



Kashif Mukhtar <kashif.muk@gmail.com>

Exness - Web, Meta, Mobile App all down

2 messages

Exness Support <support@mail.exness.com>

Wed, Mar 19, 2025 at 7:27 PM

To: "kashif.muk@gmail.com" <kashif.muk@gmail.com>

Dear Kashif Mukhtar Mukhtar,

Thank you for contacting the Exness complaints team.

We have carefully reviewed the execution of positions #769727577, #769779055, #769737698, #769733837, #769734440, #769485285 & #769477095 in trading account 171709804, and the result is as follows:

Please be informed that the Exness trade app, Exness website, and the trading server Exness-MT5Real2 were working without any difficulties as clients were connected and could successfully perform trading activities and manage their trading positions during the active time period of the positions in question.

Moreover, our technical team has reviewed both the journal and log history but **there were no execution irregularities nor any unsuccessful attempts found during the investigation.**

Taking everything into consideration, we confirm that the positions in question were executed correctly by the trading server.

Thus, the decision has been made to leave the result unchanged.

The decision is based on clauses 1.1, 1.3, and 1.4 of our [Client Agreement](#) (Part C), whose conditions have been accepted by every client upon creating an account with Exness:

1.1 The Client is solely responsible for providing and maintaining the compatible equipment necessary to access and use the Trading Platform, which includes at least a personal computer, Internet access by any means and telephone, or another access line. Access to the Internet is an essential feature and the Client shall be solely responsible for any fees necessary in order to connect to the Internet.

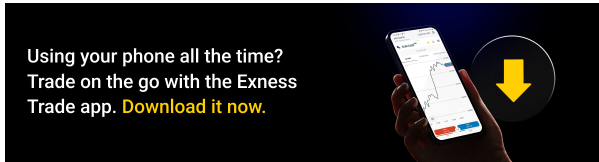
1.3 The Company will not be liable to the Client should his computer system fail, damage, destroy, and/or format his records and data. Furthermore, if the Client incurs delays and any other form of data integrity problems that are a result of his hardware configuration or mismanagement, the Company shall not be liable.

1.4 The Company will not be liable for any such disruptions delays or problems in any communication experienced by the Client when using the Trading Platform.

Please do not hesitate to contact us for further inquiries.

Best regards,
Muzzammil Mansoor Sabri
Exness | Support Team

support@exness.com
+357 25 030 959



----- Original Message -----

From: Kashif Mukhtar [kashif.muk@gmail.com]

Sent: 19/03/2025 16:20

To: support@exness.com

Subject: Re: Exness - Web, Meta, Mobile App all down

Hi Exness,

To resolve the dispute amicably, you are requested to provide the following specific details from your investigation

- **Execution timestamps** for the affected trades to verify delays.
- **Server-side logs** that confirm execution flow without delay.
- **Latency reports** from Exness-MT5Real2 at the time of these trades.
- **Any evidence** that counters the factual delays I have presented.

I would appreciate a transparent and data-backed response rather than a generic reference to the Client Agreement. Please share the requested information at your earliest convenience.

Looking forward to a factual response.

Best regards,
Kashif Mukhtar

--

On Tue, Mar 18, 2025 at 12:25 PM Exness Support <support@mail.exness.com> wrote:

Dear Kashif Mukhtar Mukhtar,

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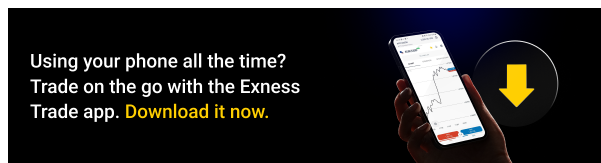
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Please do not hesitate to contact us for further inquiries.

Best regards,
Kennedy Ngina
Complaints Specialist

support@exness.com
+357 25 030 959





----- Original Message -----

From: Kashif Mukhtar [3d46f805c3404f1b8ed65f2fee2a4d36@exness.io]

Sent: 17/03/2025 22:06

To: account.management@exness.com

Subject: Re: Exness - Web, Meta, Mobile App all down

Hi Exness Team,

Noted, and thank you for the update—much appreciated!

Best regards,
Kashif

On Mon, Mar 17, 2025 at 5:22 PM Muzamil Shaikh <muzamil.shaikh@mail.exness.com> wrote:

Dear Kashif Mukhtar Mukhtar,

Greetings from Exness!

Thank you for sharing the log files.

Please be informed that your case has been forwarded to our specialist team for further investigation. Your case reference number is **11730817**.

You will receive an update via email once there is progress on your case, typically within **5 working days**.

We truly appreciate your patience and cooperation while we look into this matter.

If you have any further questions or need assistance in the meantime, please feel free to reach out to us.

Thank you!

Best regards,
Muzamil Shaikh
Exness | Client Relationship

Support@exness.com

**Xevera - an outsourcing partner of Exness**

General Risk Warning for CFD Trading CFDs are leveraged products. Trading in CFDs related to foreign exchange, commodities, financial indices and other underlying variables, carry a high level of risk and can result in the loss of all of your investment. As such, CFDs may not be appropriate for all investors. You should not invest money that you cannot afford to lose. Before deciding to trade, you should become aware of all the risks associated with CFD trading, and seek advice from an independent and suitably licensed financial advisor. Under no circumstances shall we have any liability to any person or entity for (a) any loss or damage in whole or part caused by, resulting from, or relating to any transactions related to CFDs or (b) any direct, indirect, special, consequential or incidental damages whatsoever.

----- Original Message -----

From: Kashif Mukhtar [3d46f805c3404f1b8ed65f2fee2a4d36@exness.io]

Sent: 14/03/2025 13:36

To: account.management@exness.com

Subject: Re: Exness - Web, Meta, Mobile App all down

Hi,

Please find attached logs

Thanks

Kashif

On Fri, Mar 14, 2025 at 8:09 AM Amar Khan <amar.khan@mail.exness.com> wrote:

Dear Kashif Mukhtar,

Thank you for contacting Exness!

We appreciate your cooperation for providing the trade data.

We kindly request to provide the log files to assist us in our investigation. Please refer to the following link for instructions on how to retrieve the log files: [LINK](#).

If there is any other inquiry please do not hesitate to contact us.

Thank you.

Best regards,

Amar Khan

Exness | Client Relationship

support@exness.com

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----- Original Message -----

From: Kashif Mukhtar [3d46f805c3404f1b8ed65f2fee2a4d36@exness.io]

Sent: 13/03/2025 19:01

To: account.management@exness.com

Subject: Re: Exness - Web, Meta, Mobile App all down

Dear Faraz,

Firstly, I am not expecting any positive outcome for myself. However, I hope this data can be used to improve your services.

Let's clarify the actual situation:

- **Total Loss:** \$1800
 - **Loss 1:** \$1670 – From Day 1 to 7th March night, I take full responsibility as this was a trade loss, and Exness was functioning perfectly.
 - **Loss 2:** \$130 (7th mid night to 10th March) – Exness is fully responsible for these losses due to trade delays, as clearly demonstrated in the sample video. I had no control over these issues.

Let me be honest—it's humanly impossible to recall the details of all these hundreds of trades. Therefore, I will provide a few samples with an error margin of approximately $\pm 10\text{-}15\%$.

Order ID: 769727577 - Negative Outcomes by delay

The hedge order was not placed within 49 seconds, resulting in a stop-out **-\$14.98**. A few seconds later, a pop-up appeared stating that the account did not have the required balance, meaning it took around 64 seconds from placing to execution the order.

Order ID: 769779055 - Positive Outcomes by delay

I closed the trade at +0.25, but the delay caused it to execute at **+\$1.35** (32 Seconds took)

Order IDs: 769737698 769733837 769734440 - Negative Outcomes by delay

I closed them all under -2.00, but the delay caused it to execute at **-\$14.00** (Average 78+ Seconds delay in each trade)

Order IDs: 769485285 769477095 - Negative Outcomes by delay

The hedge order was not placed within 38, 42 seconds, resulting in a stop-outs. **-\$28**

List goes on with as few more samples

769460216 = **-\$12.20**

769422591 = **-\$11.59**

769409786 = **-\$11.34**

and still goes on

This might be a coincidence, but delays resulted in losses 85% of the time, rather than profits.

Final Thoughts: From 7th to 10th March, trading on Exness felt like riding a volatile and uncontrollable wild horse that refused to follow my instructions, with its sole aim being to throw me off. This fight was futile, I chose to dismount and walk away with my sanity intact.

Kind Regards,
Kashif Mukhtar

On Thu, Mar 13, 2025 at 1:21 PM Faraz Ahsan <faraz.ahsan@mail.exness.com> wrote:

Dear Kashif,

Thank you for contacting Exness.

Thank you for your response and for taking the time to compile the relevant details. We appreciate your cooperation and understand your concerns regarding the delayed order execution.

We will be waiting for your response with the trade data. Additionally, if you could provide us with the log files, it would greatly assist in our investigation. You may refer to the following link for instructions on how to retrieve the log files: [LINK](#).

If there is any other inquiry please do not hesitate to contact us.

Thank you.

Best regards,

Faraz Ahsan
Exness | Client Relationship

support@exness.com
+357 25 030 959



Xevera - an outsourcing partner of Exness

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----- Original Message -----

From: Kashif Mukhtar [3d46f805c3404f1b8ed65f2fee2a4d36@exness.io]
Sent: 13/03/2025 06:59
To: account.management@exness.com
Subject: Re: Exness - Web, Meta, Mobile App all down

Dear Faraz Ahsan,

Thank you for your response. I appreciate your willingness to address the issues.

Had your support team responded promptly on 8th March, I could have provided the trade data sooner. I am currently compiling the relevant details and will share once ready.

Please note this account incurred a loss of over -1800 USD, largely due to trade losses unrelated to any fault of Exness.

However, I began experiencing delayed order execution issues starting from the mid night of 7th March, on 8th it went completely down for almost 3+ hours and then non stop losses caused by Exness ordering delayed which ultimately led me to discontinue using Exness on 10th March.

I trust this information aids your investigation.

Best regards,

Kashif

On Thu, Mar 13, 2025 at 9:13 AM Faraz Ahsan <faraz.ahsan@mail.exness.com> wrote:

Dear Kashif,

Greetings from Exness.

Thank you for sharing your honest feedback with us. We sincerely regret that your experience with Exness did not meet your expectations, and we truly understand how frustrating it must have been to face challenges with the platform and support.

At Exness, we continuously strive to improve our services, and your insights are invaluable in helping us identify areas where we can enhance our client experience. We would love the opportunity to make things right for you. If you're open to it, we kindly request that you provide us with the Order ID(s) of the trades where you faced issues. This will allow us to investigate further and see if there's anything we can do to assist you better.

We value your time with us and would be happy to address any lingering concerns to provide you with the seamless trading experience you deserve. If there's anything we can do to regain your trust, please don't hesitate to let us know.

Thank you.

Best regards,

Faraz Ahsan

Exness | Client Relationship

support@exness.com

+357 25 030 959



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----- Original Message -----

From: Kashif Mukhtar [3d46f805c3404f1b8ed65f2fee2a4d36@exness.io]

Sent: 12/03/2025 19:56

To: support@exness.com

Subject: Re: Exness - Web, Meta, Mobile App all down

Dear Zohaib,

Thank you for your response. I appreciate the effort to provide a first more personalized reply, as I have often received generic emails in the past.

However, I must clarify that I have already left Exness after experiencing multiple losses, primarily due to the platform's inefficiencies and, more importantly, the lack of effective support. These issues have led me to reconsider my choice of brokerage, and I have since switched to another platform.

While I no longer require assistance with the order in question, I hope this feedback serves as constructive input for improving the overall client experience.

Additionally, I reserve the right to share my experiences, both positive and negative, on public and private feedback platforms, as I believe transparency is essential for the growth and accountability of any service provider.

Thank you for your time and understanding.

Best regards,
Kashif Mukhtar

On Wed, Mar 12, 2025 at 11:54 PM Exness Support <support@mail.exness.com> wrote:

Dear Client,

Thank you for contacting Exness!

We have got your video and we have checked it as well kindly in order to assist you more better kindly provide us the below information.

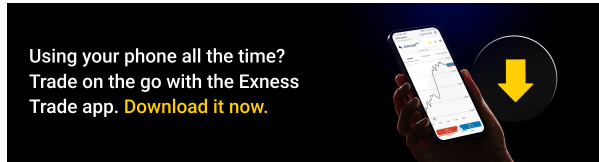
To ensure a thorough investigation of your order, we kindly request that you provide us with the Order ID. You can locate this information in the "Performance" tab within your Exness Personal Area at the following link: <https://my.exness.global/pa/performance/ordersHistory>

Your satisfaction is of utmost importance to us, and we are committed to providing you with the support you need. Should you have any further inquiries or require additional assistance, please feel free to reach out to us at any time.

Thank you for choosing Exness, and we look forward to assisting you promptly.

Best regards,
Zohaib Pervaiz
Exness | Support Team

support@exness.com
+357 25 030 959



----- Original Message -----

From: Kashif Mukhtar [3d46f805c3404f1b8ed65f2fee2a4d36@exness.io]

Sent: 12/03/2025 12:59

To: support@exness.com

Subject: Re: Exness - Web, Meta, Mobile App all down

Dear Exness,

Here is a video which might help you.

Video Link: <https://kashifmukhtar.com/exness/>

Kind Regards,
Kashif

On Wed, Mar 12, 2025 at 2:44 PM Exness Support <support@mail.exness.com> wrote:

Dear Client,

Greetings from Exness!

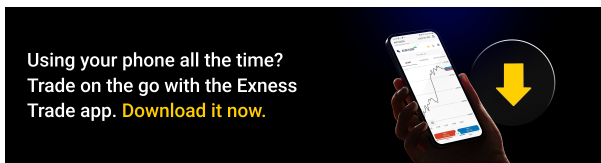
We apologize for any inconvenience caused.

Should you have any other requests or questions, please do not hesitate to contact us.

Thank you!

Best regards,
Muhammad Osama
Exness | Support Team

support@exness.com



----- Original Message -----

From: Kashif Mukhtar [3d46f805c3404f1b8ed65f2fee2a4d36@exness.io]

Sent: 12/03/2025 07:25

To: account.management@exness.com

Subject: Re: Exness - Web, Meta, Mobile App all down

Dear Amar Khan,

Thank you for your response. However, this small loss has, in a way, saved me from potentially larger losses in the future due to poor network services and inadequate support.

While I understand your team needs a screen recording to assist, which I was not aware of.

Thank you for your time.

Kind Regards,

Kashif Mukhtar

Website: KashifMukhtar.com

Cell: +923004551325

On Wed, Mar 12, 2025 at 9:56 AM Amar Khan <amar.khan@mail.exness.com> wrote:

Dear Kashif Mukhtar,

Thank you for reaching out to Exness!

We are truly sorry to hear about your loss.

Unfortunately, our technical team will not be able to assist you without a screen recording.

If you have any questions or need assistance, please feel free to reach out.

Thank you.

Best regards,

Amar Khan

Exness | Client Relationship

support@exness.com

+357 25 030 959



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----- Original Message -----

From: Kashif Mukhtar [3d46f805c3404f1b8ed65f2fee2a4d36@exness.io]

Sent: 11/03/2025 15:36

To: account.management@exness.com

Subject: Re: Exness - Web, Meta, Mobile App all down

Dear Amar Khan,

Thank you for your response.

As mentioned earlier, I have already shared the relevant screenshots detailing the issue. At the time, I was too occupied trying to resolve the terminal login problem and did not have the opportunity to create a screen recording.

This incident has had two significant negative impacts on me:

39along \$38 missed

1. A direct financial loss of \$earning opportunity,
2. A loss of confidence in the Exness platform, which has led me to stop using it altogether.

The latter is the most concerning, as trust is essential in any trading relationship. The technical and support issues I encountered have severely damaged my confidence in Exness.

If Exness wishes to retain me as a client, I expect full compensation for the losses incurred (**\$77 total**) and a resolution that addresses the platform's reliability. Without this, I will have no choice but to permanently move to a more dependable service provider.

I trust you will take this matter seriously and respond promptly.

Kind Regards,

Kashif Mukhtar

Website: KashifMukhtar.com

Cell: +923004551325

On Mon, Mar 10, 2025 at 10:31 AM Amar Khan <amar.khan@mail.exness.com> wrote:

Dear Kashif Mukhtar,

Thank you for contacting Exness!

Regarding your issue, could you kindly confirm if it still persists? Additionally, please provide any screen recording of the issue or error message so we can investigate further and assist in resolving it.

Should you have any other requests or questions, please do not hesitate to contact us.

Thank you.

Best regards,

Amar Khan

Exness | Client Relationship

support@exness.com

+357 25 030 959



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----- Original Message -----

From: Kashif Mukhtar [3d46f805c3404f1b8ed65f2fee2a4d36@exness.io]

Sent: 08/03/2025 15:20

To: support@exness.com

Subject: Web, Meta, Mobile App all down

Hi Exness Team,

I've been doing trades and Web, Meta, Mobile App all down since 11:48am PK time.
Find attached screenshots

I'm blind at the moment and it's seriously questioning the reliability and credibility of Exness.

Kind Regards,
Kashif

thread::FqalTwGbdCDOAJdfpHEWU::

Kashif Mukhtar <kashif.muk@gmail.com>

To: complaints@exness.com

Thu, Mar 20, 2025 at 1:09 AM

Hi Exness,

Could you please confirm if your support system is automated? The responses I've received appear to be generic and repetitive, failing to address my specific concerns despite my repeated attempts to highlight and clarify the issues. Please see below for reference.

Kind Regards,
Kashif Mukhtar

----- Forwarded message -----

From: Exness Support <support@mail.exness.com>

Date: Wed, Mar 19, 2025 at 7:27 PM

Subject: Exness - Web, Meta, Mobile App all down

To: kashif.muk@gmail.com <kashif.muk@gmail.com>

Dear Kashif Mukhtar Mukhtar,

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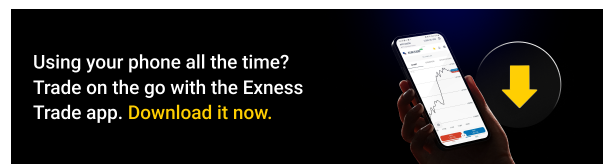
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Muzzammil Mansoor Sabri
Exness | Support Team

support@exness.com

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Sent: 19/03/2025 16:20

To: support@exness.com

Subject: Re: Exness - Web, Meta, Mobile App all down

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Looking forward to a factual response.

Best regards,
Kashif Mukhtar

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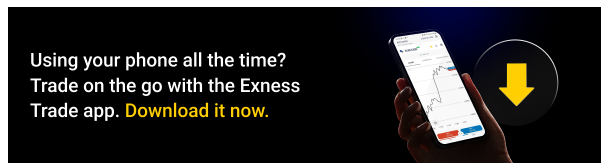
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Please do not hesitate to contact us for further inquiries.

Best regards,
Kennedy Ngina
Complaints Specialist

support@exness.com
+357 25 030 959



----- Original Message -----

From: Kashif Mukhtar [3d46f805c3404f1b8ed65f2fee2a4d36@exness.io]

Sent: 17/03/2025 22:06

To: account.management@exness.com

Subject: Re: Exness - Web, Meta, Mobile App all down

Hi Exness Team,

Noted, and thank you for the update—much appreciated!

Best regards,
Kashif

On Mon, Mar 17, 2025 at 5:22 PM Muzamil Shaikh <muzamil.shaikh@mail.exness.com> wrote:

Dear Kashif Mukhtar Mukhtar,

Greetings from Exness!

Thank you for sharing the log files.

Please be informed that your case has been forwarded to our specialist team for further investigation. Your case reference number is **11730817**.

You will receive an update via email once there is progress on your case, typically within **5 working days**.

We truly appreciate your patience and cooperation while we look into this matter.

If you have any further questions or need assistance in the meantime, please feel free to reach out to us.

Thank you!

Best regards,
Muzamil Shaikh
Exness | Client Relationship

Support@exness.com



Xevera - an outsourcing partner of Exness

General Risk Warning for CFD Trading CFDs are leveraged products. Trading in CFDs related to foreign exchange, commodities, financial indices and other underlying variables, carry a high level of risk and can result in the loss of all of your investment. As such, CFDs may not be appropriate for all investors. You should not invest money that you cannot afford to lose. Before deciding to trade, you should become aware of all the risks associated with CFD trading, and seek advice from an independent and suitably licensed financial advisor. Under no circumstances shall we have any liability to any person or entity for (a) any loss or damage in whole or part caused by, resulting from, or relating to any transactions related to CFDs or (b) any direct, indirect, special, consequential or incidental damages whatsoever.

----- Original Message -----

From: Kashif Mukhtar [3d46f805c3404f1b8ed65f2fee2a4d36@exness.io]

Sent: 14/03/2025 13:36

To: account.management@exness.com
Subject: Re: Exness - Web, Meta, Mobile App all down

Hi,

Please find attached logs

Thanks
Kashif

On Fri, Mar 14, 2025 at 8:09 AM Amar Khan <amar.khan@mail.exness.com> wrote:

Dear Kashif Mukhtar,

Thank you for contacting Exness!

We appreciate your cooperation for providing the trade data.

We kindly request to provide the log files to assist us in our investigation. Please refer to the following link for instructions on how to retrieve the log files: [LINK](#).

If there is any other inquiry please do not hesitate to contact us.

Thank you.

Best regards,
Amar Khan
Exness | Client Relationship

support@exness.com

+357 25 030 959



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----- Original Message -----

From: Kashif Mukhtar [3d46f805c3404f1b8ed65f2fee2a4d36@exness.io]

Sent: 13/03/2025 19:01

To: account.management@exness.com

Subject: Re: Exness - Web, Meta, Mobile App all down

Dear Faraz,

Firstly, I am not expecting any positive outcome for myself. However, I hope this data can be used to improve your services.

Let's clarify the actual situation:

- **Total Loss:** \$1800
 - **Loss 1:** \$1670 – From Day 1 to 7th March night, I take full responsibility as this was a trade loss, and Exness was functioning perfectly.
 - **Loss 2:** \$130 (7th mid night to 10th March) – Exness is fully responsible for these losses due to trade delays, as clearly demonstrated in the sample video. I had no control over these issues.

Let me be honest—it's humanly impossible to recall the details of all these hundreds of trades. Therefore, I will provide a few samples with an error margin of approximately $\pm 10\text{-}15\%$.

Order ID: 769727577 - Negative Outcomes by delay

The hedge order was not placed within 49 seconds, resulting in a stop-out **-\$14.98**. A few seconds later, a pop-up appeared stating that the account did not have the required balance, meaning it took around 64 seconds from placing to execution the order.

Order ID: 769779055 - Positive Outcomes by delay

I closed the trade at +0.25, but the delay caused it to execute at **+\$1.35** (32 Seconds took)

Order IDs: 769737698 769733837 769734440 - Negative Outcomes by delay

I closed them all under -2.00, but the delay caused it to execute at **-\$14.00** (Average 78+ Seconds delay in each trade)

Order IDs: 769485285 769477095 - Negative Outcomes by delay

The hedge order was not placed within 38, 42 seconds, resulting in a stop-outs. **-\$28**

List goes on with as few more samples

769460216 = **-\$12.20**

769422591 = **-\$11.59**

769409786 = **-\$11.34**

and still goes on

This might be a coincidence, but delays resulted in losses 85% of the time, rather than profits.

Final Thoughts: From 7th to 10th March, trading on Exness felt like riding a volatile and uncontrollable wild horse that refused to follow my instructions, with its sole aim being to throw me off. This **fight was futile, I chose to dismount and walk away with my sanity intact.**

Kind Regards,
Kashif Mukhtar

On Thu, Mar 13, 2025 at 1:21 PM Faraz Ahsan <faraz.ahsan@mail.exness.com> wrote:

Dear Kashif,

Thank you for contacting Exness.

Thank you for your response and for taking the time to compile the relevant details. We appreciate your cooperation and understand your concerns regarding the delayed order execution.

We will be waiting for your response with the trade data. Additionally, if you could provide us with the log files, it would greatly assist in our investigation. You may refer to the following link for instructions on how to retrieve the log files: [LINK](#).

If there is any other inquiry please do not hesitate to contact us.

Thank you.

Best regards,
Faraz Ahsan
Exness | Client Relationship

support@exness.com
+357 25 030 959



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----- Original Message -----

From: Kashif Mukhtar [3d46f805c3404f1b8ed65f2fee2a4d36@exness.io]

Sent: 13/03/2025 06:59

To: account.management@exness.com

Subject: Re: Exness - Web, Meta, Mobile App all down

Dear Faraz Ahsan,

Thank you for your response. I appreciate your willingness to address the issues.

Had your support team responded promptly on 8th March, I could have provided the trade data sooner. I am currently compiling the relevant details and will share once ready.

Please note this account incurred a loss of over -1800 USD, largely due to trade losses unrelated to any fault of Exness.

However, I began experiencing delayed order execution issues starting from the mid night of 7th March, on 8th it went completely down for almost 3+ hours and then non stop losses caused by Exness ordering delayed which ultimately led me to discontinue using Exness on 10th March.

I trust this information aids your investigation.

Best regards,

Kashif

On Thu, Mar 13, 2025 at 9:13 AM Faraz Ahsan <faraz.ahsan@mail.exness.com> wrote:

Dear Kashif,

Greetings from Exness.

Thank you for sharing your honest feedback with us. We sincerely regret that your experience with Exness did not meet your expectations, and we truly understand how frustrating it must have been to face challenges with the platform and support.

At Exness, we continuously strive to improve our services, and your insights are invaluable in helping us identify areas where we can enhance our client experience. We would love the opportunity to make things right for you. If you're open to it, we kindly request that you provide us with the Order ID(s) of the trades where you faced issues. This will allow us to investigate further and see if there's anything we can do to assist you better.

We value your time with us and would be happy to address any lingering concerns to provide you with the seamless trading experience you deserve. If there's anything we can do to regain your trust, please don't hesitate to let us know.

Thank you.

Best regards,
Faraz Ahsan
Exness | Client Relationship

support@exness.com
+357 25 030 959



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----- Original Message -----

From: Kashif Mukhtar [3d46f805c3404f1b8ed65f2fee2a4d36@exness.io]

Sent: 12/03/2025 19:56

To: support@exness.com

Subject: Re: Exness - Web, Meta, Mobile App all down

Dear Zohaib,

Thank you for your response. I appreciate the effort to provide a first more personalized reply, as I have often received generic emails in the past.

However, I must clarify that I have already left Exness after experiencing multiple losses, primarily due to the platform's inefficiencies and, more importantly, the lack of effective support. These issues have led me to reconsider my choice of brokerage, and I have since switched to another platform.

While I no longer require assistance with the order in question, I hope this feedback serves as constructive input for improving the overall client experience.

Additionally, I reserve the right to share my experiences, both positive and negative, on public and private feedback platforms, as I believe transparency is essential for the growth and accountability of any service provider.

Thank you for your time and understanding.

Best regards,
Kashif Mukhtar

On Wed, Mar 12, 2025 at 11:54 PM Exness Support <support@mail.exness.com> wrote:

Dear Client,

Thank you for contacting Exness!

We have got your video and we have checked it as well kindly in order to assist you more better kindly provide us the below information.

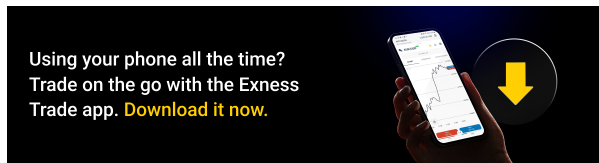
To ensure a thorough investigation of your order, we kindly request that you provide us with the Order ID. You can locate this information in the "Performance" tab within your Exness Personal Area at the following link: <https://my.exness.global/pa/performance/ordersHistory>

Your satisfaction is of utmost importance to us, and we are committed to providing you with the support you need. Should you have any further inquiries or require additional assistance, please feel free to reach out to us at any time.

Thank you for choosing Exness, and we look forward to assisting you promptly.

Best regards,
Zohaib Pervaiz
Exness | Support Team

support@exness.com
+357 25 030 959



----- Original Message -----

From: Kashif Mukhtar [3d46f805c3404f1b8ed65f2fee2a4d36@exness.io]

Sent: 12/03/2025 12:59

To: support@exness.com

Subject: Re: Exness - Web, Meta, Mobile App all down

Dear Exness,

Here is a video which might help you.

Video Link: <https://kashifmukhtar.com/exness/>

Kind Regards,
Kashif

On Wed, Mar 12, 2025 at 2:44 PM Exness Support <support@mail.exness.com> wrote:

Dear Client,

Greetings from Exness!

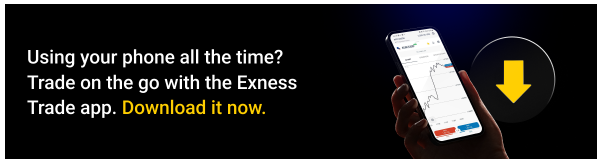
We apologize for any inconvenience caused.

Should you have any other requests or questions, please do not hesitate to contact us.

Thank you!

Best regards,
Muhammad Osama
Exness | Support Team

support@exness.com



----- Original Message -----

From: Kashif Mukhtar [3d46f805c3404f1b8ed65f2fee2a4d36@exness.io]

Sent: 12/03/2025 07:25

To: account.management@exness.com

Subject: Re: Exness - Web, Meta, Mobile App all down

Dear Amar Khan,

Thank you for your response. However, this small loss has, in a way, saved me from potentially larger losses in the future due to poor network services and inadequate support.

While I understand your team needs a screen recording to assist, which I was not aware of.

Thank you for your time.

Kind Regards,

Kashif Mukhtar

Website: KashifMukhtar.com

Cell: +923004551325

On Wed, Mar 12, 2025 at 9:56 AM Amar Khan <amar.khan@mail.exness.com> wrote:

Dear Kashif Mukhtar,

Thank you for reaching out to Exness!

We are truly sorry to hear about your loss.

Unfortunately, our technical team will not be able to assist you without a screen recording.

If you have any questions or need assistance, please feel free to reach out.

Thank you.

Best regards,

Amar Khan

Exness | Client Relationship

support@exness.com

+357 25 030 959



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----- Original Message -----

From: Kashif Mukhtar [3d46f805c3404f1b8ed65f2fee2a4d36@exness.io]

Sent: 11/03/2025 15:36

To: account.management@exness.com

Subject: Re: Exness - Web, Meta, Mobile App all down

Dear Amar Khan,

Thank you for your response.

As mentioned earlier, I have already shared the relevant screenshots detailing the issue. At the time, I was too occupied trying to resolve the terminal login problem and did not have the opportunity to create a screen recording.

This incident has had two significant negative impacts on me:

39along \$38 missed

1. A direct financial loss of \$earning opportunity,
2. A loss of confidence in the Exness platform, which has led me to stop using it altogether.

The latter is the most concerning, as trust is essential in any trading relationship. The technical and support issues I encountered have severely damaged my confidence in Exness.

If Exness wishes to retain me as a client, I expect full compensation for the losses incurred (**\$77 total**) and a resolution that addresses the platform's reliability. Without this, I will have no choice but to permanently move to a more dependable service provider.

I trust you will take this matter seriously and respond promptly.

Kind Regards,
Kashif Mukhtar
Website: KashifMukhtar.com
Cell: +923004551325

On Mon, Mar 10, 2025 at 10:31 AM Amar Khan <amar.khan@mail.exness.com> wrote:

Dear Kashif Mukhtar,

Thank you for contacting Exness!

Regarding your issue, could you kindly confirm if it still persists? Additionally, please provide any screen recording of the issue or error message so we can investigate further and assist in resolving it.

Should you have any other requests or questions, please do not hesitate to contact us.

Thank you.

Best regards,
Amar Khan
Exness | Client Relationship

support@exness.com

+357 25 030 959



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----- Original Message -----

From: Kashif Mukhtar [3d46f805c3404f1b8ed65f2fee2a4d36@exness.io]

Sent: 08/03/2025 15:20

To: support@exness.com

Subject: Web, Meta, Mobile App all down

Hi Exness Team,

I've been doing trades and Web, Meta, Mobile App all down since 11:48am PK time.
Find attached screenshots

I'm blind at the moment and it's seriously questioning the reliability and credibility of Exness.

3/20/25, 2:06 AM

Gmail - Exness - Web, Meta, Mobile App all down

Kind Regards,
Kashif

thread::FqalTwGbdtCDOAJdfpHEWU::