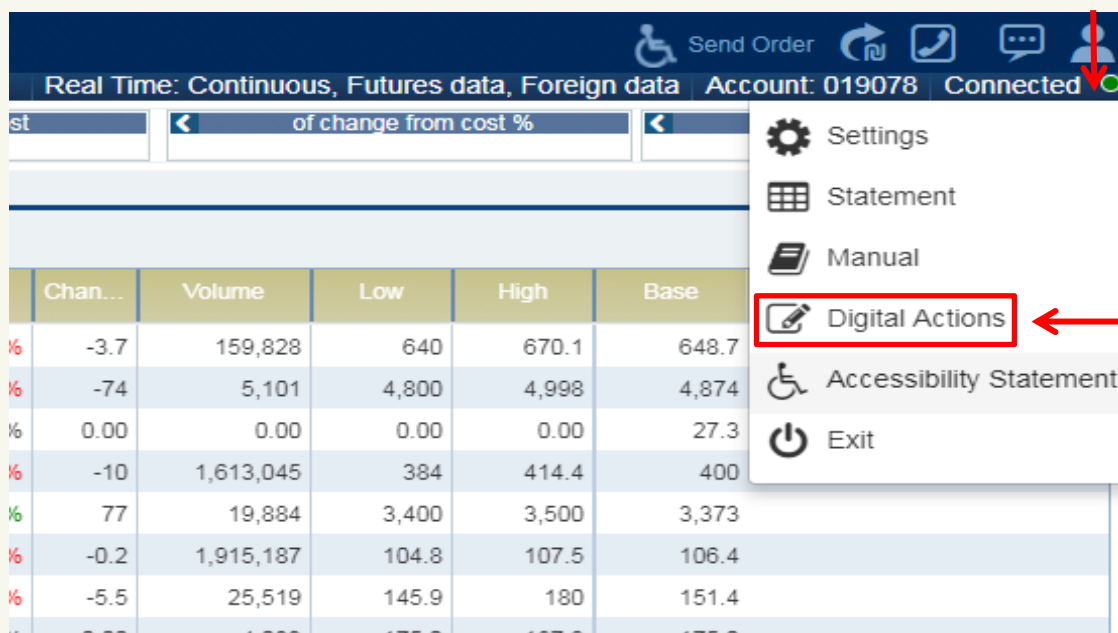


Sending Service Requests Directly via SPARK Trading Platform

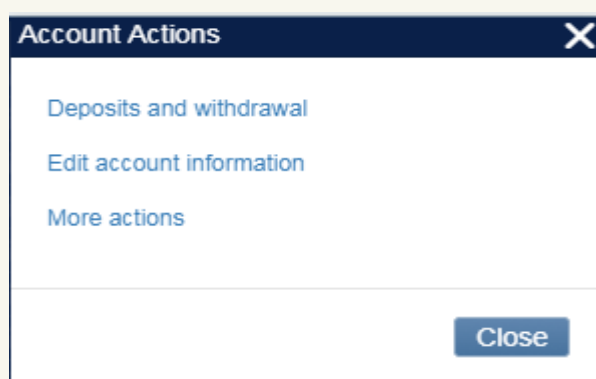
Besides trading, you will be able to send us service requests such as: Depositing or withdrawing funds, updating bank account details, foreign currency conversion and more.

This guide will explain how to submit these different requests directly from SPARK trading platform.

- On the top right hand corner of the page - clicking on the person icon will open a menu to the side. Choose 'Digital Actions'.



- Then a menu will pop up. Clicking on one of the options will show a menu with the chosen activity on a separate page.



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- On the opened page, click on 'Start'.



- Choose the requested activity and fill in the details.



- Finally, you will receive an e-mail and an SMS regarding the requested activity which was sent to customer service.