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# FAQ

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### What assets can you trade on eToro ?

Via the following link you can view a list of all stocks and ETFs tradable on eToro. However, here are some values that are no longer available because, for example, the company has been taken off the stock exchange or is included in another value due to a merger. Furthermore, all values are tagged with a Google search link and dividend paying companies are marked with "pays dividend" by the german PI @Xparts and me.

**tradable assets at eToro :** <https://ogy.de/1qi2>

### How do I calculate my profit for the tax return (we do'nt make losses :-) ?

For this I have written a small document in which you can read about how in most countries the calculation for the tax return should run in approximate.

Follow the link !

**eToro and your tax return :** <https://ogy.de/dxzi>

## Why i can not unzip the downloadfile of Torotax ?

You have downloaded the Torotax file, requested the password and want to unpack the file now, but the query for the password does not come, or the unpacking is aborted with an error message?

I bet that you have tried unpacking with the internal solution of Windows or even your MAC.

The stupid thing about it is that the internal solutions don't support the decryption and therefore also the password query.

Unfortunately you have to switch to programs like 7zip or Winzip.

With these I have tested it several times successfully.

## How do I start two instances on my MAC?

You use a MAC and do not know how to call two separate instances here?

For that I have googled something for you and can provide you the following link.

<https://www.cnet.com/news/how-to-open-multiple-instances-of-an-application-in-os-x/>

## Is there an alternative to the two separate instances?

Many have a problem starting two separate instances. Usually this is due to the fact that the manual is not read correctly, which ends in the fact that the ALT key is not held when Excel is called the second time until the question for a second instance appears.

But there is also an alternative!

1. Open your account statement and go to "TransactionsReport"
2. Click somewhere in the data area, then press "CTRL + A" (this marks the data area) and then "CTRL + C" (copy)
3. Now close your bank statement and confirm the question, if you want to keep the data in the cache with "YES".
4. Double-click on the Torotax template (new Torotax file will be created)
5. In "TransactionsReport" and in cell A2, right-click "Paste contents" (a window appears with the selection "Unicode Text" and "Text")
6. Select "Text" here (note that the text will be inserted unformatted)
7. If the data is then imported, save the Torotax file.
8. The same procedure you do with "Closed Positions", except that you then open the previously stored Torotax file to read in and then read your data in "Closed Positions".
9. Save and done.

## How do I correct unrecognized values in the right way ?

Also on the part of eToro appear in the values in the column "Action" of the sheet "ClosedPositions" repeatedly errors in the spelling.

Here for example then is a space after the value, two spaces between the words or just a spelling mistake.

In order to correct the unrecognized values after the import and thus feed them into the calculation, the best way to proceed is as follows:

Sort in the column "Exists or not" for the value "Error"

Double-click in the "Action" column on the unrecognized value on the far right in the cell

Now mark the value from right to left to the first letter of the value

"Buy" or "Sell" and the following space will not be copied. But all others, like a space after the value, will be copied.

Change to "ListsOfReference" and see if the value is already available

If the value is already available, you can simply overwrite it with the copied content

If the value is not yet available, click in the corresponding value column, right-click and insert a new line.

The copied value can then be inserted in the new line

### Can I also import my account statement monthly ?

Yes, it only takes a little trick.

In the "Closed Positions" and "Transactions Report" sheets, go to the last line of your already imported data.

Here you make a right click and select "Insert rows => rows down".

You can then import your monthly statement into the first cell of the new blank line.

The lines are automatically expanded by the number of imported data.

You just have to be careful that you do not import duplicate data, because Torotax evaluates what is available. So also duplicated data.

### Can several account statements also be read in ?

It is in principle possible to read in two or three account statements.

The procedure is exactly the same as for the monthly extension.

However, for each account, it should be noted when the first opening date of the closed positions was. For this the tool "OpenCheck" can be used.

Concerning the calculations of the amounts, there should be no errors here, but the reading in of several accounts makes the statistics useless, since here then the "Realized Equity" of all accounts can not be differentiated any more.

The evaluation of the amounts takes place then as for a single account statement.

## How are the fees for deposits and withdrawals calculated correctly ?

With deposits there is only the fee after pips.

For this purpose, when changing from euro to dollar from the exchange rate, the 250 pips will be deducted. That means you get less dollars for the Euros.

As a result, from the deposit amount in Euros you always have 2.5% fees in dollars regardless of the exchange rate.

For withdrawals, the flat fee of \$ 25 is deducted.

This is first deducted from the payout amount in dollars before the fees are calculated according to pips. Analogously to the deposits, here the pips are added to the exchange rate, that is, you get back less euros for the dollar.

Here you can inform yourself. I have written down the calculations here and these have been confirmed by eToro as correct.

## How is the exchange rate calculated ?

Some believe that the exchange rate would not be calculated correctly. It should be noted that "your" currency serves as a source currency.

So :

1 Euro = 1.13 dollars

Exchange rate then accordingly 1.13

1 pesos = 0.52 dollars

Exchange rate then accordingly 0.52

This direction seemed more appropriate to me and more logical for most traders, but some traders still think that they have to calculate the other direction.

Unfortunately, one must also say that for the calculated exchange rates in Torotax not always the archived counterpart can be found.

It doesn't matter where you look. Whether ECB, or other foreign providers, since the times of the price determination are different and thus make up to 100 pips.