

FREQUENTLY ASKED QUESTIONS MARKET DATA SUBSCRIPTION PROCEDURE & REBATES

We have compiled a list of frequently asked questions where you can find answers to the most relevant questions you may have. Please contact your Account Manager if you have any further questions or require more information.

FAQ – REQUIREMENTS FOR SUBSCRIBING TO REAL-TIME MARKET DATA & NEWS

1. [Why do I have to subscribe to Real-Time Market Data?](#)
2. [I have two logins – what do I do?](#)
3. [I have two accounts – how are my rebates calculated?](#)
4. [Which Products do the subscriptions cover?](#)
5. [Which Exchanges do the subscriptions apply?](#)
6. [How do I subscribe to Real-Time Market Data?](#)
7. [What is the cost for subscribing to Real-Time Market Data?](#)

FAQ – REBATES OF SUBSCRIPTION FEES FOR ACTIVE CLIENTS

8. [How do I qualify for Exchange Market Data Subscription Fee rebates?](#)
9. [When will Saxo Bank start to rebate my Exchange Market Data Subscriptions?](#)
10. [Which Products/Services do the rebates apply to?](#)
11. [Which Exchanges do the rebates apply to?](#)
12. [Where can I see my rebates?](#)
13. [I did not get a rebate - why?](#)

FAQ –REQUIREMENTS FOR SUBSCRIBING TO REAL-TIME MARKET DATA & NEWS

1. [Why do I have to subscribe to Real-Time Market Data?](#)

Real-Time Market Data allows you to trade based on the most recent price information in the market and gives you access to real-time data including Best Bid/Ask, Market Depth (for stocks), Charts etc. If you do not subscribe to real-time data for an exchange then delayed data will be displayed in your trading platform for those markets where delayed data is free. This also applies to futures exchanges except that for some futures exchanges market data is free.

2. [I have two logins – what do I do?](#)

Each login (or userID) is subject to monthly subscription fees. If for example you have two logins accessing a single account then you must manage your data subscriptions separately and per login. Your account will be charged on a monthly basis per user ID having access to the real-time price feed.

3. [I have two accounts – how are my rebates calculated?](#)

If you have a single login (or userID) accessing more than one account then your trading across all accounts will be combined to generate your rebates.

4. [Which Products do the subscriptions cover?](#)

If you subscribe to real-time market data you will get access to real-time information on stocks and/or CFDs depending on Saxo Bank's offering for the specific exchange. This includes futures exchanges.

5. [Which Exchanges do the subscriptions apply?](#)

Subscriptions apply to all CFD/stock exchanges offered.

6. [How do I subscribe to Real-Time Market Data?](#)

The Subscription Tool will be available within the Saxo trading platforms and can be found in the Account menu. A Subscription Tool guide is available [here](#).

7. [What is the cost for subscribing to Real-Time Market Data?](#)

In the tool you will find a list of exchanges that we offer including price information for each service. Please note that all these fees are charged on a monthly basis and per user ID enabled for live prices.

FAQ – REBATES OF SUBSCRIPTION FEES FOR ACTIVE CLIENTS

8. [How do I qualify for Exchange Market Data Subscription Fee rebates?](#)

If you trade the required minimum number of trades per calendar month then the applicable data fee for that exchange will be rebated in arrears to your account. The minimum number of trades can be comprised of any CFD or stock trades.

Rebates only apply to Real-Time Level 1 market data to non-professional subscribers (retail clients) actively trading CFDs and stocks. Professional subscribers will not be eligible for rebates. Level 2 data subscriptions are also not eligible for rebates.

9. [When will Saxo Bank start to rebate my Exchange Market Data Subscriptions?](#)

Rebates for active clients will be calculated in early each month once the trading data for the billing period becomes available. For example in early September we will process subscription fee rebates for August. Subscription fees will always be billed in advance for the upcoming/current month. Rebates will always be processed for the preceding month.

10. [Which Products/Services do the rebates apply to?](#)

The minimum number of trades can be comprised of any CFD or stock trades. Trades in Index Tracking CFDs do not count towards data fee rebates. Likewise you do not need to subscribe to market data to view live prices on Index Tracking CFDs.

11. [Which Exchanges do the rebates apply to?](#)

The rebates apply to all equity exchanges offered by Saxo Bank.

12. [Where can I see my rebates?](#)

Your rebates can be seen in the Account Summary. With time your rebates will also be shown in the Subscription Tool.

13. [I did not get a rebate - why?](#)

A rebate is only offered if you are a non-professional subscriber and reach the minimum number of trades required for the specific exchange. See Question 11.