



[Base de Conhecimentos](#) > [Platforms](#) > [IX Loyalty Program](#) > [Is there a balance requirement to receive Trading Credit?](#)

## Is there a balance requirement to receive Trading Credit?

Vi Viphawee - 2026-03-04 - [Comentários \(0\)](#) - [IX Loyalty Program](#)

### □ Is there a balance requirement to receive Trading Credit?

Yes. Your **available account balance** must be equal to or greater than the **Trading Credit amount** at the time of allocation.

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### □ Important Note

If your available balance does not meet this requirement at the time of allocation, the Trading Credit may:

- Not be granted, or
- Be adjusted in accordance with applicable terms and conditions

Trading Credit allocation remains subject to the program's rules and the Client Agreement.

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### □ Need assistance?

If you have questions about Trading Credit eligibility or allocation requirements, please contact our Support Team via:

- □ [Live Chat](#)
- □ [support@infinox.com](mailto:support@infinox.com)

Our team will be happy to assist you.