



Withdrawal Policy

IFC Investments Cyprus Ltd

V.3 September 2021



Capixal is the brand name of IFC Investments Cyprus Ltd (hereafter the “**Company**”) a regulated Investment Firm licensed by the Cyprus Securities and Exchange Commission (the “**CySEC**”), with license number 327/16. The Company takes great effort in providing its clients with easy, swift, and secure withdrawal procedures. This Withdrawal Policy constitutes a legal requirement following the Company’s authorization and regulation by CySEC, as detailed below:

Withdrawal Instruction

A client wishing to place a withdrawal shall complete and submit the request form within Client Portal, which is available 24/7, and provide the following information:

1. Amount
2. Withdrawal reason, which is optional.

In case that the client wishes to withdrawal his/her found through a different method, once he/she completed the form within the Client Portal, he/she then has to contact the Customer Support Department via an email support@capixal.com, informing the source of the withdrawal method, by providing the relevant proofs.

However, it shall be noted that the Company policy is to refund back to the source of the original deposit, unless the client’s alternative source is approved.

In case a client has open positions, the below parameters should be fulfilled:

- Free Margin level shall be more than 100% in order to submit the withdrawal request.
- Prior and until the withdrawal request approved and completed, the margin level should always be above 100%.
- There are no hedged positions on the account at the time of withdrawal request.

Processing

Provided that the equity in the retail client’s trading account is positive and other conditions referred to above are met, the Company shall process the client’s request to withdraw funds within the same day or the next working.

If the client requests a withdrawal of funds outside normal trading hours, the request shall be processed as soon as possible or up to two business days.

The client acknowledges and accepts that withdrawal of any part of the funds, by default, shall be concluded using the same transfer method and the same remitter as the one which the Company has originally received the funds from.

It shall be noted that in case the client requested a withdrawal of funds that had been deposited into their trading account using PSP, the Company shall process the request, using the PSP which the Company has



originally received the funds from and request from the Client additional KYC documentation in order to identify the client's bank account to which the potential profit would be transferred.

Shall the client request the funds to be withdrawn from the trading account to a bank account that has not been notified to the Company, prior to proceeding to the funds transfer, the Company performs Know Your Customer procedures on the same client in order to ensure that the beneficiary of the said bank account is the same person.

The Company reserves the right to decline a withdrawal request of the client asking for a specific transfer method and the Company has the right to suggest an alternative. Withdrawals will only be effected towards the client. The Company will not effect withdrawals to any other third party or anonymous account. The Company reserves the right to request additional information and/ or documentation to satisfy itself that the request is legitimate. In addition, the Company reserves the right to reject such a request if it deems that this may not be legitimate. The client accepts that under such circumstances there may be a delay in processing of the request.

In addition, the Company cannot be held responsible for delays caused by incomplete documentation or the Client's Bank internal procedures.

The Customer Support Department shall be responsible for responding to any client requests, regarding information on the status of their withdrawal, received by telephone or email to support@capixal.com at any time, within a reasonable period of time.

Processing Time Frames: In order for the Company to perform its obligations and have time to process the payment with the credit card company or bank, below is a list of cut-off times:

Until **09:00 AM CY TIME** (nine o'clock) on working days: All withdrawals submitted on or before this time will be processed on the same business day.

After **09:00 AM CY TIME** (nine o'clock) on working days: Withdrawal requests submitted after this time will be processed as soon as possible or up to two Business Days if the relevant requirements are met:

- a) the withdrawal request includes all required information;
- b) the request is subject to the right of the Company to require additional information and/or documentation prior to releasing any funds in compliance with the provisions of the Company's Client's Acceptance Policy;
- c) the request is to make a transfer to the originating account (whether that is a bank account, a payment system account etc. from which the money was originally deposited in the Client's Investment account or at the Client's request to another bank account belonging to the same Client);
- d) the Company, in accordance with Anti-money laundering framework, has been satisfied that the bank and/or credit card account where the transfer is to be made to, belongs to the Client. To this end the Company may request evidence such as bank statements or equivalent;
- e) at the moment of payment, the Client has sufficient free cash in his investment account to cover the requested withdrawal amount as well as any potential outward payment charges. Free margin is



defined as the equity in the investment account less any amount of funds kept in reserve as a guarantee to support open positions.

- f) there is no Force Majeure event which prohibits the Company from effecting the withdrawal.

Further to the aforesaid, please note, that withdrawals may be subject to additional processing time depending on the procedures of the third-party remitters, the banking institutions and the jurisdictions in question. Following receipt of a withdrawal instruction, the request is processed, and the requested withdrawal amount will be deducted from the client's Trading Account balance.

Also, the Company cannot be held responsible for delays caused by incomplete documentation or the Client's Bank internal procedures.

Weekends/Holidays: Requests submitted on the weekends or holidays will be handled on the first business following the request. For example, requests submitted on a Saturday will be processed on Monday. Please note that the Company reserves the right to review the trading account, account history, supporting documentation and to request additional information prior to completing the withdrawal request. If necessary, the Company will contact the client for further clarification. In this case, the withdrawal request will be cancelled by the Company until such time as the outstanding matters are resolved. The client should then re-submit his withdrawal request at the earliest possible convenience.

Withdrawal of Profits: Due to anti-money laundering requirements (AML), the Company verifies that proceeds from trading are transferred to an account where the beneficial owner is the same as on the trading account. Therefore, it is recommended that a copy of the bank or credit card statement where funds will be sent is provided to the Company prior to submitting the withdrawal request. Withdrawals will only be effected towards the client. The Company will not effect withdrawals to any other third party or anonymous account.

Receipt of funds: Banks and credit companies may have different internal procedures upon which funds received will be credited. It is important to note that the Company does not have control over when funds will be available. If you require a transaction confirmation, please contact the Customer Support Department. If third parties' fees apply, you will be informed in advance.

Withdrawal Fee:

There are no withdrawal fees charged to the client, however, in case where the client requests a wire transfer withdrawal amount less than 50 (fifty) EURO, the Company will have the right to apply the withdrawal processing fee of 15 (fifteen) EURO which represents the administrative and bank charges fees. The withdrawal processing fee shall be charged prior to the processing of the wire transfer. Therefore, the minimum withdrawal request by wire transfer shall be above 15(fifteen) EURO, otherwise the withdrawal request will be rejected by the Company.