

## Important Notice on the Adjustment of MT4 Account Services

Dear Valued Clients:

To provide you with a more stable and high-quality trading experience, **our self-developed apps “Android: Upway China; IOS: Upway APP, JRTRADE; PC: Upway China” will discontinue MT4 account trading within the app starting from Jul 15, 2026.** From this effective date, users can still log in to our self-developed apps as usual and continue to use various non-trading features and conduct daily business; however, they will no longer be able to trade through their MT4 accounts within the app.

To avoid any disruption to your trading, if you currently hold only an MT4 trading account, you may choose to **download the MT4 platform for trading** or **upgrade to an MT5 account** for a more comprehensive trading experience.

### (1) Download MT4

Desktop: Download [here](#)

Mobile: Search for “MetaTrader 4” in your device’s app store

### (2) MT4 to MT5 Upgrade Process

Before upgrading, please ensure that your MT4 account meets the following conditions:

1. No open positions (if there are open positions, only upgrade after you close them)
2. No remaining funds (if funds remain, please transfer them to your Upway Wallet before upgrading)
3. No ongoing promotional participation
4. No unused coupons

Once the above conditions are met, please go to the self-developed apps’ homepages, tap “All,” scroll to the bottom, select “Upgrade to MT5 Account,” and submit your application. After financial review approval, your MT5 account credentials will be sent to you via in-app notification.



Please note that you should not trade using your MT4 account during the upgrade process to avoid potential technical issues that may result in fund loss.

**Reminder on your benefits: After the upgrade is completed, your existing VIP level, wallet balance, and reward points will be automatically transferred to your new MT5 account. Your benefits will remain unaffected.**

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If you have any enquiries, please feel free to contact us via our 24-hour online customer service or call us at (+852) 2355 7866.

Upway Global Limited

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