### INTERVIEW DETAILS:

**Interview Title:** End user perspectives for better trading experience

**Project: FinVerse**

**Date: August 25th , 2025**

**Interviewer(s):** Team Merge Minds

**Interviewee Name:** Ayan Khan

**Platform:** Mata Trader

### ****Interview Questions & Responses****

| **Q#** | **Question** | **Response (by Interviewee)** |
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| 1. | Which platforms do you currently use for trading stocks or cryptocurrencies, and why did you choose them? | Currently im using mata trader for my trades, it provides easy charting panels and indicators which are making my trading easy. |
| 2. | What is the biggest problem you face while using your current trading platform? | One drawback of using meta trader is you’ve to put price values individually and sometimes it cost me opportunities. |
| 3. | Which features do you use the most, and which features do you never use? | I use retracement indicator feature, helps me to find exact values. |
| 4. | If you could add one feature to your current platform, what would it be and why? | I would like to add auto value insert features. |
| 5. | What would make you switch from your current trading platform to a new one? | If i ever switch to another application then it will be because of the leverage, mata traders give very less leverage in indices. |
| 6. | How important is security for you when using a trading platform? What security features do you trust the most? | Application have dual verification and authentication feature which are very good in my opinion. |
| 7. | Have you ever faced an issue with deposits, withdrawals, or transaction delays? How did it affect your experience? | Meta trades allow p2p secure transactions and their payment methods are convenient and works smoothly. |
| 8. | Do you prefer a platform that combines both stocks and crypto in one place? Why or why not? | I’ll always prefer platforms which allow market variety. |
| 9. | Would you like to see real-time news and price alerts in your trading platform? How important is this feature for you? | Every platform provides real time data with some costing like in meta trader theres a 4 second delay in price action, if i ever found an app with real time data then ill move to it in no time. |
| 10. | Do you want an option to learn (tutorials, tips, strategies) within the website? Why? | Tips, tutorials and market insights play important role and definitely a game changer it will bring my trading to next level. |
| 11. | How important is low transaction cost for you compared to having advanced features? | If a platform provides smooth charting systems and auto features and alert systems then ill go for that platform whitout even thinking about transaction fees. |
| 12. | Would you like social features like following top traders or copying their trades? | I’ll prefer self trading, copy trading never help with psychology and its very important to work on psychology. |
| 13. | What is your preferred payment method for deposits and withdrawals? | I prefer master or visa card method they are fast and secure. |
| 14. | How do you check the reliability and trustworthiness of a new trading platform? | I always check previous reviews, google ratings and yes also i see wether they provide demo sessions or no? |
| 15. | What is the one thing your current platform does well that you don’t want to lose? | Smoothing platform experience and auto limit systems which are hard to find in most platforms. |

**SUMMARY:** The interviewee uses **MetaTrader** because of its **easy charting tools and indicators** that simplify trading. The main drawback is the need to **manually input price values**, which sometimes causes missed opportunities.

The most used feature is the **retracement indicator**, while the most desired addition is an **auto value insert feature**. A key reason to switch platforms would be access to **higher leverage**, since MetaTrader provides limited leverage for indices.

Security is viewed positively, with **dual verification and authentication** considered reliable. Deposit and withdrawal experiences are smooth through **P2P secure transactions and convenient payment methods**.

There is a preference for platforms offering **market variety**, and **real-time price data** is considered critical. A **4-second delay in MetaTrader’s price feed** is seen as a weakness, and instant real-time data would prompt a switch.

Educational resources such as **tips, tutorials, and market insights** are highly valued, as they can significantly improve trading performance. Compared to low transaction costs, **smooth charting systems, auto features, and alert systems** are prioritized.

The interviewee favors **self-trading over copy trading**, believing psychology is an important aspect of trading that cannot be learned by copying others. Preferred payment methods include **Visa and MasterCard** due to their speed and security.

To evaluate new platforms, factors such as **user reviews, Google ratings, and the availability of demo sessions** are considered. Features not to be lost include **the smooth platform experience and auto limit systems**, which are regarded as valuable and uncommon.