



WITHDRAWAL POLICY

Introduction

GF Markets Ltd is a limited liability company incorporated in Saint Lucia, incorporation number 2023-00089 (the "Company" and/or "GF Markets Ltd"), whereas the Company has implemented a policy for withdrawals (the "Withdrawal Policy") applicable for the clients (the "Clients").

1. Withdrawal Procedure Applicable for Corporate and Individual Clients

1.1. An online withdrawal request is required, which is made available on the client portal, under the Withdrawal menu. The request option is only available when the account has been verified and holds the respective balance.

1.2. Withdrawals are processed via the same method used for deposit. In cases where this is not possible the Company may suggest an alternative method, provided that the necessary proof of account ownership is available.

1.3. Withdrawals can be requested anytime but requests after 18:00 GMT+3 will be processed the next business day. For mobile money withdrawals the turnaround time is one (1) working day from the date of receipt of the request.

1.4. For bank wire transfer processing time can take up to 3-5 working days.

1.5. The minimum amount for withdrawal through bank is USD 100 while that of mobile money is 5USD.

1.6. International transfers take 3-6 working days depending on the banking procedure of the beneficiary bank.

1.7. Once the withdrawal request is approved, the amount will be automatically deducted from the client's account and reducing the free margin available to trade and maintain any open positions.

1.8. Withdrawals processed within 48h after deposit, will be debited by the full amount of deposit charges incurred by GF Markets Ltd.

1.9. Withdrawals processed by clients that haven't traded since the deposit, will be debited by the full amount of deposit charges incurred by GF Markets Ltd.

2. Responsibility and Obligations

2.1. It is the Client's responsibility to always ensure that the account holds enough margin to maintain open positions.

2.2. GF Markets Ltd is not responsible for position(s) that are liquidated due to a withdrawal request.

2.3. GF Markets Ltd is not responsible or liable for withdrawals because a client has shared their portal password with someone else. Please keep your password safe and secure.

2.4. The portal account holder must also be the beneficiary of the withdrawal request. GF Markets Ltd does not accept any third-party payments.

2.5. For corporate accounts, the beneficiary bank account must be in the name of the company and only the authorized signatory can request for withdrawal unless there is a given Special Power of Attorney to an agent or representative.

2.6. For Joint Accounts, withdrawal request made through portal is deemed agreed by all account holders.

2.7. Once the withdrawal request is approved, it can no longer be cancelled. Client will receive an email once the request is acknowledged and approved by the payment department of GF Markets.

2.8. GF Markets Ltd reserves the right to reject a withdrawal request if any of the following applies:

- Trading account has a pending credit
- Account balance is no longer sufficient
- The performed trading activity is under investigation due to suspicion of system manipulation or fraud
- Client has failed to provide the required information

2.9. The Company shall not be liable for delays in processing deposits and withdrawals if such delays are caused by the payment system.

2.10. The Company retains the right to change the processing time for deposits and withdrawals without notifying clients in advance.

2.11. The Company may place limits on the payment systems available to clients from certain countries.

3. Withdrawal Fees

3.1. The applicable fees for the Banks are 3% - 5% depending on the banking institution.

3.2. The applicable fees for Payment Service Providers (PSPs) are 3.2% - 4.5% depending on the PSP.

3.3. The applicable fees for Wallets are up to 3% depending on the wallet service provider.

3.4. The applicable fees for Credit Cards are up to 8%.

The above Withdrawal Fees will be applicable in addition to the standard fees in the case that such fees are not covered by the trading activity of the Client.

4. Withdrawal Request

If you are a user of the Company's website and/or an existing or potential Client and you are not completely satisfied with the services provided by the Company, you have the right to apply for a return request by referring to the Complaint Handling Procedure that is available on the Company's website.

NOTICE: Please note that you are entitled to a return of any funds available and not used for the purposes of online trading via your trading account held with GF Markets Ltd.

All personal information, payment details and documents provided by the client are managed in accordance with the Company's Privacy Policy.

