



CentFx Limited

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CENTFX LTD.

DEPOSIT AND REFUND POLICY

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1. Introduction

Cent Markets Ltd (a trading name Centfx), is regulated by the Financial Services Commission of the Republic of Mauritius with an Investment Dealer license GB23201644 pursuant to section 29 of the Securities Act 2005, Rule 4 of the Securities (Licensing) Rule 2007 and the Financial Services (Consolidated Licensing and Fees) Rule 2008.

The deposit and refund conditions are provided by the Company to its Clients under the Execution Policy as amended from time to time. The Clients must read carefully and understand the conditions set out herein before proceeding to funding their accounts.

Acknowledgments

The Client acknowledges that he has read, understood, and accepted the Deposit and Refund conditions as amended and reviewed on a regular and ongoing basis, in addition to any other information and/or policy and/or agreements available on the Company's website: www.Centfx.com

2. Deposit Procedure

- Third payments are prohibited. Clients can only use cards or bank accounts under the same name as registered with Centfx. The Company reserves the right to require proof from the Client at any time; failure to comply may result in the payment being frozen or void.
- Deposit to Centfx should be made from a source (e.g. bank account, payment system, credit/debit cards, etc.). Funding via E-wallets or debit/ credit cards, Client may login to his My Centfx portal. The Company's bank account details are also mentioned if the Client wishes to transfer via wire transfer.
- Clients need to refrain from using prepaid cards or any method of payments which does not allow refunds to be processed.
- The Company does not charge for any transfer fees for using its deposit/withdrawal methods, but intermediary banks, E wallets or gateway companies may do so, which is beyond the Company's control.
- The Clients may be required to send a scanned colored copy of both sides of the card to combat fraud. The Client should NOT send these copies if the Company did not require to do so.
- Upon a Client receipt of the request from the Company and before sending these copies, the Client must cover (black-out) all digits except the first 6 and last 4 on the front side of the card for security purposes.
- The Client is also requested to cover (black-out) the CVV code on the back side of the card; whilst the embossed copy of the first 6 and last 4 number of the front side must be visible. All other details must be clear and visible, and the signature section must be signed.
- The Company will never ask for any sensitive card details such as the full card number, CVV code, 3D secure code, PIN code etc. If the Client received any kind of suspicious request for any sensitive details from an unclear source, the Client should contact the Company's compliance department for investigation at Support@Centfx.com

3. Refund conditions

Centfx provides clients with a clear and transparent refund policy. In cases that the Client is not satisfied with the Company's service level and did not make trading, investing, or conversion transactions, the Client can request a refund. The Company offers a capital refund as per the normal withdrawal procedure. The request will be reviewed within 5 business days; note that this time can vary.

- The Client agrees not to request a refund or chargeback from its payment method provider at any time while or after using the Company's services.
- Profits or losses received as a result of the Client's trading activity cannot be subject to a refund request.
- Refunds should be made only to the payment system/ card client used to deposit.

The Clients may be required to send a scanned, colored copy of both sides of the card, or other documents, based on the type of deposit, to combat fraud. Failure to provide the requested scanned copy of the card/document used to deposit in the MT5 account will put funds in the sole custody of the company & until proven otherwise, will not be released.

The Clients may be required to submit the following additional documents regardless of the initial documents submitted during the account opening application process, to combat terrorist financing:

- Clearer copy of the Identification document (passport, or any government-issued identification card)
- Clearer copy of the address proof (utility bill, bankor card statement that holds the Client's name and full residential address issued within the last three months).
- One or more of the following options to confirm possession of the card by the owner:
 1. A recent copy of the bank statement containing the cardholder's full name, first 6 and last 4 digits of card number (sensitive data must be covered). If screenshots are provided the URL page must be visible.
 2. Authorization code for the payment in question (AUTH code), Clearer color copies of both sides of the card. Where the middle of the card must be covered on both sides, leaving the first 6 and last 4 digits visible; the CVC / CVV codes at the back of the card must be covered. The card back side must be signed by the cardholder.

If the origins of the Client's funds and/or the whole activities are contrary to the Company's Anti-Money Laundering Policy (AML Policy), the Company reserves the unilateral right to cancel the transfer of funds (deposit or withdrawal) and freeze the assets.

Refund and all other funding requests will be treated as WITHDRAWALS and will be processed using those methods and procedures as described in the Withdrawal Procedures. Failure to provide one of the above-mentioned documents or suspicious/prohibited activities will result in the funds being frozen.

4. Dispute

Any dispute arising with or in connection to any of the terms and conditions of the Deposit and Refund Policy shall be dealt with by the Company in accordance with the Company's Complaint Handling Policy. The Company shall have the final authority to decide the outcome of any dispute, and reserves the right, at its sole discretion, to interpret, apply, or amend the applicable rules. The Client acknowledges and agrees to accept such decisions as final and binding.

All complaints must be submitted in writing and addressed to the Customer Support team of the Company via email at support@Centfx.com.

Please note that this policy is not exhaustive, and additional conditions or requirements may apply at any time due to applicable regulations and internal policies, including those implemented for the prevention of money laundering. All use of the site and services is subject to the Terms and Conditions, which may be amended from time to time by Centfx at its sole discretion.

