

# Frequently Asked Questions

## 1. What is the Bitcoin A-Trade Platform?

- The Bitcoin A-Trade Platform is a crypto-currency exchange which is based in London, UK.

## 2. What are the exact trading options Bitcoin A-Trade offers?

- Bitcoin to Paypal, Bitcoin to Skrill, Bitcoin to Bank
- Litecoin to Paypal, Litecoin to Skrill, Litecoin to Bank
- Ether to Paypal, Ether to Skrill, Ether to Bank

## 3. Which currencies can be traded?

- Bitcoin to USD, Bitcoin to EUR, Bitcoin to GBP.
- Litecoin to USD, Litecoin to EUR, Litecoin to GBP.
- Ether to USD, Ether to EUR, Ether to GBP.

## 4. Is there any fee?

- Yes. We have a fixed fee of 6 USD / 5 EUR / 4 GBP per transaction. This is the only fee; there are no extra and no hidden fees.

## 5. Is there any verification procedure?

- No. We do not ask for any personal documents and we do not require our clients to verify their identities in order to use our service.

## 6. Do I have to register in order to use your service?

- Our website is simple and effective. You do not have to register in order to use our service.

## 7. What is the minimum/maximum amount I can trade?

- There is no minimum amount for trading. The maximum amount per transaction is: 1000 Bitcoin / 120000 Litecoin / 40000 Ether.

8. Do you have any level of security?

- Yes. All supplied sensitive information are transmitted via Secure Socket Layer (SSL) technology and then encrypted into our database. We do not keep any sensitive information for longer than 60 days.

9. How long do I need to wait for my payout?

- We offer instant payout for the transactions which go through Paypal/Skrill. The Bank transactions take 1-2 days.

10. What is the exact value for BTC/LTC/ETH in USD/EUR/GBP?

- We offer one of the best prices on the market. We always top our competition for at least 1%. You can check the exact prices in the top right corner of our website.

11. Are there any benefits for frequents customers?

- Yes. We offer benefits for our frequent customers. We also offer daily bonuses which apply to all customers.

12. What information do we collect?

- When you visit and use our website, you may be asked to enter your e-mail address. You may, however, visit and use our site anonymously.

13. I have more questions which are not answered here. How can I reach you?

- You can reach us at our email [contact@bitcointrade.com](mailto:contact@bitcointrade.com)