

REIMBURSEMENT PROCEDURE

SECTION 1: GENERAL FRAMEWORK

1.1 This Reimbursement Procedure (the “Policy”) outlines the binding terms under which requests for the return of funds deposited into Client trading accounts may be submitted, reviewed, and executed by the Company. By engaging in financial transactions with the Company, the Client acknowledges and affirms consent to the provisions herein.

1.2 The Client further affirms that they have read and accepted the Company’s Terms of Use, Customer Agreement, and any supplementary legal instruments applicable to their account. The right to seek reimbursement is conditional upon full compliance with this Policy and the Client’s broader contractual obligations.

1.3 The Company retains exclusive authority to approve or decline any reimbursement application, whether in whole or in part. Such determinations are final and binding and may be based on legal, regulatory, contractual, or internal compliance considerations.

SECTION 2: ELIGIBILITY AND SUBMISSION PROTOCOL

2.1 Reimbursement applications must be initiated within fourteen (14) calendar days of the Client’s account registration date. Submissions made outside this designated period shall be rendered inadmissible.

2.2 No reimbursement shall be considered for accounts that have been restricted, suspended, or terminated due to breaches of the Company’s Terms of Use, internal policies, anti-fraud protocols, or any other binding agreements.

2.3 Requests must be submitted using the official Company channels and must include complete, accurate, and verifiable information. Failure to provide the requisite documentation or submission of materially inaccurate details may result in the rejection of the request without further consideration.

2.4 The Client assumes full financial responsibility for any external charges, banking fees, or processing costs imposed by third-party payment providers in connection with a reimbursement transaction. The Company bears no liability for such ancillary charges.



2.5 Duplicate or repeated submissions of the same reimbursement request will not be reviewed unless supported by new evidence or material changes in circumstance.

SECTION 3: PROCESSING TIMELINES AND EXECUTION

3.1 Upon approval, the Company shall initiate the reimbursement process within seven (7) business days. However, the final settlement period may vary depending on the processing timelines of external banks and financial institutions and may extend up to thirty (30) business days.

3.2 Reimbursements shall be issued via the original method of payment used by the Client, unless such method is no longer available or viable. In such cases, the Company reserves the right to designate an alternative channel, subject to compliance requirements.

3.3 The Client accepts that operational, technical, or force majeure circumstances may occasionally delay execution of reimbursements. The Company disclaims any liability for losses or damages resulting from such delays, provided the Company acts in good faith and with reasonable diligence.

SECTION 4: REVISIONS AND GOVERNING TERMS

4.1 The Company may revise, amend, or update this Policy at its sole discretion and without prior notice. Any such changes shall become effective immediately upon publication on the Company's official website or by other appropriate communication channels. Continued use of the Company's services following such amendments shall constitute binding acceptance thereof.

4.2 The Client expressly acknowledges that reimbursements are issued at the sole discretion of the Company and are not granted as a matter of right. Accordingly, the Client waives any entitlement to legal recourse arising solely from the denial or delay of a reimbursement, except where expressly mandated under applicable law or as specified herein.

SECTION 5: RECORDKEEPING AND AUDIT TRAIL

5.1 The Company shall retain records of all reimbursement requests, whether approved or denied, for a minimum period of five (5) years. These records may be reviewed internally or by



authorized external parties, including auditors or regulators, for the purpose of compliance verification and dispute resolution.