

HERE TO HELP – FAQ

Here are all your questions answered.
(and if it doesn't you can always [contact us.](#)) - **include link**

THE COMPANY

1. What is Seer.GG?

Seer.GG is the **world's first eSports exchange platform**. It allows registered users to buy, sell and trade stakes in their favorite eSports teams through virtual trading cards.

2. Who can register on Seer.GG?

Anyone above the age of 18 can register and trade on the platform.

3. Is this website legal?

Absolutely! We operate in accordance to the US and International laws.

THE TEAMS

4. What eSports titles are currently supported?

We currently support League of Legends (LoL), Dota 2, CSGO, and Overwatch. We are looking to bring in other eSport titles too in the near future.

IN-GAME CURRENCY

5. What are GGs?

GG's are our on-site currency. **1 GG = USD 0.01**

6. What are virtual trading cards?

Each team has its own unique cards for each match called **Virtual Trading Cards**. Traders can buy or sell these cards before and during matches. Each team's cards are labeled with team's abbreviation.

7. How do virtual trading cards work?

Buying 1 trading card costs 0.40 GG.

When match ends, cards of the winning team get converted 100% into GGs automatically. The cards for the losing team get converted 0% into 0 GGs.

On winning, 1 trading card gets converted into 1.00 GG.

For example: You purchase 10 cards (for 4 GGs) at 40% win chance, and you hold your cards until the end of the match. If your cards' team wins, your 10 trading cards will be converted into 10 GGs. You spent 4 GGs and won 10 GGs *(with a profit of 6 GGs, a mind-blowing 150% ROI.)

8. What if I don't sell my virtual trading cards by the end of the match?

Cards will always expire at the end of each match – at 100% (if that team won the match), or at 0% (if that team lost the match).

9. What if a match is cancelled or tied?

The market closes at 50% and all cards payout at 50%.

10. What currency can I withdraw my balance in?

We currently support Bitcoin and Skins withdrawals. We would be integrating with other currencies in the future.

11. What fees is charged for using Seer.GG?

We currently charge 5% fee on deposits (paid towards our payment processors and anti-fraud providers), a 5% fee on market orders, a 1% fee on limit orders, and a 5% fee on withdrawals (the cost we pay to acquire bitcoin on the spot market).

12. Why are my deposits declined?

Our anti-fraud systems flag and decline the payment it deems “high-risk”. If you believe your payment was declined due to some error, and are willing to provide additional identification, you can email us at support@seer.gg or try again with a lower amount.

13. How long do withdrawals take?

Withdrawals are generally processed immediately, but it may take several hours to get reflected in your Bitcoin wallet. If you believe your withdrawal is taking longer than usual, you can email us at support@seer.gg or reach out to us on Twitter.

ABOUT THE TRADE

14. What are my Open Orders?

Open order is an order to buy/sell a card remaining in effect till it is canceled by the trader, executed/matched, or until it expires. It occurs when traders place price restrictions on their buy/sell transactions.

15. What is an Order Book?

Order book is an electronic list of all orders, organized by prices (like an inventory). It lists the number of trading cards being bid or offered at each price point, or market depth. It is dynamic and is constantly updated in real time throughout the day.

16. What is a Market Order?

A buy or sell order to be executed immediately at current market prices. If there are no open orders to execute the market order, it will be converted to a limit order using the most recent history price. If there is no trade history, then the win chance defaults to 50%.

17. What is a Limit Order?

A buy or sell order at a specified price or better. They are not immediately executed like market orders. Until that specified price becomes the market price, the limit order will remain in the order book as an open order awaiting to be matched.

A buy limit order will be executed at the specified limit price or lower.
A sell limit order will be executed at the specified limit price or higher.

Unlike a market order (where the trader can simply press “buy” and let the market “choose” the price), a trader must specify a desired price when placing a Limit Order.

Limit Orders have lower trading fees than market orders.

18. What is a Stop Order?

Stop Orders stop the buy/sell of orders in accordance to a specified stop price. It is commonly used by traders who are not constantly monitoring the performance of their holdings. Stop orders limit the potential loss of a trader. It is the exact opposite to a Limit order.

A buy stop order will be executed once the price climbs above a specific price.
A sell stop order will be executed once the price drops below a specific price.

It will automatically convert into market order when the specified price point is reached. Stop Orders have lower trading fees than market orders.

19. What is Advanced Trading View?

Advanced Trading View allows registered users to fully utilize the Seer.GG platform. It permits traders to place limit and stop orders, as opposed to just normal market orders. This view also lets the traders to see their order book, market depth, and trade history. When used correctly, the trader can place trades efficiently and gain better insight into the game’s underlying market.

20. What is Market Depth Chart?

A depth chart for a bid/ask market has two representational lines: one for BIDs (BUY orders) and one for ASKs (SELL orders). It is made by simply plotting dots on a chart. Each dot represents how much can be traded at that point. It is cumulative.

For example: If Sam bid 5 cards at 44% win chance and Alex bids 3 cards at 45% win chance, the cumulative number of bids at 44% win chance is 8 cards. (Sam’s 5 cards and Alex’s 3 cards are for sale at that 44% price point since Alex is willing to buy at 45% or lower.)

So, you can put your mouse pointer on the BIDs line anytime and know exactly how much you can sell (left vertical, Y-axis) at that win chance (horizontal, X-axis).

Similarly, you can put your mouse pointer on the ASKs line anytime and know exactly how many cards you can buy (right vertical, Y-axis) at that win chance (horizontal, X-axis).

(Give an example chart explaining the Market Depth Chart)

21. What is a Market Candlestick Chart?

There are 3 specific points (open/close, high/low, volume) that are used to create a price candle.

(a) Open/Close: It is the body of a candle (red for down, and green for up). These points identify where win chances began and concluded for a selected interval. Through this, you can quickly identify whether the market is trading higher or lower for a selected interval.

(b) High/Low: These are the wicks of the candle, also referred to as shadow. These points show the highest and lowest win chances traded for a specific charting interval. The wicks are quickly identifiable as they’re visually thinner than the body.

(c) Volume: These indicate the number of cards that were traded for a given interval, located at the bottom of the chart.

(Give an example chart explaining the Market Candlestick Chart)

PAGE 2 - TALK TO US

~~Problem? Tell us all about it, and we'll take it from there.~~

Problem? Write to us till we hold your gun and reload it.

PAGE 3 - ENTER THE GAME

- Step 1: Choose the Tribe
- Button: ~~PROCEED~~ GAME ON!
- Step 2: Enter your details
- Button: ~~FINISH~~ GET STARTED!

PAGE 4 - WELCOME BACK!

- Button: ~~PROCEED~~ GAME ON!

PAGE 5

Suggestion: can rename "Dashboard" as "CONTROL PAD" or "DASHPAD" (*as players would be controlling everything from this one page*)

- **Favorite** Esports Game
- **Favorite** Esports Team
- ~~Current Available Funds~~ GG Bank
- ~~Current~~ Open Orders
- ~~Total Profit / Total Loss~~ + / -
- ~~Your Recent Performances~~ Gamefolio
- ~~Your~~ Open Orders
- ~~Your Trade History~~ Your Trade Frame
- Your Performance Graph
- Your Top Teams
- Global Top Teams

PAGE 6 - HERE TO HELP

(writing complete copy)

PAGE 12 - PAY

- ~~Deposit~~ GG Buy GG
- ~~Withdraw~~ GG Sell GG or Encash GG
- ~~Choose an Amount~~ Load GG
- Enter an Amount (min. 500)
- Under "Past orders", ~~Failure~~ Declined or Crashed

PAGE 13 - YOUR PROFILE

- ~~Invite Your Friends~~ Grow Your Tribe
- Right column has “Change Your Rank” twice. Remove one above the profile picture.
- Button: ~~SAVE AND UPDATE PROFILE~~ GOOD TO GO!

PAGE 14 - ORDER DETAILS

- ~~Product Delivered On~~ Time of Delivery
- ~~Products accepted by user at~~ Time of Order Accept

PAGE 15 - ADMINS - USERS

- Search and ~~Filter~~ Find Users

PAGE 17 - INVITES

- Under “Your invites”, ~~Failure Declined~~ (refer previous comment)

PAGE 18 - INVITES

- Under “Your Referral Codes” table, in Status - omit using active or inactive

PAGE 19 - ADMIN - USERS

- ~~User Trade History~~ User Trade Frame

PAGE 21 - PAY

- In credit card table, ~~STREET ADDRESS~~ YOUR ADDRESS

-
- No comments or changes suggested for HOMEPAGE (Landing Page).