PROP FIRM OPERATIONS & SUPPORT AUTOMATION PLAYBOOK

Jet Funded Research Report & AI Trader Support Build Blueprint

An End-to-End Methodology for Prop Firm Rulebook Auditing, Standalone Support Center Architecture, AI Chatbot Engineering, and Multi-Firm Replication

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Case Study:	Jet Funded (jetfunded.io)	**Portfolio:**	hotu_ram.godrive.my.id
Live Tools:	AI Support Bot: hotu-jet-support-chat-bot.netlify.app | Rulebook Center: hotu-jet-support.netlify.app		

Executive Summary

Proprietary trading firms live or die by operational clarity. When a new firm launches or an established brand rolls out updated challenge models, customer support teams immediately face a surge of repetitive tickets covering drawdown formulas, consistency rules, prohibited strategies, and payout timelines. Traditional job applicants send static resumes claiming they can manage Discord communities or answer tickets. By contrast, this blueprint documents a proof-of-work approach: auditing a firm's entire rulebook before outreach, transforming that documentation into a searchable Standalone Support Center, and deploying a grounded AI Trader Support Chatbot tailored specifically to that firm.

This document serves two permanent purposes. First, it provides a complete, verified research report on **Jet Funded**—a 1-step proprietary trading platform operated by MB Investments—capturing its account tiers, unique 3 Lives challenge mechanic, static drawdown structure, USDT payout workflow, and operational risk points [1], [2]. Second, it codifies the exact step-by-step workflow used to study Jet Funded and build its live support prototypes, establishing a repeatable 48-hour replication playbook for targeting other high-priority firms including MyForexFunds, PineX Capital, Coinhub Funded, Meridian Funded, Mubite, and Finotive Futures.

> **Core Strategic Thesis**
>
> Replacing a cold job application with a working, firm-specific AI Support Chatbot and Rulebook Center shifts the conversation from "Are you qualified?" to "How quickly can you deploy this for our traders?" Every section of this playbook is designed to be cloned cleanly for any new prop firm launch.

Part I: Detailed Research Report — Jet Funded

Before writing a single line of code or drafting a chatbot prompt, an operations specialist must master the target firm's business model, legal disclosures, and edge-case rules. The following research report synthesizes all publicly verified specifications for Jet Funded as of November 2026 [1], [2].

1.1 Corporate Profile & Market Positioning

Jet Funded positions itself as a streamlined, transparent 1-step proprietary trading challenge designed to eliminate hidden small print and consistency traps [1]. All challenge and funded accounts operate exclusively in a simulated trading environment; orders are not routed to live financial markets, and payouts from funded accounts are structured as performance rewards paid by **MB Investments** [2]. Official trader inquiries are routed through **support@jetfunded.io** [2].

As of November 2026, Jet Funded is in its pre-launch waitlist phase, offering aggressive launch incentives to capture early market share: a **100% profit split** locked in for the lifetime of accounts purchased during the launch window, alongside a **40% discount** on Standard challenges using code **LAUNCH40** (or a partner code) for the first 30 days post-launch [1].

1.2 Account Specifications & Challenge Models

Jet Funded simplifies its catalog into three account sizes ($25,000, $50,000, and $100,000) across two purchase formats: **Standard** (1 attempt) and **3 Lives** (up to 3 attempts at the same challenge for a fixed price) [1]. There are no monthly recurring fees and no maximum time limits to reach the profit target [1].

Parameter	$25,000 Account	$50,000 Account	$100,000 Account
Evaluation Structure	1-Step Challenge	1-Step Challenge	1-Step Challenge
Profit Target (Challenge)	10% ($2,500)	10% ($5,000)	10% ($10,000)
Profit Target (Funded)	None	None	None
Daily Loss Limit (3%)	$750	$1,500	$3,000
Max Loss Limit (6% Fixed)	$1,500	$3,000	$6,000
Minimum Trading Days	3 distinct days	3 distinct days	3 distinct days
Time Limit / Deadline	Unlimited	Unlimited	Unlimited
Consistency Rule	None	None	None
Forex Leverage	1:50	1:50	1:50
Funded Risk Cap per Idea	2% ($500)	2% ($1,000)	2% ($2,000)
Launch Profit Split	100% (Lifetime)	100% (Lifetime)	100% (Lifetime)

1.3 Deep-Dive Rulebook Mechanics

Four structural rules define Jet Funded's risk engine and represent the primary areas where traders require precise operational guidance [1]:

- **Daily Loss Limit (3%):** Calculated from the *higher of balance or equity* at server midnight, resetting every trading day. Because floating equity at midnight is included when it exceeds closed balance, traders holding profitable overnight positions must account for intraday giveback against the new midnight equity high-water mark [1].
- **Static Maximum Loss Limit (6%):** Permanently anchored to the starting account balance (e.g., $47,000 on a $50,000 account). Unlike trailing drawdown models, the floor never moves upward as profits accumulate, giving funded traders expanding breathing room [1].
- **Funded Account 2% Risk-Per-Idea Cap:** While the challenge phase focuses on the 3% daily and 6% total limits, funded accounts enforce a strict 2% maximum risk per trade idea, measured against the starting balance [1].
- **The "3 Lives" Mechanic:** Purchasing a 3 Lives challenge grants three sequential attempts at the same account size. If Life 1 breaches a loss limit, Jet Funded issues a free code for Life 2, which must be activated within 30 days. Lives apply strictly to the evaluation phase (not funded accounts), cannot be refunded or transferred to another user, and cannot be resized [1].

1.4 Allowed vs. Prohibited Trading Practices

Clear demarcation of permissible strategies prevents accidental breaches and reduces post-breach disputes in Discord. Jet Funded publishes an explicit binary list of allowed and restricted behaviors [1]:

Permitted Strategies (Allowed)	Restricted Practices (Prohibited)
News Trading: Trading through high-impact macroeconomic releases is allowed.	**HFT & Arbitrage:** High-frequency trading, latency arbitrage, and tick arbitrage are banned.
Overnight & Weekend Holding: Positions may be held across sessions and weekends.	**Platform Exploits:** Exploiting price-feed delays, freezes, or server errors is strictly prohibited.
Expert Advisors (EAs): Traders may run their own automated EAs and scripts.	**Third-Party Copying:** Copying other traders' executions or commercial signal groups is banned.
Scalping: Short-duration manual or automated scalping is permitted.	**Cross-Account Hedging:** Hedging across multiple accounts or coordinating opposite trades with others is prohibited.
Internal Hedging & Self-Copying: Hedging within one account and copying between your own Jet Funded accounts are allowed.	**Account Sharing / Passing Services:** Third-party account management or paid challenge-passing services result in termination.

1.5 Payout Workflow, USDT Settlement & Scaling Plan

Jet Funded eliminates monthly waiting periods and consistency-score hurdles on withdrawals. Once funded, traders may request a payout every **5 trading days** with a minimum withdrawal of **$100** [1]. The first payout is capped at **5% of the initial account balance** (e.g., $2,500 on a $50K account) [1]. Compliance reviews are completed within **2 working days**, after which funds are dispatched directly in **USDT (TRC20 or ERC20)** to the trader's personal wallet, with Jet Funded covering the blockchain network fee [1].

Consistent funded traders qualify for automated capital scaling: after **4 months** on a funded account, achieving at least **10% net profit** and completing **2 payouts** triggers a **+25% balance increase**, scaling up to a maximum allocation of **$400,000** [1].

1.6 Affiliate Structure & Risk Disclosure Audit

Jet Funded's growth engine relies heavily on affiliate and influencer distribution. Partners earn a **50% commission** on every sale for the first 60 days post-launch, transitioning to **15% lifetime** thereafter, paid every Monday in USDT ($50 minimum) [1]. Influencer codes grant followers 40% off Standard challenges for the first 30 days (10% thereafter). Standard customers can also earn commissions when a referred friend purchases 5 challenges in a single order; commissions are approved once the buyer completes 3 trading days and are held for 14 days [1].

Per the **Risk Disclosure** (last updated November 8, 2026), traders bear full responsibility for local legal compliance, tax reporting, and cryptocurrency wallet accuracy—crypto transfers are irreversible, and sending funds to the wrong address or network results in permanent loss [2].

1.7 Operational Support Risk Assessment

From a Trader Support and Community Management perspective, Jet Funded's launch will generate five predictable, high-frequency ticket categories. Identifying these in advance directly shaped the architecture of the AI Support Chatbot and Rulebook Center:

1. **Midnight Equity vs. Balance Reset Confusion:** Traders holding floating profits across server midnight often miscalculate their 3% daily loss floor the next morning.
2. **3 Lives Scope Misunderstandings:** Traders frequently assume "3 Lives" applies to funded accounts or that unused lives can be refunded or transferred to a larger tier.
3. **2% Funded Risk-Per-Idea Enforcement:** Traders passing the challenge without a per-trade cap can accidentally breach once funded if they stack correlated positions exceeding 2% total risk on one idea.
4. **First-Payout 5% Cap & Network Selection:** Confusion between TRC20 and ERC20 wallet addresses, or requesting more than 5% on the initial withdrawal.
5. **Discount Code Exclusions:** Attempting to apply the `LAUNCH40` promo code to a fixed-price 3 Lives challenge rather than a Standard challenge.

Part II: The Research & Study Methodology

To replicate the Jet Funded success across other prop firms, you must follow a disciplined, repeatable research protocol. Guessing rules or relying on outdated YouTube reviews destroys credibility with founders. Every firm study follows five sequential stages:

Stage 1: Primary Source Capture

Navigate directly to the firm's official domain and capture every public policy page: Home/Pricing, FAQ/Help Center, Terms & Conditions, Refund Policy, Risk Disclosure, and Affiliate Agreement. Save the exact URL and the date checked. Never rely on third-party aggregator summaries without cross-checking the firm's live checkout terms.

Stage 2: Dual-Axis Rule Extraction

Extract every numerical constraint into a standardized matrix covering two distinct axes: **Evaluation Phase Rules** vs. **Funded Phase Rules**. Pay special attention to hidden phase transitions—such as Jet Funded introducing the 2% risk-per-idea cap only after funding, or firms changing from static to trailing drawdown upon payout.

Stage 3: Edge-Case & Conflict Auditing

Read the Terms & Conditions specifically looking for friction points: server reset timezones (UTC vs. server midnight), floating equity vs. closed balance calculations, weekend gap liability, IP/VPS restrictions, and minimum hold times. These edge cases are where 80% of angry Discord escalations originate.

Stage 4: Structured Knowledge Synthesis (NotebookLM & Markdown)

Compile all verified text into a clean, structured master Markdown file (or upload the official PDFs and URLs into a dedicated **NotebookLM** repository). Group the content into modular chapters: *Account Models*, *Drawdown & Risk*, *Trading Rules*, *Payouts & Scaling*, and *Billing & Affiliates*. This clean corpus becomes the single source of truth for both your static Rulebook Center and your AI Chatbot.

Stage 5: Ticket-Volume Prediction

Put on your Trader Support hat and write down the top 15–20 questions a confused or tilted trader will ask at 2:00 AM. Use these exact questions to design your Support Center's quick-navigation tabs and your AI Chatbot's suggested prompt chips.

Part III: Building the Standalone Rulebook Support Center

Most prop firm help centers force traders to click through dozens of slow, nested articles to find one number. The goal of your Standalone Support Center (hotu-jet-support.netlify.app) is to give traders and support moderators a single-page, instant-search operational hub.

3.1 Information Architecture & Visual Hierarchy

- **Zero-Friction Header:** Display the firm's branding, a live search bar that filters rules in real time, and quick-jump category pills (e.g., *Challenge Rules*, *3 Lives*, *Payouts*, *Prohibited*).
- **Scannable Specification Tables:** Present account sizes, daily/max loss dollar values, and profit targets in clean comparison tables so traders never have to do mental percentage math.
- **Binary Strategy Checklist:** Use clear green-check (Allowed) vs. red-cross (Prohibited) visual blocks for news trading, EAs, scalping, hedging, and copy trading.
- **Embedded Escalation Path:** Clearly state when a trader should email official support (`support@jetfunded.io`) for account-specific billing, KYC, or breach appeals.

3.2 Technical Stack & Zero-Cost Deployment

To keep maintenance effortless and load times instant on mobile devices (where most Discord traders click links), build the Support Center as a lightweight, self-contained static web application:

1. **Single-File Architecture:** Combine semantic layout, responsive styling, and client-side live search filtering into a clean static bundle (`index.html`) with zero backend database dependencies.
2. **Instant Hosting via Netlify:** Drag and drop the project folder into **Netlify Drop** (or connect via GitHub) to generate an HTTPS live link in under 30 seconds.
3. **Clean Subdomain Naming:** Rename the default random Netlify URL to a memorable, professional slug following a consistent naming convention: `hotu-[firmname]-support.netlify.app`.

Part IV: Engineering the AI Trader Support Chatbot

While the Rulebook Center serves traders who want to browse, the AI Trader Support Chatbot (hotu-jet-support-chat-bot.netlify.app) serves traders who want immediate, conversational answers—reducing Tier-1 support ticket volume before it ever hits human moderators.

4.1 Grounding & Zero-Hallucination Prompt Architecture

The biggest danger in prop firm AI support is hallucination—if a bot invents a rule or promises a refund, the firm faces severe reputational damage. Your chatbot's system instruction must enforce strict grounding to the verified knowledge base. Below is the exact prompt framework used for the Jet Funded prototype:

```
ROLE: You are the official AI Trader Support Assistant for Jet Funded.
TONE: Calm, concise, empathetic, and technically precise. De-escalate frustrated
traders without being defensive.

STRICT GROUNDING RULES:
1. Answer ONLY using the verified Jet Funded Rulebook provided in your context.
2. NEVER invent leverage ratios, hidden fees, consistency rules, or payout
timelines.
3. If a trader asks about an account-specific issue (breach appeal, KYC status,
missing USDT tx, billing refund), state clearly that you cannot access private
accounts and direct them to support@jetfunded.io.
4. Always translate percentages into exact dollar figures when the trader mentions
their account size ($25K, $50K, or $100K).
5. Clarify edge cases proactively (e.g., remind traders that 3 Lives applies only
to challenges, not funded accounts, and that daily loss resets on the higher of
balance or equity at server midnight).
```

4.2 Knowledge Base Structuring & Intent Mapping

Rather than dumping raw unstructured paragraphs into the bot, organize the knowledge base into clean, atomic Q&A blocks tagged by intent. This ensures accurate retrieval whether the bot runs on client-side keyword/fuzzy matching or an LLM API backend:

Intent Category	Sample Trader Queries	Required Grounded Facts
Drawdown Math	"How is daily loss calculated?", "Is max loss trailing?"	3% daily (higher of balance/equity at server midnight); 6% static max loss fixed to starting balance.
3 Lives Program	"Do I get 3 lives when funded?", "Can I use LAUNCH40 on 3 Lives?"	Challenge-only (not funded); free code sent on breach, 30 days to start; fixed price (LAUNCH40 is Standard-only).
Trading Rules	"Can I hold over weekends?", "Are EAs allowed?", "Max risk per trade?"	News, weekends, own EAs, scalping allowed. Funded accounts capped at 2% risk per idea. No HFT/signal copying.
Payouts & Crypto	"When can I withdraw?", "Who pays USDT gas fees?"	Every 5 trading days ($100 min; 5% first-payout cap); 2 working days review; USDT TRC20/ERC20, firm pays network fee.
Escalation	"My account breached unfairly!", "Where is my refund?"	Acknowledge frustration calmly; explain simulated environment/automated triggers; route to `support@jetfunded.io`.

4.3 Frontend UX & 20-Point QA Stress Testing

A recruiter or founder will test your chatbot for roughly 60 seconds. Make those 60 seconds effortless by including **4 to 6 clickable Quick-Prompt Chips** above the chat input (e.g., *"Explain 3 Lives"*, *"Daily vs Max Loss"*, *"Payout Rules"*, *"Allowed Strategies"*) and a clear footer disclaimer noting it is a live proof-of-work prototype built by Hotu Ram.

Before publishing or sending the link to a founder, run a mandatory **QA Stress Test**:

- **Accuracy Check (5 prompts):** Verify exact dollar math on $25K, $50K, and $100K accounts.
- **Rule-Trap Check (5 prompts):** Ask trick questions (e.g., "What is the consistency rule?" → Must answer *None*; "Can I use my 3rd life after losing my funded account?" → Must answer *No*).
- **De-Escalation Check (5 prompts):** Type angry, all-caps tilted trader messages to confirm the bot stays calm, polite, and solution-oriented.
- **Out-of-Bounds Check (5 prompts):** Ask for financial advice, live market signals, or private account resets to verify the bot refuses safely and directs to official support.

Part V: The 48-Hour Replication Playbook for Other Firms

The true power of this workflow is that 85% of your code, styling, and prompt architecture is reusable. You do not rebuild from scratch for each new firm—you swap the verified knowledge base, adjust the brand color palette, and deploy a fresh prototype in 48 hours or less.

5.1 The 48-Hour Execution Sprint

Sprint Window	Phase	Core Deliverables
Hours 0–8	Deep Research & Legal Audit	Scrape official site, Terms, FAQ, and Risk Disclosure. Build the 2-axis rule table and identify top 5 support risk points.
Hours 9–20	Rulebook Support Center	Clone your static Support Center template, update brand accent colors, populate verified tables, and deploy to `hotu-[firm]-support.netlify.app`.
Hours 21–36	AI Chatbot & QA Stress Test	Inject the firm's structured knowledge base into your chatbot template, customize quick-prompt chips, run the 20-point QA test, and deploy to `hotu-[firm]-chat-bot.netlify.app`.
Hours 37–48	Portfolio Update & Founder Outreach	Add the new case study to `hotu_ram.godrive.my.id` and send a concise, value-first DM/email to the founder or Head of Ops with both live links.

5.2 Target Firm Replication Pipeline (Late 2026)

Applying this exact analogy to your active target list maximizes your return on effort by prioritizing firms experiencing immediate launch or relaunch ticket surges:

Target Firm	Timing / Catalyst	Highest-Impact Prototype Angle
PineX Capital	Warm 1st-degree LinkedIn connection with Co-Founder	Direct DM showcasing the live Jet Funded bot as proof of what you can build for PineX's traders within 48 hours.
MyForexFunds (MFF)	Relaunching Nov 23, 2026 (Legacy restoration + new programs)	High-volume relaunch FAQ bot focused on legacy account restoration steps, Evolution/Accelerated rules, and Discord de-escalation.

Target Firm	Timing / Catalyst	Highest-Impact Prototype Angle
Coinhub Funded	Launched Nov 2, 2026 (Crypto + 9 daily tournaments)	Support Center & bot clarifying 1-Step/2-Step/Instant rules, daily 30-minute tournament schedules, and USDT payouts.
Mubite	Active NITRO Pay After Pass challenge push	Follow-up DM to CEO Petr Andreas with a dedicated NITRO challenge rule explainer and Bybit/Cleo onboarding guide.
Meridian Funded & Finotive Futures	UAE-based 2026 launches / platform transitions	MT5/Tradovate technical troubleshooting hub paired with automated rulebook Q&A for newly onboarded traders.

5.3 Outreach & Personal Branding Integration

Never hide your prototypes on your local drive. Every completed build feeds directly into your three-channel visibility engine:

- **Portfolio Website (`hotu_ram.godrive.my.id`):** Add each firm as a dedicated Case Study card featuring the Research Summary, Live Rulebook Link, and Live AI Bot Link.
- **X / Twitter (`@Hotu_Ram`):** Keep your green *HIRE ME!* poster pinned at the top, with your live Jet Funded bot and Rulebook Center linked in the first reply so every founder who clicks your profile sees immediate proof-of-work.
- **Direct Founder DMs (LinkedIn & X):** Keep outreach under 4 sentences: acknowledge their current launch/product, state one specific support bottleneck they will face, drop your live link, and offer to build a custom version for their team.

Part VI: Resources, Tech Stack & References

The following zero-cost and low-overhead toolset powers the entire research-to-deployment pipeline on standard hardware:

Workflow Stage	Primary Tools Used	Operational Role
Research & Knowledge Base	NotebookLM, Official Firm Websites, Trustpilot	Ingesting rulebooks, cross-checking legal disclosures, and organizing verified Q&A chunks.
Development & Scripting	Static Web Stack, MQL5 / Pine Script, AI Prompt Engineering	Building fast, zero-dependency Support Centers, AI Chatbots, and custom MT5 trader utilities.
Hosting & Deployment	Netlify, Custom Portfolio Domain	Instant HTTPS deployment with clean, shareable project URLs for founder demos.
Visual Branding & Docs	Canva, LaTeX / Overleaf, High-Contrast Print Layouts	Designing pinned X posters, LinkedIn banners, resumes, and downloadable research PDFs.

References & Live Project Links

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