

# REFUND POLICY

## **1. Filing a Refund**

1.1. The Refund Policy is imposed to establish an orderly method when you request or file for a refund for deposits you have made in your Trading Account with us.

1.2. All refund requests are subject to our approval and will be reviewed by our relevant department accordingly. You acknowledge and accept that you have read and understood our official Terms of Service Agreement and other provided legal documentation upon your refund request. In our sole discretion, we reserve the right to reject or cancel any refund request if it was made with unseemly intentions or contradicts any of our Terms of Service Agreement or other agreements.

1.3. You must also ensure that you do not have any ongoing or unresolved conflict related to our Terms of Service Agreement and other contracts or agreements between you and the Company. A refund request from a Trading Account with a record of suspension or restriction due to violating our Terms of Service Agreement will be rejected automatically.

## **2. Processing a Refund**

2.1. In compliance with the general conditions of our affiliated banks and payment service providers (“PSPs”), your refund transactions will be processed through the same method you used to deposit.

2.2. If the fund was processed through a credit card, we could only refund it in the same or fewer amounts. If the payment method you have used becomes temporarily or permanently unavailable, we will offer a different available method appropriate for your transaction.

2.3. We do not charge any fee for financial transactions, including refunds, wherein you are responsible for settling any additional costs or charges from third-party banks or payment processors.

2.4. You acknowledge and agree that all refund requests are processed within seven business days, and if such a refund request is approved and processed successfully, you can expect to receive it in up to 30 business days.

2.5. You understand and agree that you must provide all necessary information with the correct and accurate details that we require upon your refund request.



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