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Reason for Outage (RFO) – FXCM Statement

On the 12th of January, between 09:48 – 10:22 EST (14:48 – 15:22 GMT), there was a confirmed issue on CFD instruments within the particular pricing stream your account trades on for these products. During this timeframe, the prices on all CFD instruments via your connected price stream were not updating, which also prohibited the execution of orders on these products at the time. The issue was resolved at 10:22 EST after which time the execution of all CFD products via this price stream returned to normal. FXCM is addressing this particular issue by enhancing price stream redundancies to prevent similar instances like this in the future.

Please note that the execution of FX instruments on live accounts continued as normal during this time. However, as a result of this matter all Demo accounts had similar pricing issues for both CFD and FX instruments.

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