



CentFx Limited

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CENTFX LTD.

WITHDRAWAL POLICY

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1. Introduction

Centfx (a trading name of 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 withdrawal conditions are provided by the Company to its Clients under the Execution Order Policy as amended from time to time. The Clients must read carefully and understand the conditions set out herein before proceeding with their withdrawal request.

2. Acknowledgments

The Client acknowledges that he has read, understood, and accepted the Withdrawal 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

3. Withdrawal Procedure

All withdrawal requests are processed from Monday to Friday. All requests received outside of these days will be processed on the next business day.

- The Company does not carry out funds withdrawals to a third party.
- Clients' needs to ensure that there is sufficient free margin in their account to cover the withdrawal. If not, the Client may choose to close some open positions in their account before requesting a withdrawal.
- The Company cannot send more funds back to the Client's card than initially deposited; if additional amounts need to be withdrawn funds will be sent using an alternative payment gateway (i.e. wire transfer or any e-wallet).
- Funds cannot be refunded to an expired credit/debit card. If a situation arises where the card processor is unable to process the withdrawal request, the Company's back office team may contact the Client to discuss the alternative available methods.
- If there is profit made on the Client's account or restrictions that prevent the Company from returning funds to the depositing card, the Company may return funds to its registered bank account. The Company will only be able to do this if a bank document is provided containing the relevant information.
- Withdrawals are processed by the Company within 24hours of request. The funds will be posted to the Client's:

- a) Bank wire transfers normally take 3 - 6 business days;
- b) Debit/credit card within one business week;
- c) E-wallets within 24 to 48 hours

- Note that the above time slots are assumed & may vary based on the number of withdrawals & at the company's sole discretion.

- Card processor Limits (per transaction): (Minimum: No minimum amount) (Maximum: up to USD 2,000.00)
- In case of no trading activity by the Client after depositing, or any form of abuse is found relating to the reimbursement policy, the Company reserves the right to reclaim any reimbursement fees. If a Client requests to withdraw funds after no trading activity, the Company reserves the right to charge the Client an equivalent amount of any banking or other payment gateway fees incurred or 3% or more of the total withdrawal amount.
- As per the general rule of AML regulations, withdrawals must be performed only through the same bank account or card that the Client used to deposit the funds. All withdrawals will be sent in the name of the account holder.
- Clients may be required to present additional information and documents.
- The Company withdrawal fees do not cover third – party fees. The client will be solely responsible for any fees assessed by a beneficiary or correspondent bank. Any processing fees charges by the Client's bank, which are not included in the Company withdrawal fees, may be deducted from wire proceeds.
- There may be a delay if the Company is unable to verify the Client's information.
- The Clients are responsible for notifying the Company of any cancelled / stolen or change of details prior to requesting a withdrawal; additional documents and official letter from the Client's bank may be required prior to effecting the amendments or cancelled / stolen cards.
- If an account has been deemed inactive (no trading activity) for a period of six months, the Company may apply an inactivity fee or freeze the account.

Right to cancel a withdrawal request

The Company reserves the right to cancel the Client's request for withdrawal due to any of the following reasons:

- When the Client has been asked to provide the Company with updated identification information and the Client has failed to provide valid KYC information and or banking account details and/or statement within 7 days. The Company shall inform the Client that the reason for the cancellation of the withdrawal is due to the failure of the Client, to provide the updated identification information. The Company will ask the Client to resubmit his/her withdrawal request once the requested identification information has been provided.
- When the Client has not provided full and/or correct withdrawal information while submitting his withdrawal request, the Company shall inform the Client that the reason for the cancellation is due to failure on his behalf to provide full and/or correct withdrawal information to the Company.
- When the Client has selected an incorrect withdrawal method, the Company shall inform the Client that the reason for the cancellation is the selection of the incorrect withdrawal method.

4. Dispute

Any dispute arising with or in connection to any of the terms and conditions of the Withdrawal Policy shall be dealt by the Company as per the Company's Complaint handling policy, which is available on the Company's website.

If the Company's team identifies any suspicious, unethical, or abusive activity in connection with withdrawal requests, including but not limited to arbitrage abuse, bonus abuse, use of unauthorized systems or bots, fraudulent transactions, chargeback abuse, identity misrepresentation, or any attempt to exploit system errors or circumvent the Company's policies, the Company reserves the right to take appropriate action at its sole discretion. Such actions may include, but are not limited to, delaying, rejecting, or cancelling withdrawal requests, disabling account access, and/or freezing or withholding funds. This also applies to any other activity deemed inappropriate or in violation of the Company's policies. The Company's determination in such matters shall be final and binding on the Client.

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

