



Hello and welcome to TradeZero's Quick Guide:

How to place \$0 commission orders:

- Order must be for 200 shares or more
- Stock must trade at \$1 or higher
- Order must be a LIMIT order at a price that is not marketable (immediate match)
- For more details go here: <https://tradezero.co/TrainingVideos>

Other important info:

- We do not trade stocks below .10 cents in share price.
- Stocks that trade below \$3 are not marginable, these are traded in cash only.
- Shorting is available for stocks that trade at \$1 or higher in price, not lower.
- Please pay attention to your overnight buying power if you would like to hold stock overnight in margin (overnight margin multiple is 2 to 1).
- Accounts holding more than 2 to 1 margin at 4pm risk being sold out.
- Short selling requires a margin account. Cash accounts cannot short sell.
- Position Concentration is maximum 75% of margin buying power for accounts with 6 to 1 leverage
- Accounts will be fully sold out if they reach 8% equity or \$99 in total equity remaining .

To learn how to locate stock to short go here: <https://tradezero.co/TrainingVideos>

NOTE: All located stocks carry a one time fee per share, which you can accept or decline before trading. Once you accept the fee, the account is charged and the shares are reserved for you to use from 7am till 8pm. Shares that are not used are still charged, no refunds will be issued. If you want to hold a located stock overnight please know that it is 5x the locate fee for the first night: (example: locate fee for 100 ABC is .01 = \$1 x 5 = \$5 for first night, then is x1 for the following nights). Once you have located a stock to short, you do not have to locate it again if you want to day trade it.

BuyingPowerResets

- For cash accounts (accounts under \$500 in equity) buying power will reset overnight.
- We allow one courtesy manual buying power reset per day. To request a reset please visit the chat in our website at www.tradezero.co
- Accounts that maintain a balance over \$500 have the buying power restored automatically for day trades on stocks trading at \$1 or higher only, when day trading stocks below \$1 the buying power will not be reset.
- When selling an overnight position the buying power must be reset manually for all accounts, or you can wait till the next following business day for the automatic reset.



Client Account portal

- Please login to the website and click on [check my account] then go to SEARCH > CASH JOURNAL to review your debits and credits. Software is charged every 1st of the month, and as soon as the account subscribes for it online.
- To review your commissions please login to the website and click on [check my account] then go to SEARCH > TRADES, day commissions are calculated at the end of the day and ready for the next day

Deposits:

- As soon as your first deposit comes in you will be notified via email with instructions on how to subscribe to the platform to go live.
- Please make sure to send us your wire confirmation details after you submit your deposit with your bank to ensure accuracy and avoid delays. Wires take up to 5 business days to process and you will be notified right away as soon as it is received.
- We only accept bank wires, no credit cards, no debit cards.

Trading Tips:

- Stop orders do not work when the market is closed, they must be placed during market hours.
- To execute orders in Pre and Post market sessions use LIMIT orders only with expiration GTX.
- Use a RANGE order if you want to send 2 orders against a position, if the account is long a position the HIGH will be the limit order, the LOW will be the stop order. If short it will be the other way around.
- When testing your stop orders, leave the order confirmation on if you do not want to execute, or use 1 share orders to test your stop orders via hotkey or via order entry window.
- Want to trade a breakout or break through ? Use a STOP order.

Optional Risk settings: available per request (Operational during standard market hours only 9:30am to 4pm est.)

- Accounts can have an optional daily Auto-Sell profit and loss limit enabled. (i.e: Daily profit and loss reaches negative -\$150, account will be suspended from trading)
- Accounts can be capped to trade a specific amount of shares per order (i.e: 200 shares per each order sent)

Chat Support Etiquette

- Always include your account # when engaging on the chat if applicable.
- Please be direct and concise for an effective support experience.
- Please be patient with our agents, our night shift team is different from our day team.
- No profanity please
- If you encounter bad customer support please ask for the name of the agent and forward feedback to our CEO directly at support@tradezero.co
- Demo support is provided via email at support@tradezero.co
- Only live trading accounts, general inquiries and paid demos are supported via the chat.