

Template: Broker Support Evaluation Checklist

Generated: 1/11/2026

Based on Article: "Evaluating Customer Support: A Key Factor in Forex Broker Selection"

Website: <https://thetraderinyou.com>

A practical checklist for evaluating customer support when selecting a Forex broker.

Checklist Items:

1. Assess Support Channels

Determine which channels the broker offers (phone, live chat, email, social media, knowledge base) and their suitability for your needs.

Reference Section: Common support channels and what they're best for

2. Test Responsiveness

Contact the broker's support using a sample question during market hours to evaluate how quickly they respond.

Reference Section: Practical example

3. Evaluate Technical Capability

Ensure that support agents possess the technical knowledge required to resolve complex issues efficiently.

Reference Section: In-house vs outsourced support — why it matters

4. Check Service Level Agreements (SLAs)

Inquire about response and resolution times for different types of issues (chat, email, ticketing) to understand what to expect.

Reference Section: SLA example

5. Understand Escalation Procedures

Ask how issues are escalated to technical teams and the process for complex problem resolution.

Reference Section: Escalation

6. Review Common Issues Handled

Investigate the types of support requests the broker typically resolves (technical, transactional, informational) to gauge their expertise.

Reference Section: What Is Forex Broker Customer Support?

7. Examine Availability

Determine the support hours and whether they provide 24/7 assistance, as this can be critical during high-volatility trading hours.

Reference Section: How Does Broker Support Work?

8. Read Customer Reviews

Look for independent reviews of the broker's support service to gain insights from other traders' experiences.

Reference Section: Selecting a Broker Based on Support — Practical Recommendations