

Today

Klaudia. O



Good morning :) I am looking to find out more information regarding your broker, please.

11:24 AM

Hugo's Bot

Hello there! I'm Hugo's Bot. Before we go ahead, can I get your email address?



11:24 AM

Klaudia. O



I do not have one yet.

11:24 AM

Hugo's Bot

Oops.. Can you enter a valid email address?



11:24 AM

Klaudia. O



I do not have one yet.

11:24 AM

Hugo's Bot

Hang on Guest! I will get the right person from my team to help you out.



11:24 AM

Klaudia. O



Thank you.

11:24 AM

Conversation was assigned to **Cressida C** by Cressida C

Cressida C

Good morning, thank you for contacting us. How are you today?



11:26 AM

Klaudia. O



I am doing very well, thank you for asking. And you, Cressida?

11:26 AM

Cressida C

Glad to hear! I'm doing good myself. How can I help you today?



11:27 AM

Klaudia. O



I would like to know more information regarding your broker.

Are you able to guide me on how to sign up successfully and also verify the email address on my account?

11:28 AM

You can find this information on our FAQ page but if you seek my assistance then sure.



Please click the following link to sign up with us: <https://app.hugosway.com/signup>  
You will need to confirm your email and enter your details on the sign-up page.

Once you are happy and ready to go, you can then download a MetaTrader account directly through our website.

11:29 AM

Klaudia. O



I have had a look at the FAQ'S already, however, I was thinking if you can guide me through this in more detail.

Is there anything else I need to do apart from what has been advised in your previous message? I want to make sure that I do this successfully as I am really looking forward

11:30 AM

Cressida C

First, I would like you to click on the link that I already sent above,



11:30 AM

Klaudia. O



Can you re-send it again, please? I am having trouble locating it.

11:31 AM

Then you should be guided on the rest of what you need to do.



Kindly just scroll above.

It has been a while since your last message, I wanted to check and see if you require any further help. Can I assist you with anything else whilst we are on chat?

11:31 AM

Klaudia. O



I am unable to get into the link sent above, is there an alternative or if I may kindly ask you to try and send it again.

Please be patient with me. I have other questions I would like to us and become a customer of yours.

11:32 AM

Cressida C

No worries! I will send you the link again.



11:32 AM

Klaudia. O



Thank you.

11:32 AM

Cressida C

Please click the following link to sign up with us: <https://app.hugosway.com/signup>  
You will need to confirm your email and enter your details on the sign-up page.



Once you are happy and ready to go, you can then download a MetaTrader account directly through our website.

11:32 AM

Klaudia. O



Please allow me a moment to read your message and be patient.

11:34 AM

Cressida C

Kindly note that if you take long the chat will close out.

11:35 AM

Klaudia. O



From there then, do I give the IB to my friends?

I am reading your message and trying to understand.

11:35 AM

Cressida C

Yes. that is correct.

11:36 AM

Klaudia. O



Great. Do you guys have people in charge regarding affiliates/ Will I be getting my own affiliate manager?

11:36 AM

Cressida C

Kindly note that we would not have this information.

11:36 AM

Klaudia. O



Thank you!

11:32 AM

Cressida C

Would you like me to keep the chat open until you do so?

11:33 AM

Klaudia. O



I will take care of it myself, thank you. However, I would like to know, once I am successfully signed in, how do I refer my friends to your platform?

And what do I get for referring my friends?

11:33 AM

Cressida C

You are most welcome! I am glad I was able to help out.

If you are interested in becoming an Affiliate, please click on the "Refer A Friend" tab in your Hugo's Way Account and click on the "Activate IB" button. You will receive an email to get started immediately.

Are you still with me?  
This chat will time out after 5 minutes if you do not respond.  
If you wish to proceed please reply to this chatbox.

11:34 AM

Klaudia. O

You do not know if I will have an affiliate manager or not?

K

**Klaudia. O**

📍 Santa Venera, Santa Venera, Malta

Email : klaudia.o@arringo.com

Phone : Not available

my own affiliate campaign manager

I would like to know if this is true or not before signing up to be an affiliate.

Cressida C

How am I supposed to know that Bobbing Doberman without the support pin?

11:38 AM

Klaudia. O

Are you calling me names? I am not sure that this good customer service to people who are interested in joining your broker.

I already told you I do not have an account, I would like general information regarding an affiliate. I asked if I will have my own affiliate manager not if I already have one. Of course I do not have one if I do not have an account. You do not need a support pin for that.

I am saying what your website is stating and I want to know if that is true.

11:40 AM

Cressida C

My apologies. Kindly note that you will get that information once you become an affiliate.

11:40 AM

Klaudia. O

That is much better.

11:40 AM

Cressida C

Glad I could help.

Is there anything else I can assist you with today whilst we are on this chat?

11:41 AM

Klaudia. O

I am now having doubts with signing up to your broker. Is there a demo account I can try before going ahead?

11:41 AM

Yes definitely!

To create a demo account, please click on the following link:

#### [Open a Demo Account](#)

You will then be redirected to our web trader.  
Click on "File" and "Open a Demo account"  
Fill in the requested information then click "Next".

Once completed you will see a box on the screen with your Demo account login credentials.  
There will be two passwords, to trade, please use the "Trader" password, the "Investor" password is "Read Only" mainly used for mentors.  
Also, please make sure that you are connecting to the [demo.hugosway.com](https://demo.hugosway.com) server as specified in the field with your login credentials.

Click "Complete" and you will be automatically logged in to the Demo account.

**Kindly note that the login details for your Demo account are only provided once, upon account creation. We do not store credentials for Demo accounts on our database, therefore you are kindly requested to save the login ID and password somewhere accessible. That being said, if you misplace the password, you are free to create a new Demo account.**

11:41 AM

Klaudia. O

Cressida, I am sure that you did not type all of this information within the minute that you had send the message.

The message is too long and the chat box is so small

please give me a few minutes to read

11:42 AM

No worries! Take all the time you need.



11:42 AM

Klaudia. O



Thank you. Please, stay on the chat with me.

11:43 AM

Cressida C

Please take your time. I'll be here waiting!



11:43 AM

Klaudia. O



Got it. One last thing, If I am placing my funds into Hugo's Way. How do I know for sure that my funds are safe and secure?

11:44 AM

Cressida C

You should trust us because our other millions of clients do.



11:45 AM

Klaudia. O



That is not a valid reason to give me when I will be putting my money into this account not knowing whether they are safe or not.

I am definitely having second thoughts now

Also, I asked earlier what do I get for referring my friends and you ignored my question

11:46 AM

Cressida C

Are you scared of your \$15 getting lost?



11:46 AM

Klaudia. O



Can you answer that for me?

11:46 AM

Cressida C

Kindly respond to the message above first.



11:47 AM

Klaudia. O



I am interested in putting more than 15 dollars into my account, however, because of you I am not fully interested now in doing business with you

11:47 AM

Cressida C



As a Master Affiliate, we offer \$2 per traded lot from all referrals sent by you. This is uncapped, meaning your affiliate commission earning potential is limitless.

You'll not only benefit from your own referrals, but also from any new traders referred by your own clients. You will gain a percentage for each level filled within the commission structure. This can increase to \$2.50 per lot traded within the 5 Level Commission Structure.

The structure reaches up to level 5.

Could you kindly clarify how much you are gonna deposit?

11:48 AM

Klaudia. O



Thank you, I believe that this information could have been provided to me the first time I asked. I did not need to ask you again.

I was going to deposit my first 100 dollars into my account.

11:48 AM

Cressida C



I would suggest not being rude toward me. I am just trying to help.

You do not want my help now?

11:49 AM

Klaudia. O



You were rude first, Cressida. I am disappointed as I have heard good things about your customer service but my chat with you has not been really pleasant.

I was very excited in becoming a customer however now I am not so sure.

Is there anything else you suggest me doing as a first time customer to hugos way?

11:50 AM

Cressida C



I apologise as I have been having a bad day:)

Would you like me to clarify anything for you?

11:50 AM

Klaudia. O



No worries, we all have bad days, however, I was expecting a much more polite and helpful approach.

11:51 AM

Cressida C



I would be more than happy to do so!

11:51 AM

Klaudia O



Yes. Is there anything else you suggest me doing as a first time customer to hugos way?

11:51 AM

Cressida C



The first thing I would suggest is to create a Demo account as this will help you in your trading journey.

11:51 AM

Klaudia O



Perfect. I will take your advice then, Cressida.

That is all.

11:52 AM

Cressida C



Great! I'm happy to hear that.

11:52 AM

Klaudia O



Thank you for your help. Have a good day

11:52 AM

Cressida C



May I help you with anything else while we are speaking today?

11:52 AM

Klaudia O



No that is al

11:52 AM

Cressida C



It has been a pleasure speaking with you today.

Should you require any further assistance please do not hesitate to contact us, we are always happy to help. We are available 24/7 via chat, Emails, or Callback requests. Alternatively, you can find further information on our FAQ page.

Have a lovely day and take care!

11:52 AM

✓ Resolved by Cressida C

New Custom - Sign-up

🚩 Marked as not helpful by klaudia. o

