems.

We are being honest with all our users, so we warn users that we still have beta testing of the broker platform, and this means that users may encounter some errors.

We want users to know the risks and view occasional temporary flaws of platform and

our efforts to make [CEX.IO](#) Broker better with understanding.

For now access to the platform is available only by invite to a limited number of people who requested Live account.

When we are sure that most of the errors and problems have been fixed and most of the wishes of users regarding the functionality have been taken into account, we will then announce that the beta testing has been completed.

We appreciate your loyalty and willingness to take all the advantages and risks of our new product – [CEX.IO](#) BROKER.

All [CEX.IO](#) strive to give our clients the best and the most enjoyable experience, no matter which aspects of our services it concerns.

As we are greatly thankful for your input for our platform and considering loss you encountered, we transferred request to our relevant department. Considering the issue you faced, you will be sent compensation in amount of 0.61893203 BTC in nearest time.

Let us know if there is anything else we can help you with.

Thank you for understanding.

Kind regards,
Max Emerson
Customer Support Specialist
[CEX.IO](#)



Volodymyr

Jul 1, 17:22 BST

I think the only real solution for you is to stop trade and revert all orders before the maintenance in the morning because after this maintenance your system is completely messed up.



Volodymyr

Jul 1, 17:17 BST

And this is what I see in the terminal, it clearly doesn't represent the real state of the account: <http://prntscr.com/o94prb>

**Volodymyr**

Jul 1, 17:15 BST

Finally, I managed to generate a statement and it shows tons of orders closed with big negative P/L

<http://prntscr.com/o94oda>

After HOURS that I was trying to close some of these positions manually at much higher price (with much less lost)

**Volodymyr**

Jul 1, 17:09 BST

Hi, thank you. Telling the truth, I don't know, should I deposit or not. The price has fallen significantly since I'm experienced errors and asked for your help. Now I have to deposit double of the amount I needed in the morning.

Considering the number of bugs and errors I encounter on a daily basis and that I can't close/open/change orders when I want to but only when your system is allowing me I really don't want to trust your system even more of my funds.

I don't really care if I lost all funds on the balance, but my trust in your platform has almost depleted.

That inability to close or change orders left me with a negative margin, there is no guarantee it will not happen again and again.

And your tech team just come up with the solution "clear cookies and restart browser", hilarious. Which I did but of course it didn't help because the problem is on the server side.

Now they are offering me to close positions manually from their side after 3 hours passed and price changed more than for 6%.

if you have any suggestions I would like to hear any from you.

**Volodymyr**

Jul 1, 16:43 BST

The situation hasn't changed, I cleared cookies and browsing data.

Log in again. Tried to close 1 position and nothing happened again.

Thank you very much for your generous offer to close the position manually but the problem is that price has fallen 700 USD, and now even if I close all my positions that won't help me.

Joe Wane (CEXBRO.COM)



Jul 1, 16:39 BST

Dear Volodymyr,

Thank you for your reply.

We kindly inform you that we get confirmation from our Higher Department. You may feel free to deposit more money to your CEX BROKER account.

Thank you for using CEX BROKER.

Best regards,

Joe Wane

Customer Support Specialist

[CEX.IO](#)



Morgan Larsson ([CEXBRO.COM](#))

Jul 1, 16:33 BST

Dear Volodymyr,

In addition to my previous message.

Please let us know whether the situation changed or not.

If the issue persists and you are still unable to close your positions, please provide the numbers of the positions you wish to close in your next response. We will close those positions for you manually from our side.

Looking forward to your reply.

Best regards,

Morgan Larsson

Customer Support Specialist

[CEX.IO](#)



Morgan Larsson ([CEXBRO.COM](#))

Jul 1, 16:24 BST

Dear Volodymyr,

Thank you for contacting us back.

We've been investigating the matter and we suppose the issue is related to your own browser.

Please go to your browser settings, clear your Web Browser cookies and internet cache, shut down your browser and re-open it.

In addition, please check if there are any issues with your internet connection.

If you have any additional questions please do not hesitate to contact us.

Best regards,

Morgan Larsson

Customer Support Specialist

[CEX.IO](#)



Volodymyr

Jul 1, 16:04 BST

Guys while you working on your issues my funds are in big danger

<http://prntscr.com/o93n4g>



Volodymyr

Jul 1, 15:25 BST

I have sent all the screenshots that I had taken. To look further you should probably check logs.

I can't even make a statement to send you IDs of positions where I was unable to change take profit price – statement generation throws errors.



Volodymyr

Jul 1, 15:18 BST

nothing was happening when I was trying to close orders or change take profit price:

<http://prntscr.com/o92ul5>

<http://prntscr.com/o92uvy>

As you can see no error messages, nothing. Just empty https request:

<http://prntscr.com/o92vfg>



Morgan Larsson (CEXBRO.COM)

Jul 1, 15:14 BST

Dear Volodymyr,

Thank you for your response and the provided screenshot.

We would kindly ask you to also provide a screenshot that shows the rejected orders and errors related to those orders.

We greatly appreciate your cooperation.

Looking forward to your reply.

Best regards,

Morgan Larsson

Customer Support Specialist

CEX.IO



Volodymyr

Jul 1, 14:37 BST

I can't close ANY position now, nor can I change any property of them (take profit price etc)

I would love to show you orders that were filled because I couldn't change their take profit price, but I can't even get a statement for 1 day: <http://prntscr.com/o924qd>



Joe Wane (CEXBRO.COM)

Jul 1, 14:26 BST

Dear Volodymyr,

Thank you for contacting us.

We are sorry for the inconveniences you have faced.

Could you please clarify what order you tried to close or change?

Also, in the future, we kindly ask you to clarify the position or the orders you mean.

Regarding your question about deposits, the relevant department is checking details of your case and soon will provide you with the answer.

Thank you for understanding.

Best regards,

Joe Wane

Customer Support Specialist

[CEX.IO](#)



Volodymyr

Jul 1, 14:06 BST

This was very upsetting when you put maintenance mode during great price change. I wanted to cancel take profit price for orders that I had, now they are filling my usable margin is negative.



Volodymyr

Jul 1, 13:55 BST

Hi, why can't I change or close orders?

I was trying to cancel take profit price for the order – it didn't work.

Then I was trying to close the position with negative P/L and I can't close it either.

Also, could you please allow deposit so I can add equity.

Thanks.

This email is a service from [CEXBRO.COM](#). Delivered by Zendesk.

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