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## Message From Markets.com

1 mensaje

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**Markets.com** <support@markets.com>  
Responder a: Markets.com <support@markets.com>  
Para: yhari.hj@gmail.com <yhari.hj@gmail.com>

vie., 22 feb. 2019 a las 17:09

##- Por favor, escriba su respuesta por encima de esta línea -##

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**Vasil H. (Markets.com)**

22 feb. 18:09 EET

Dear Hilario Jurado,

Note that you currently do not hold an account with Markets.com.

Furthermore, in the information that you provided we see that you are referring to [marketsx.co.uk](http://marketsx.co.uk) – this website has no connection to Markets.com and Safecap Investments Limited (“Safecap”).

It has been brought to our attention this website seeks to unlawfully impersonate Safecap Investments Limited and our official website. We have posted a [public warning](#) for this and other brands, and we would advise you not to engage with them, as representatives of such websites contact you with the intention to defraud. We advise you to report your case to local authorities.

Safecap operates only the website [www.Markets.com](http://www.Markets.com) and our official email domains are:

[@MARKETS.COM](#);

[@MARKETSMAIL.COM](#);

[@SAFECAPLTD.COM](#).

Do not engage or respond to any communication that is not from the official email domains mentioned above.

We remain available should you need further assistance.

Best regards,  
Vasil H.  
Customer Support

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[yhari.hj@gmail.com](mailto:yhari.hj@gmail.com)

22 feb. 15:14 EET

Hola me gustaría me llamarais por teléfono en español 34 630543314 para haceros alguna pregunta sobre la cuenta que tengo con vosotros en:

<https://clientzone.marketsx.co.uk/en/authentication>

Saludos

El jue., 21 feb. 2019 18:36, Markets.com <[support@markets.com](mailto:support@markets.com)> escribió:

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[yhari.hj@gmail.com](mailto:yhari.hj@gmail.com)

21 feb. 19:36 EET

Email: [yhari.hj@gmail.com](mailto:yhari.hj@gmail.com)

Name: Hilario jurado

Phone: 630543314

Type of Query: Platform query

Subject: Consulta sobre una cuenta vip

Description: Hola, Soy Hilario jurado de España con DNI 30575528H estuve unos años haciendo inversiones con vuestra plataforma,hace unos meses e hecho un contrato online sobre una cuenta vuestra de market para clientes

VIP y he tenido un problema al querer cancelar la cuenta y pagar el 20% de los beneficios me dicen que lo que e pagado se han equivocado y lo han puesto como bonificación en cuenta y al equivocarse ellos me dicen que hay que pagarlo otra vez y no me parece normal lo que está pasando,os adjunto el contrato que hice ,y la pantalla de mi cuenta.Necesito que alguien me confirme que algo así pueda pasar . Un abrazo

Archivos adjuntos

[2019-02-21 18.26.58.jpg](#)

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HIGH RISK INVESTMENT WARNING:

This information is not and should not be construed to be investment advice. It is communicated to you for general information purposes only and does not have regard to your particular investment circumstances or objectives.

Contracts For Difference (“CFDs”) are complex instruments and come with a high risk of losing money rapidly due to leverage. 73% of retail investor accounts lose money when trading CFDs with this provider. You should consider whether you understand how CFDs work and whether you can afford to take the high risk of losing your money. Please read the [Risk Disclosure Statement](#) which gives you a more detailed explanation of the risks involved.

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Depending on the country of your citizenship or permanent residence, we may be required under the applicable local laws, rules and regulations to offer you certain additional

protection mechanisms (such as a guaranteed stop loss mechanism) or impose additional restrictions on your trading. You must carefully review our [Investment Services Agreement](#) for the details of such protections or restrictions that may apply to you.

Please refer to the [Investment Services Agreement](#) and the [Privacy Policy Statement](#).

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