

Standard DEPOSIT & WITHDRAWAL Policy (“DW Policy”)

Trading in any investment opportunity requires TeraFX’s customers to deposit money on their online account. Clients may withdraw their profits and/or their remaining margins from the online account.

Deposits and withdrawals are regulated by this DW Policy which should be read together with [Payment Methods Page](#) on our website, as well as the generally applicable [terms and conditions](#).

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Deposits

You, the Client, have to perform all the deposits from a source (e.g. single bank account). Our Payment Service Providers (PSPs) enable us to offer you a couple of ways in which you can deposit: (1) bank wiring (2) credit/debit card, including local card schemes such as UnionPay; and (3) E-Wallet such as Skrill or Neteller.

- (1) **Bank Wiring/Transfer:** If you want to start trading and deposit funds, you should make sure that bank account from which you will be transferring funds is in your country of residence and it is in your name, as third party payments into your trading account are not possible. We are not asking for SWIFT confirmation all the time as in the case of wiring we can usually verify this internally.

Not withholding the above, we reserve the right to ask SWIFT certification from you when we deem necessary. We will ask you to certify that a SWIFT confirmation is authentic and send us a proof or confirmation of the origin of the money which will be used for trading.

- (2) **Credit/Debit Cards:** The credit/debit card has to be in your name; otherwise, it will be treated as third party deposit and the amount you try to send will be refunded back to the sender's credit card. Please note that in case of a refund, it may take couple of weeks to be refunded to the credit card as credit card companies may take that long to refund.
- (3) **E-Wallet:** E-Wallet payments will not be automatically credited to any trading accounts in which the TeraFX registered name or email address does not correspond with the E-Wallet registered name or email address. We may ask proof of payment and/or bank wiring proof to your E-Wallet.

TERAFX will not accept payments made by third parties (including family members) in accordance with anti-money laundering regulations.

Account to which you do not login and traded within twelve (12) calendar months are considered "Dormant Accounts". We do not charge any "Dormant Fees". However, we reserve the right to close your account due to inactivity or charge "Dormant Accounts Fees" by notifying you in advance using contact details provided on registration or as updated thereafter. **We also impose a maximum of 5 trading accounts per client.**

If you don't comply with this DW Policy, you may be prevented from depositing money in your trading account with TeraFX.

Withdrawals

According to generally acceptable AML rules and regulations Pay-outs are made exclusively to the same source (e.g. bank account or credit card) from which the deposit was made. If several sources were used for the deposit, please inform us of your preferred repayment source. TERAFFX may, at its sole discretion, choose the source considered to be the most appropriate. Without derogating of the foregoing, If repayment to the same source is not possible for any reason (e.g. closing or changing a bank account), please inform us of your (re)payment preferences by e-mail or telephone. TERAFFX can request additional documents as verification of the new source.

In most cases (bank wiring, e-wallet) you will be asked to provide a bank statement containing your name and bank account details in order to withdraw money for the first time (this applies to every new bank account you wish to use for withdrawals). In addition, when you deposit or withdraw money for trading purposes using alternative payment methods (such as E-Wallets), you should be aware that additional restrictions may apply (for example email verification).

Unless we agree otherwise, withdrawals from the Account may only be made in the same currency in which the respective deposit was made.

Withdrawals Fees

The fees schedule for deposits and withdrawals is available on TeraFX website under [payment methods page](#). TeraFX does not charge withdrawals or deposit processing and handling fees if deposit or withdrawal (unless it is a full balance withdrawal) amount is greater than 100 (USD, EUR, GBP, PLN) in the respective account currency. We reserve the right to amend this policy from time to time, should this happen you will be notified about the same in advance.

Occasional One off cost for withdrawal:

TeraFX charges 25USD one off withdrawal fee if no trades were made on the account and full deposit is requested for withdrawal. This fee covers on boarding cost.

Example 1. If you had 1 or more trades on your TeraFX account and made a request to withdraw the full balance shortly after account opening or otherwise, you will not be charge 25USD.

Example 2. If you had 0 trades on your TeraFX account and made a request to withdraw the full balance irrespective of the period since account was opened (1 day, 1 month etc), you will be charged 25USD withdrawal fee.

Example 3. If you have 2 trading accounts with TeraFX, and had 1or more trades on one account and 0 trades on another account and made a request to withdraw the full balance, you will not be charge 25USD.

Example 4. If you had 0 trades and made a request to withdraw partial balance, you will not be charge 25USD. However, if following partial withdrawal you will request remaining balance to be withdrawn and account still has 0 trades, you will be charge 25USD withdrawal fee.

Non-Deposited Funds

Funds appearing on Clients' account may include other sums not directly deposited by the Client or gained from trading on account of actually deposited funds ("Non-Deposited Funds"). Please note unless otherwise explicitly agreed, Non-Deposited Funds may not be available for withdrawal. Further, due to technical limitations, Non-Deposited Funds may be assigned to Client's account in certain occasions (for example, for the technical purpose of allowing the closing of positions or an indebted account).

Submitting a Withdrawal Request

In order to process your withdrawal request, you must:

- Log in to your account through the website LOGIN to Customer Panel;
- Open a withdrawal request from Customer Panel, by clicking on withdrawal, fill up the information
- Submit your request
 - ✓ All compliance documentation must have been received and approved by TeraFX's funding department in order to proceed with the withdrawal.

- ✓ Beneficiary Name must match the name on the trading account. Requests to transfer funds to third party will not be processed.

Your request to withdraw should come through the same way you deposited, unless approved by TeraFX compliance team.

Caution: ACCOUNT HOLDER IS REQUIRED TO MONITOR ACCOUNT REGULARLY, AND ENSURE THAT AVAILABLE MARGIN EXISTS IN THE ACCOUNT PRIOR TO SUBMITTING THIS [WITHDRAWAL] REQUEST, AS SUCH WITHDRAWAL MAY HAVE AN IMPACT ON EXISTING OPEN POSITIONS OR TRADING STRATEGY USED.

Even if deposits via e-Wallets and credit cards are automated, an immediate booking cannot be guaranteed. It is therefore your responsibility to monitor your transactions at all times, which constitutes tracking the status of your account and ensuring that sufficient funds are available in your account in time to maintain your open positions. Any losses, or losses resulting from a delayed booking, will be covered by your liability. Should a delay occur during the booking, please inform us immediately by live chat and, if such a case occurs, we will respond with leniency.

Typical Withdrawal Processing Time

The time it takes for the money to reach your credit card or bank account that has been used to deposit funds may vary (usually up to five business days or more). Note that it might take longer for withdrawals to bank accounts due to the additional security procedures in force.

The request will generally be processed by TeraFX within 1-5 business days of receipt. In order to avoid any delays please review your information carefully before submitting your request. TeraFX assumes no responsibility for errors or inaccuracies made by the account holder.

Corresponding withdrawals will usually take 3 to 5 business days to process. TeraFX cannot monitor and is not responsible in any way for the Client's Credit/Debit Card Company or bank's internal procedures. Client must follow up with the credit card or respective bank independently.

Funds are released to your credit/debit account once your credit/debit card merchant has debited the funds from our account. This process may take up to 5 business days or more to reflect on your credit card account balance. If you do not have online access to your credit/debit card, it should appear on the next billing statement(s) depending on your card's billing cycle.

Please note clearly that we are not committed to any time frame and that any additional charges imposed by third parties shall be deducted from the deposit or the withdrawal, as applicable.

Third party charges: If the receiving bank uses an intermediary bank to send/receive funds, you may incur fees charged by the intermediary bank. These charges are usually placed for transmitting the wire for your bank. TeraFX is not involved with and nor has any control over these third party fees. Please check with your financial institution for more information.

Credit/Debit Cards

For Credit card deposits, when you choose an account in a different currency than USD (United States Dollar), your credit card will be debited properly in accordance with amount deposited and the applicable exchange rates. In addition to the exchanged sum deposited, additional credit cards fees may apply (as a result, in such cases you may notice discrepancies between the sum of deposit and the sum charged on your credit card). Customers must accept these slight variations that can occur and won't try to charge this back.

If you have used a credit card to deposit money, performed online trading and decide to cash in on your winnings, the same credit card must be used.

Amount of withdrawal per credit card is only allowable to an equal amount of money deposited per credit card or less. Greater amounts must be wire-transferred to a bank account.

Currency

Your Account may comprise of different currencies. These will be subject to the following conditions:

- We may accept payments into the account in different currencies and any payments due to or from us and any net balances on the account shall be reported by us in the respective currency; The account is maintained in US Dollars, Euro, GB Pounds or Polish Zloty ("Base Currencies") and any other currency will be converted at the exchange rate existing at the point of conversion ("Exchange Rate"); if the Client send funds in another currency than his account's currency, we will apply an exchange rate to our discretion.
- We will generally settle trades or perform any required setoffs and deductions in the relevant currency where the account comprises such currency ledger, save that where such currency balance is insufficient, we may settle trades in any currency using the Exchange Rate.

Additional Conditions

Please note this policy cannot be exhaustive, and additional conditions or requirements may apply at any time due to regulations and policies, including those set in order to prevent money laundering. Please note any and all usage of the site and services is subject to the Terms and Conditions, as may be amended from time to time by TeraFX, at its sole discretion.

For queries concerning policy matters, please contact us anytime.