



Frequently Asked Questions

- Q.** How do I re-open my old account with Field Financial Group?
- A.** Depending on when your account went inactive, you may be able to simply re-fund your account without filling out new paperwork (typically 1 year). Call Field Financial Group at 800-800-6304 and ask to see if your account is eligible to be re-funded.
- Q.** How do I add funds to my Commodity Trading Account?
- A.** You may fund your trading account by sending a Personal or Cashier's Check to:
- Field Financial Group located at: 838 Shinn Point Rd. Wilmington, NC 28409**
- A.** You may also opt to send a wire transfer. Please visit our website at fieldfinancial.com and click on "Client Support" and then "Checks and Wires". You will find directions on how to fund your account.
- Q.** If my account has been inactive for more than a year, what's the easiest and fastest way to open a new account?
- A.** Visit our website at fieldfinancial.com and click on "Open an Account". You may choose to use our **E-Account** online application or download the forms right onto your computer. You may also contact us at 1-800-800-6304 to request new application forms.
- Q.** Who do I make my checks payable to?
- A.** All checks must be made payable to **MF Global**. Please reference your account # in memo.
- Q.** Are all mini contracts charged **\$2.98 flat per side**?
- A.** Yes, all mini contracts are only \$2.98 flat per side. All other contracts are \$8.98 per side. This includes all fees and charges... no hidden surprises!
- Q.** How do I update my mailing address and phone numbers?
- A.** Visit our website at fieldfinancial.com and click on "Change of Address" to download the correct form. Mail your change of address to:
- Field Financial Group located at: 838 Shinn Point Rd. Wilmington, NC 28409**
- If you are unable to print the form, send us a letter which includes; your old address and old phone numbers, new address and new phone numbers, your account number, signature, and date.
- Q.** Can I transfer another commodity account into my existing account at Field Financial Group?
- A.** You may transfer another commodity account into your existing account at Field Financial Group as long as it is an account of the same type and in the same name. If the accounts are different (e.g. individual and joint accounts), we will keep them as 2 separate accounts once transferred.
- Q.** Can I transfer my stock account into my existing commodity account at Field Financial Group?
- A.** No, however, you may send risk capital from your stock account as long as the account is in the same name as the name on your commodity account at Field Financial Group.
- Q.** I forgot my account number and/or the phone number to my trading desk?
- A.** Call Field Financial Group at 800-800-6304 Monday – Friday 8:30 AM to 4:30 PM est.

**Don't see your question here?
Call and speak to a representative.
1-800-800-6304**