

## Help Center

If you have a question that is not answered in the Best Charts Online Help Center, please email us at: [customerservice@bestchartsonline.com](mailto:customerservice@bestchartsonline.com)

Help Center: Monday to Friday, 08:00 to 20:00 EST

### FREQUENTLY ASKED QUESTIONS (FAQs)

What we offer

Becoming a member

Managing your account

Market data

### WHAT WE OFFER

Which stock markets do you cover?

Components of Dow Jones 30, Nasdaq 100 and S&P 100. Also, Stocks to watch, China & India stocks, Latin America stocks, US Markets, US Indices, US Bonds, Commodities, FOREX, ETF's and World Markets. More than 300 weekly charts.

Do you provide fundamental data?

YES. A complete list can be found on "Fundamental Analysis" in the "Best Charts 101" area.

Do you provide technical data?

YES. A complete list can be found on "Technical Analysis" in the "Best Charts 101" area.

How far back does your stock data go?

We create charts using weekly price data going back to 1997 for most stocks and indices.

What are the differences between your subscription levels?

A complete comparison of the four services can be found in "Order Now" area.

## BECOMING A MEMBER

Why should I become a member?

Best Charts Online members can access to more than 300 weekly charts. We bring you the best information, all designed to help you trade more profitably!

How much does it cost?

Our month-to-month prices range from \$9.95/mo to \$19.95/mo. There are significant discounts available if you sign up for 12 months at once.

Do you protect your user's privacy?

Absolutely. Best Charts Online will never give your personally identifiable private information to other companies, organizations or individuals unless specifically authorized by you to do so.

What payment methods do you accept?

We use PayPal.

PayPal, owned by eBay, is a global online payment system. PayPal is a convenient, easy-to-use, and secure way for individuals to send and receive money online for services.

Can I share my account with others?

Best Charts Online accounts are licensed to individuals and can only be used by one person. If we determine that you've been allowing non-members to access our charts via your account, your access to our site will be cancelled.

When will I receive my UserID and password?

When you place an order in the registration area, you confirm your username and password. If you can not log in, please send an email message to [customerservice@bestchartsonline.com](mailto:customerservice@bestchartsonline.com). explaining the situation.

Can I buy and sell stocks on Best Charts Online?

We provide charting services for securities, we are not a broker/dealer.

## MANAGING YOUR ACCOUNT

How do I change my email address?

Please email us at: [customerservice@bestchartsonline.com](mailto:customerservice@bestchartsonline.com)

When does my account expire?

Log in to your account and then click on "My Subscription" in the "User Menu" area.

How can I cancel my membership immediately?

Log in to your account and then click on "My Subscription" in the "User Menu" area. Note that no refunds or credits are issued for canceled accounts.

How do I change my password?

Log in to your account using your old email address and password. Click on the phrase "My Profile" in the "User Menu" area. Be sure to enter your new password carefully. Press "Submit" when you are done.

I'm going on vacation, can you put my subscription on hold?

Unfortunately we are not able to hold subscriptions for people while they are on vacation or for other reasons. If your account expires before you are able to renew, all saved data for your account will be retained for thirty days after your expiration date.

## MARKET DATA

When are your charts updated?

Our charts are updated before WEEKLY MARKET OPEN.

I see a chart with a bad data point. How can I report it?

Despite our best efforts, sometimes outlying data points get into our database. If you spot a suspicious looking quote, please report it to us using our Feedback form and we'll investigate. In the form, please include a link to the chart in question and a description of what you are seeing on the chart. Please keep the following things in mind when reporting bad data.

