

PAYMENTS

Payment Policy

How Clients fund their accounts and request withdrawals and refunds, and the obligations of each party in payment operations.

COMPANY

BidexBroker

WEBSITE

bidexbroker.com

REGISTERED OFFICE

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Nicosia 1075, Cyprus**

CLIENT SUPPORT

support@bidexbroker.com

Payment Policy

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Related documents. This document forms part of the BidexBroker legal documentation, together with the Privacy Policy, Service Agreement, Risk Disclosure, Rules of Trading Operations and Non-Trading Operations Regulations, all available at bidexbroker.com.

1**General Provisions**

- 1.1** To start trading on a real deposit, the Client needs to transfer funds to the trading account opened by him with the Company (hereinafter referred to as the Client's Account).
- 1.2** The amount of funds in the Client's Account is the Account Balance.
- 1.3** The reason for the emergence of the Company's financial obligations to the Client is the appearance of a corresponding entry in the trading platform about the Client's deposit of funds to the Client's Account.
- 1.4** The amount of the Company's monetary obligations in relation to the Client is determined based on the amount of the Client's Account Balance as of a specific date and time.
- 1.5** The Company's financial obligations to the Client are always limited to the amount of the Client's Account Balance.
- 1.6** The Company's financial obligations in relation to the Client are terminated at the moment the Client withdraws all funds from the Account.
- 1.7** In the process of performing the operation of crediting funds to the Account, the Company offers the Client to choose one of the available methods of replenishing the deposit. The method chosen by the Client to replenish the deposit is also the method of withdrawing capital.
- 1.8** The Client understands and agrees that the payment systems offered in the trading platform are not partners of the Company. In particular, the Company is not responsible for any interruptions in the operation of the payment system, including, but not limited to, late receipt of funds to the Client's Account or their non-receipt.
- 1.9** All risks, directly or indirectly associated with the use of a particular payment system, fall on the Client. In order to find out the reasons and circumstances of erroneous (unstable) operation of the payment system, interruptions in its operation, the Client has the right to apply with a corresponding claim to the representatives of this payment system.
- 1.10** The Client undertakes to notify the Company about sending a claim to the address of the payment system within 24 hours from the date of its sending by sending an appropriate letter to the Company's e-mail: support@bidexbroker.com.

2**Registration**

- 2.1** The client undertakes to independently register on the Company's website, providing information about himself on the issues proposed in the registration form, and also to keep this information up to date.

- 2.2** The process of registering a Client includes filling out a questionnaire in the prescribed form, opening an account, choosing a method of replenishing a deposit (account) for trading, replenishing an account and confirming the Client's personal data by providing the Company with sufficient documents (account verification).
- 2.3** Registration of the Client on the Company's website is an acceptance of the User Agreement for the provision of services. The client guarantees to provide accurate, complete and reliable information about himself in accordance with all the requirements of the registration forms on the Company's website. In the event of a breach of this guarantee, the client may incur additional liability under applicable law.
- 2.4** By registering on the Company's website, the Client fully accepts the terms of this Payment Policy and its annexes.
- 2.5** During carrying out various types of checks on the identification of the Client and / or his funds, as well as the tools he uses (account verification stage), the Company has the right to request, and the Client is obliged to provide any documentation requested by the Company. In particular, the Company has the right to request from the Client identification documents (passport, driver's license, national id card), documents confirming the Client's place of residence (passport page with registration, bank statement, utility bill), his financial position, documents that are the basis for the legal possession and disposal of funds on the Client's Account, as well as any other documents at the discretion of the Company.
- 2.6** The client provides the required documentation within 5 (five) days from the date of receipt of the relevant request from the Company, in the manner agreed with the representatives of the Company.
- 2.7** The verification process takes up to 10 working days from the date the Company sends a notification to the Client about the need to confirm his personal data. In some cases, this period may be increased up to 30 (thirty) working days at the discretion of the Company.

3 Deposit

- 3.1** To deposit the Account, the Client needs:
- 3.1.1** place a request for depositing funds through your Personal Account in your account profile;
 - 3.1.2** choose the method of deposit the account (the Company offers a various payment systems that are available to the Client and are reflected in his Personal Account);
 - 3.1.3** indicate the currency in which the account will be deposited and, accordingly, the currency of the account itself;
 - 3.1.4** enter the amount of deposit;
 - 3.1.5** fill out the proposed form by entering the requested data.

- 3.2** The term of receipt of the Client's funds to the Account depends solely on the payment system chosen by the Client. The company does not have the ability to influence this period in any way.

In particular, operations for depositing funds when using electronic payment systems can occur instantly, when using a bank transfer - from 3 (three) to 45 (forty five) days, depending on the bank used by the Client and the correspondent bank.

4**Withdrawal**

- 4.1** The Client has the right at any time to withdraw funds (in full and in part) involved in the operations (transactions) carried out by him from his Account by sending a corresponding request to withdraw funds to the Company.
- 4.2** The Client's order to withdraw funds from the account has to meet a number of conditions, including:
- the Client's application has to be formed taking into account all the norms and restrictions of the current legislation of the countries under the jurisdiction of which this operation goes;
 - the Client's application has to comply with the provisions of this Payment Policy, as well as other documents of the Company governing the Client's operations;
 - the Client's application has to be created and sent to the Company through the Client's Personal Account, in addition, it is indicated in the "History of balance transactions" section, as well as in the Company's system for recording client requests. An application sent in another way is not accepted for consideration by the Company;
 - The Client has the right to dispose of funds only in the amount of his Account balance at the time of sending the request for withdrawal of funds. If the Client's request for withdrawal of funds contains an amount that exceeds the balance of the Client's Account at the time of sending the request (taking into account all fees, deductions and mandatory payments established by the rules of the Company), the Company has the right to refuse to execute such a request;
 - Withdrawal of funds is carried out in the same way as the deposit of the Client's Account was done. At the same time, the Company reserves the right to limit the amount of withdrawal of funds to the payment system by the amount of deposit the balance of the Client's Account from this payment system. The Company also has the right to withdraw the Client's funds to a payment system different from the one with which the Client deposited the Account Balance. The Company makes this decision in each case individually and at its own discretion. In this case, the Client is obliged to provide all the information requested by the Company (details, etc.) on payment documents.
 - In case of successful deposit with a bank card in the Client's account, withdrawals will only be available after completing the full account verification procedure, including verification of the bank card, used for making a deposit.
- 4.3** To provide services for the execution of the Client's request to withdraw funds to the Client's External Account, the Company has the right to engage third parties (Agents). At the same time, the Company is not responsible for the actions and / or inaction of such persons.

- 4.4** Withdrawal request is made by the Client in the Account currency. If the account currency differs from the transfer currency, the debiting will be made in the account currency. In this case, the funds are converted into the account currency at the rate that was set by the Company at the time of the write-off operation.
- 4.5** The currency in which the Company makes transfers to the Client's External Account (based on the currency of the Client's Account and the Method of debiting) may be reflected in the Client's Personal Account.
- 4.6** The amount of obligatory payments, commissions and other costs when carrying out the operation to withdraw funds from the Client, as well as the conversion rate, are set by the Company and can be changed by it unilaterally at any time. At the same time, the conversion rate may differ from the rate set by the central banks of the countries, as well as from the market rate of currencies.
- 4.7** The Company has the right to regulate the amount of withdrawal of the Client's funds, as well as set the limits of such amounts (maximum and minimum), depending on the withdrawal currency, account currency and / or the method of the Client's operation. Such restrictions may be reflected in the Client's Personal Account at the time of his submission of an order to withdraw funds.
- 4.8** On the request for withdrawal of funds received from the Client, the Company makes a decision within 7 (seven) days from the date of its receipt. In some cases time can be increase up to 14 (fourteen) days.
- 4.9** If the funds have not been credited to the Client's External Account within the period specified in clause 4.8. of this Policy, the Client has the right to contact the representatives of the Company in order to find out the reasons for this situation.
- 4.10** If the Client made a mistake in the details when placing an order for withdrawal of funds, as a result of which the funds were not credited to the Client's External Account, the consequences in the form of additional payments (costs, commissions, deductions, etc.) are the responsibility of the Client and is paid for his account. If the client provides incorrect or inaccurate instructions and proceeds to transfer funds without the ability to retrieve or withdraw them, the client bears full responsibility for such an occurrence, along with all its subsequent circumstances and consequences.
- 4.11** If the Client's income exceeds the amount of deposit, it is possible to withdraw such income to the Client's External Account only in a specially established procedure agreed by the Parties, and if the Client has made a deposit to his account in a certain way, the Company has the right to withdraw the previous deposit by the Client in the same way.

5 **Withdrawing methods**

- 5.1** Bank Wire transfer:

- 5.1.1 having formed a request through a Personal Account, through a bank wire transfer, the Client can receive funds at a convenient time, provided that the Company works with this transfer method;
- 5.1.2 The Client understands and accepts that the Company is not responsible for the timing of the bank wire transfer;
- 5.1.3 The client must submit a request to withdraw funds to a bank account opened exclusively in his own name;
- 5.1.4 The Company transfers funds in accordance with the details specified by the Client in the corresponding application. The accuracy of the data provided and compliance with its obligations under these conditions are the sole responsibility of the Client.

5.2 Electronic payment:

- 5.2.1 Having formed a request through the Personal Account, by means of an electronic transfer, the Client can receive funds at any time convenient for him, provided that the Company works with this transfer method;
- 5.2.2 The client must submit an application for the withdrawal of funds to an electronic account registered (opened) exclusively in his own name;
- 5.2.3 The accuracy of the data provided for the withdrawal of funds to an electronic account and compliance with its obligations under these conditions are the sole responsibility of the Client;
- 5.2.4 The Company transfers funds in accordance with the details specified by the Client in the relevant request;
- 5.2.5 The Client understands and agrees that the Company is not responsible for the timing of the electronic payment, as well as for software failures and other technical failures that impede the execution of the Client's request and are not dependent on the will of the Company.

- 5.3 The list of withdrawal methods is open and can be supplemented by the Company unilaterally at the discretion of the Company. This information will be reflected in the Client's Personal Account.

6 Refund

- 6.1 The Client's funds, within the Section 6 of this Payment Policy, it should be understood the funds that were credited by the Client to the personal Account, but were not involved in any operation (trade) on the Company's trading platform. The Client either did not use the credited funds to make (conclude) trade or, after replenishing the Account Balance, did not perform any operation.
- 6.2 The Client has the right to withdraw funds (in full and in part) from his Account at any time by sending a corresponding request for a refund to the Company.
- 6.3 The Client's request for a refund has to meet the following conditions:

- be formed taking into account all the norms and restrictions of the current legislation of the countries under the jurisdiction of which this operation falls;
- comply with the provisions of this Payment Policy, as well as other documents of the Company regulating the Client's operations;
- created and sent to the Company via the Client's Personal Account, and also reflected in the "Balance operations history" section and in the system for recording client requests. The request can also be sent by the Client via e-mail to the following email address of the Company: support@bidexbroker.com. An application sent in any other way or to another email address is not accepted for consideration by the Company.

- 6.4** The Client has the right to dispose of funds only in the amount of the balance of his Account at the time of sending a request for a refund. If the Client's request contains an amount that exceeds the balance of the Client's Account at the time of sending the request (taking into account all commissions, deductions and mandatory payments established by this Payment Policy and / or other documents of the Company or the Company itself), the Company has the right to refuse to execute such a request.
- 6.5** Refunds are made in the same way as the Client's Account was deposited. At the same time, the Company reserves the right to limit the amount of withdrawal of funds to the payment system by the amount of deposited balance of the Client's Account from this payment system. The Company also has the right to make a refund of the Client's funds to a payment system different from the one with which the Client deposited the Account Balance. The Company makes this decision in each case individually and at its own discretion. In this case, the Client is obliged to provide all the information based on payment documents requested by the Company (details, etc.).
- 6.6** To provide the service for the execution of the Client's request to return funds to the Client's External Account, the Company has the right to engage third parties (Agents).
- 6.7** The request for a refund is made by the Client in the currency of the Account. If the account currency differs from the transfer currency, the debiting will be made in the account currency. In this case, the funds are converted into the account currency at the rate that was set by the Company at the time of the write-off operation.
- 6.8** The amount of compulsory payments, commissions and other costs when carrying out a request to return the Client's funds, as well as the conversion rate, are set by the Company and can be changed by it unilaterally at any time. At the same time, the conversion rate may differ from the rate set by the central banks of the countries, as well as from the market rate of currencies.
- 6.9** Payment system providers may establish cases in which funds are credited to the Client's External Account in a currency other than the currency of the External Account.
- 6.10** The Company has the right to regulate the amount of refund of the Client's funds, as well as set the limits of such amounts (maximum and minimum), depending on the withdrawal currency, account currency and / or the method of the Client's operation. Such restrictions may be reflected in the Client's Personal Account at the time he submits a request to the Company for a refund.

- 6.11** On the request for a refund received from the Client, the Company makes a decision within 7 (seven) days from the date of its receipt. In some cases, the period may be increased to 30 (thirty) days.
- 6.12** If the funds have not been credited to the Client's External Account within the period specified in clause 6.11. of this Payment Policy, the Client has the right to contact the representatives of the Company in order to find out the reasons for this situation.
- 6.13** If the Client made a mistake in the details when placing a request for a refund, as a result of which the funds were not credited to the Client's External Account, the consequences in the form of additional payments (costs, commissions, deductions, etc.) are the responsibility of the Client and is paid for his account. If the client provides incorrect or inaccurate instructions and proceeds to transfer funds without the ability to retrieve or withdraw them, the client bears full responsibility for such an occurrence, along with all its subsequent circumstances and consequences.
- 6.14** If the Client deposited the Account balance in a certain way, and the procedure for refunding funds differs from the procedure established by this section of the Payment Policy, the Company has the right to return the amount previously credited by the Client in the same way within the terms determined by the Company unilaterally.

7 Taxes

- 7.1** The Company is not a tax agent and does not provide information about the Client's operations to third parties. Such information can be provided only upon receipt by the Company of an official request from a competent state authority, sent in accordance with the legally established requirements and rules for such a request.

8 Obligations

- 8.1** All payments (and their components) made by the Client are the responsibility of the Client.
- 8.2** The Company is not responsible for the actions of third parties engaged in intermediary activities related to the provision of services for the execution of the Client's order to deposit and / or withdraw funds.
- 8.3** When the Client deposits the Account, the Company's financial responsibility begins from the moment the Client's funds are received into the Company's bank account and / or to the Company's account in the payment systems indicated on the Company's website.
- 8.4** If the Company detects any kind of financial actions that are fraudulent in nature, as well as any other actions, financial transactions that contradict the norms of international and domestic law, the Company has the right to cancel such action (transaction) and block the Client's Account to an

undefined term. Such a block involves clarifying the circumstances of the incident and the blocked funds can be used to neutralize the consequences of such actions or frozen and seized by the relevant authorities.

- 8.5** The responsibility of the Company in terms of withdrawing funds from the Client's Account terminates at the time of debiting funds from the Company's bank account and / or from the Company's account in the payment systems indicated on the Company's website.
- 8.6** In the event of technical errors on the part of the Company when making any kind of financial transactions, the Company has the right to cancel such transactions, as well as their results. In this case, the results of the services provided by the Company are subject to cancellation by the Company.

QUESTIONS ABOUT THIS DOCUMENT?

Contact BidexBroker Client Support. Please include your account ID and a short description of your request.

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bidexbroker.com

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