

## **Withdrawal & Refund Policy**

### **1. Introduction**

1.1. The Withdrawal and Refund policy applies to any transfers made by clients of SimpleWealthFX ("The Company") when withdrawing monetary funds from the Client's trading account, which has been opened with the Company.

1.2. By accepting the terms and conditions when opening an account with the Company, you confirm that you have read, understood, and agree to be bound by the following terms.

### **2. Withdrawals**

2.1. Clients must request in writing or through the client portal a request for withdrawal of funds. Only funds that are not required for margining open positions or fulfilling their obligations to the Company, can be withdrawn.

2.2. The Company will process such withdrawals within a maximum of seven (7) Business Days from the date of receiving the Client's request. It is important to note that any transfer made by the Company is subject to the following conditions:

i. Compliance with all applicable laws, including money laundering regulations, tax withholding requirements, and foreign currency regulations. ii. The Client must provide complete identification as required by the Company. iii. The Client must not be in violation of the terms outlined in this Agreement. iv. The Client must sign any deposit confirmation requested by the Company.

2.3 Withdrawals will only be permitted in the currencies originally deposited by Clients, provided that the Company supports those currencies for Account transactions.

2.4 Funds in Clients account may include bonuses, incentives, or other sums that were not directly deposited by Clients or obtained through trading with deposited funds ("Non-Deposited Funds"). Please be aware that, unless specifically agreed upon, Non-Deposited Funds are not immediately available for withdrawal. Additionally, due to technical limitations, Non-Deposited Funds may be allocated to the Client's account in certain situations, such as to facilitate the closing of positions or to address an indebted account. It is important to note that non-deposited funds, including profits derived from them, do not belong to Clients. If a withdrawal of Non-Deposited Funds has been authorized, the Company reserves the right to reclaim such funds at any time.

### **3. Refunds**

3.1. A refund request can be made by the Clients when the Clients have deposited funds into their trading account.

3.2 Where Clients have elected to enter into any additional agreements, example a Bonus Agreement, the terms and conditions of the Bonus Agreement must first be met.

3.3. When a refund request is made by the Clients the Company would proceed with the termination of the business relationship as provided within the terms and conditions and proceed with the closure of all open positions and proceed with the refund of the remaining amount.

3.4 Refunds are made at the sole discretion of the Company and will be issued in the form of payment in which they were made. Refunds in excess of the original amount are prohibited.

#### 4. Malfunction

4.1. Each client should note the inherent vulnerability to failure, delay and/or disruption of online payment systems, that might result in loss of funds, transfer delays etc. The client is responsible to keep their systems up to date and virus free. The company strongly advises its clients to have installed a reputable software against viruses and constantly check their systems.

4.2. The company should not be held responsible for any delays, malfunctions and/or outages of the payment systems and/or any other technical systems, which belong to or are operated by any third party and/or for the results of such delays, malfunctions and/or outage