



Withdrawal/Refund Procedure

1. General Conditions

Withdrawals from the Trading Account are governed by the applicable regulations, the Company's Client Services Agreement, and any terms associated with transactions made under the Company's bonus schemes, as amended from time to time.

Funds may only be withdrawn from the Trading Account provided they are not allocated to margin requirements or otherwise owed to the Company.

Once a withdrawal request is approved, funds will be processed and transferred to the original payment method, such as the bank account, credit card, or other payment source used for the deposit, as promptly as possible. However, please be aware that certain financial institutions, particularly those involving correspondent banks, may take additional time to process such transactions.

2. Withdrawal Process

To initiate a withdrawal, the Client must submit a withdrawal request through the Trading Account interface.

All withdrawal requests are subject to the approval of the Company's Finance Department. Upon approval, the withdrawal will be processed within one business day, subject to processing times by the payment providers or financial institutions, which may take up to 4-5 business days or longer.

In the event that funds cannot be returned to the original source (e.g., due to account closure), the Client will be required to provide a Bank Statement from an account in the Client's name. The Bank Statement must include the account holder's name, address, the bank's name and address, the IBAN, account number, and SWIFT/BIC code.

3. Refunds

Refund requests can be submitted either through the Trading Account or the email address provided during the registration process.



The Company may, at its discretion, issue a refund and close the Trading Account under certain conditions, including but not limited to failed verification or abusive trading, as outlined in the Client Services Agreement.

Refunds will typically be processed to the original deposit method, and if this is not feasible, the Client will be required to submit a Bank Statement from an account in their name. The Company reserves the right to conduct further due diligence and request additional supporting documentation as necessary.

4. Verification

The Company reserves the right to request additional verification documentation. Failure to provide the required documents upon request may result in the refusal of the withdrawal request.

Any bank charges associated with the withdrawal request will be the responsibility of the Client.

5. Restrictions and Requirements

Where a withdrawal request necessitates the closure of open positions, the Company will not proceed with the request until such positions have been closed by the Client.

The Company is unable to process withdrawal requests if the execution of such a request would result in the Margin Level falling below the required threshold.

If the Client has not met the applicable bonus trading conditions at the time of withdrawal, any outstanding bonus funds will be debited from the Trading Account in accordance with the relevant bonus scheme terms.

Withdrawals will only be processed to an account in the name of the Client.

6. Return of Funds

Withdrawals will be credited to the original source from which the funds were initially deposited, including but not limited to the same bank account or credit card.

In the case of Joint Accounts, all account holders are required to complete and submit a withdrawal request form for processing.