



Hikenex Exchange F.A.Q.

1. What is Hikenex Exchange?

- ➔ Hikenex is a modern service for accessing crypto currency and the exchange markets. Hikenex is convenient and an advantageous platform for trade, exchange of various cryptocurrencies, which can be used by both experienced traders as well as beginners.

2. How to Start Trading On Hikenex.Com?

- ➔ First, you need to create an account with Hikenex, and then add funds to your account. After that you can buy or sell cryptocurrencies using the currency pairs. You will always find the most profitable market rate for the purchase, sale and trade of your currency. Our service is fully automated and you have all the information about all public and private transactions.

3. Is Hikenex Safe To Use?

- ➔ Yes it is! Our main priority is to keep our customers personal data extremely safe and secure. We take great precautions and double check all security systems constantly monitoring for any activities.

4. What are the Fees at Hikenex Exchange?

- ➔ All trades have a **0.1%** fee applied to them, making it easy to execute and have profitable trades.

5. Can I buy cryptocurrency using VISA or credit card?

- ➔ No

6. How Do I Make My Account More Secure?

- ➔ Set a strong Password
- ➔ Set up a Two Factor Authentication (2FA).
- ➔ Use a Unique Email Address
- ➔ Avoid using shared or public devices and networks to access online services.
- ➔ Always log off after completing your activities.
- ➔ Never tell anyone your passwords.

7. What Is Two Factor Authentication (2FA)?

- ➔ Two Factor Authentication (2FA) is an extra layer of security designed to ensure that you are the only person who can access your account, even if someone knows your Password.

8. What Are The Different Types Of Two Factor Authentication?

- ➔ We strongly recommend that you enable 2FA on your account to ensure an added layer of security.
- ➔ Email – You can choose to be emailed a verification link so you can authorise each action via emails sent to your registered email address.



9. How Do I Close/Deactivate/Delete My Account?

- ➔ If you wish to close/deactivate your Hikenex account, you will need to raise a support ticket and our support staff will permanently disable your account. You cannot delete your own account for security reasons.

10. Why Hasn't My Deposit Arrived In My Hikenex Account?

- ➔ If you have made a deposit to an address in your Hikenex account, and you cannot see it in your wallet, there may be a number of reasons. Raise a ticket with subject "Missing Deposit" and wait for answer from support agent.

11. My Deposit To Hikenex Account Is Not Confirmed, Why?

- ➔ Blockchain transactions are not instant and require verification via 'Confirmations'. The Confirmations occur when transactions are confirmed to be legitimate by miners. This confirmed block will be added to the Blockchain and continues to be confirmed as new blocks are added. We are not performing these Confirmations or have any control over the time in which these Confirmations are completed. The Confirmations are completed by miners on the Blockchain. Transactions with higher fees will be far more likely to be added to a block first.