



[Knowledgebase](#) > [Platforms](#) > [IX Loyalty Program](#) > [Who is eligible to join the Loyalty Program?](#)

Who is eligible to join the Loyalty Program?

Vi Viphawee - 2026-04-23 - [Comments \(0\)](#) - [IX Loyalty Program](#)

□ Who is eligible to participate?

To participate in the INFINOX Loyalty Program, you must meet the following criteria:

- **Active Account:** Hold a verified and active INFINOX trading account.
- **Compliance:** Meet all applicable regulatory and KYC (Know Your Customer) requirements.
- **Opt-in:** Successfully opt in via the Client Area (where applicable).

Note: INFINOX reserves the right to determine eligibility at its sole discretion, in accordance with internal policies and regulatory obligations.

□ **Are you seeing an "Enrollment" error?** If you receive the message: "You have not been enrolled into the INFINOX Loyalty Program yet. Please contact live chat or your account manager to request access," please try these troubleshooting steps:

1. **Clear Browser Data:** Clear your browser's cache and cookies.
 2. **Private Browsing:** Open the Client Area in an Incognito or Private window.
 3. **Check Connection:** Disable any active VPNs.
 4. **Switch Platforms:** Try using a different browser (e.g., Chrome, Safari) or a different device.
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□ **Still need assistance?** If the problem persists or you have specific questions about your eligibility, our team is ready to help. Please reach out to us via:

- □ **Live Chat:** Available on our website.
- □ **Email:** support@infinox.com
- □ **Account Manager:** Contact your dedicated manager directly.