

Refund and Compensation Policy

The following rules define the procedure and conditions for refunding funds to the client's trading account. These rules apply to all outgoing transactions that the client may request for refunding funds. The refund and compensation policy aims to achieve the following objectives:

1. Preventing conflicts between the client and the company.
2. Mitigating risks associated with AML (Anti-Money Laundering) principles and countering the financing of terrorism.

High Market Volatility

The trading market is often characterized by high volatility, which may be caused by external factors such as financial, regulatory, or political events. Additionally, the market may be vulnerable to hacking attacks, theft, and government regulations. Profits and losses can be significant, and the recovery of deposits lost during trading activities is not possible.

Account Access Blockage and Fund Refund

The company reserves the right to block access to the private trading account, suspend trading activities, cancel input/output transaction requests, or initiate fund refunds if the source of the following funds or the client's activities contradict the AML policy or the financing of terrorism. Fund refunds may also be processed if no trading activity has been recorded within one month from the account's deposit.

Refund and Withdrawal Terms in accordance with AML Regulations

The company has the right to refund funds received through any payment system, including credit/debit cards, based on objective reasons and necessity. Refunds will be processed through the same payment system chosen by the client during the deposit, such as electronic wallets or bank transfers.

Furthermore, if the client's activity is classified by the company as improper, illegal, unfair, or in violation of the terms of use, the company reserves the right to take action without prior notice to the client.

We take all necessary measures to prevent and block unauthorized actions by third parties related to depositing and withdrawing funds. Deposits and withdrawals from the account can only be made by the account owner.

In accordance with commonly accepted rules and regulations governing Anti-Money Laundering (AML) efforts, refunds must be made through the same payment system used by the client for the deposit - meaning to the same bank account or credit/debit card.

Despite the above, the company may process fund withdrawals to a different entity other than the one used for the deposit, in accordance with the provisions regulating Anti-Money Laundering efforts.

- All compliance documentation must be obtained and approved by the compliance specialist to proceed with the refund.
- The recipient's name must match the name of the trading account. Requests to transfer funds to third parties will not be processed.
- Refunds of any funds via bank transfer from the Company to the Client will be processed in the same currency and to the same account/credit card from which the funds were originally transferred, unless the Company decides, at its sole discretion, to refund the funds to a different account of the Client.

- The Client shall have no claims against the Company and shall not hold the Company responsible for any delays and/or discrepancies arising from the calculation of interest rates and/or commissions and/or any other debits by credit card companies, banks, or other financial institutions.

- In the event that the Client submits a request for fund withdrawal from the Trading Account, the finance department monitors each submitted withdrawal request. Identity verification documents must be provided for the processing of any refund.

- The Company shall not be held liable for any delays in fund withdrawals due to the policies of third parties (banks, credit card companies, or other service providers) or any force majeure events that are beyond the control of the Company. This includes the possibility of losses or damages arising directly or indirectly from delays or inaccuracies in the transmission of orders or information related to failures, delays, or refusals of communication or computing devices.

- The time required for funds to be credited to your credit/debit card or bank account used for depositing funds may vary (typically up to five business days). Please note that withdrawals to bank accounts may take longer due to additional security procedures in place.

- Funds are transferred to your credit/debit card account after the credit/debit card issuer debits the funds from our account. This process may take up to 5 business days or more to reflect in the balance of your credit/debit card account. If you do not have online access to your credit/debit card, it should appear on subsequent statements depending on your card's billing cycle.

- If the receiving bank uses an intermediary bank for fund transfers, you may incur additional fees charged by the intermediary bank. These fees are usually charged for the transfer to your bank. We are not involved in or control these additional fees. Please contact your financial institution for further information.

- The amount of withdrawal via credit/debit card is permissible only up to the equal amount of money deposited on each credit/debit card. Larger amounts should be transferred to a bank account.

Please feel free to contact us for any questions, comments, or clarifications.