

WITHDRAWAL POLICY

This Withdrawal Policy (the "Policy") outlines the procedures for client withdrawals. We have implemented the following guidelines to ensure that all withdrawal requests are processed efficiently.

Please note that withdrawal requests must be submitted online through the official **"Client Area"** on our Website. Before submitting a request, you must provide and/or confirm the following:

1. The full name (including first and last name) on the beneficiary account, which must match the name on the trading account.
2. The withdrawal amount must be less than or equal to the account balance.
3. If a client has open positions, the following conditions must be met:
 - The free margin level must exceed 100% to submit the withdrawal request.
 - The margin level must remain above 100% from the time of submission until the request is approved and completed.
 - There must be no hedged positions on the account at the time of the withdrawal request.
 - Complete details of the method used to deposit the funds, including the credit card or bank account number.
 - Complete details of the withdrawal method.

Please note that our policy is to refund any funds back to the original deposit source.

Processing Time Frames

To fulfill our obligations and allow time for payment processing with the credit card company or bank, the following conditions apply.

To meet our regulatory requirements, we must confirm each withdrawal over the phone to ensure it was requested by you. We will attempt to call you several times to authenticate the withdrawal before processing. However, if we are unable to reach you within three working days, the withdrawal request will be cancelled. Alternatively, you may contact us to confirm the withdrawal.



All withdrawal requests will be processed promptly upon receipt and within a reasonable timeframe.

Please note that we reserve the right to review the trading account, account history, and supporting documentation. We may also request additional information before completing the withdrawal request. If necessary, we will contact you for further details. If this occurs, the withdrawal request will be cancelled until the outstanding issues are resolved, and you will need to resubmit your withdrawal request.

Additionally, delays may occur due to our third-party service providers.

Withdrawal of Profits

To comply with Anti-money laundering (AML) requirements, we must verify that trading proceeds are transferred to an account where the beneficial owner matches the trading account holder. Therefore, it is recommended to provide a copy of the bank or credit card statement to which funds will be sent before submitting the withdrawal request.

Withdrawals will be processed solely to the client's account. We will not process withdrawals to any third party or anonymous accounts.

Receipt of Funds

Different banks and credit card companies may have their own internal procedures for crediting funds. You understand that we have no control over when the funds will be available.

For transaction confirmation, please contact our Support Department at support@trade24seven.com

Initial Deposits Processed by Debit/Credit Card

For deposits made with a credit card, we will refund up to the amount deposited using that card. Profits from your investments will be returned through a wire transfer.

Credit card companies may impose time limits for processing refunds. If this timeframe expires, we will issue your refund via wire transfer. Please refer to the section above for information on processing.

If we cannot refund the requested amount to your credit card (or another original source other than wire transfer), we will process it through wire transfer, and minimum Wire Transfer requirements will apply (see the 'Withdrawal Fee' section).



We adhere to strict guidelines to ensure that your funds are securely returned to their original source and beneficiary.

Withdrawal Fee

For wire transfer withdrawal requests of less than 50 (Fifty) USD, the Company reserves the right to apply a withdrawal processing fee of 30 (Thirty) USD for bank charges. This fee will be charged before the wire transfer is executed. Any requests for 30 (Thirty) USD or less will be rejected. Additionally, you are responsible for any fees imposed by intermediary banks.

Please be aware that some banks may use intermediary banks which charge additional fees. It is your responsibility to investigate and cover these fees.

Amendments and Complaints

We reserve the right to review and update this Policy and its provisions as necessary, with or without prior notice to you. However, if an amendment restricts your rights, we will inform you of the changes.

If you have any concerns or complaints about this Policy, please reach out to us using the contact details available on our website.