

HF Markets (Europe) Ltd **WITHDRAWAL CONDITIONS**

Withdrawal Conditions Statement

- Withdrawals submitted before 10:00 am server time will be processed on the same business day between 7:00 am and 5:00 pm server time. Any withdrawal request submitted after this time will be processed the following day (Monday to Friday only). Please note that Server Time is subject to Daylight Savings Time (DST), which begins on the last Sunday of March and ends on the last Sunday of October. Server Times: Winter: GMT+2, Summer: GMT+3 (DST).
- Withdrawals are always made using the same payment method/gateway that was used to make the initial deposit.
- Should credit/ debit card deposits be received, all withdrawals up to the amount of total deposits by credit/ debit card will be processed back to the same credit/ debit card on a priority base.
- The Company cannot send more funds back to the Client's credit card than initially deposited.
- Funds cannot be refunded to an expired credit/debit card.
- For all incoming payments via Sofort, iDeal, WebMoney, Qiwi and TrustPay, any subsequent withdrawals will only be actioned via wire transfer.
- Deposits via Visa/ MasterCard that were executed more than 6 months ago cannot be withdrawn using the same payment method. Funds will be sent via an alternative method in the event of a withdrawal request being made by the Client.
- The Company does not charge any fees for deposits or withdrawals. If any fees are applied they are charged solely by the payment gateway vendor, bank or credit card company. The Company does not cover these charges. These charges are covered by the end sender/receiver of the funds. In the event that the Company is charged during a funding transaction by any third party, the Company reserves the right to pass the relevant cost back to the Client.
- In case a card that the Client used to deposit funds with the Company is cancelled/lost/stolen/ re-placed/do not support the foreign remittance refunds, the

Client must inform the Company prior to submitting withdrawal request and provide official letter from your bank stating the same. It should be noted that all refunds are final and cannot be reverted.

- HF MasterCard can be used to withdraw profit only. The maximum amount that can be withdrawn to the card per month is \$5000.
- HF MasterCard cannot be issued to corporate and joint myHotForex account holders.

Version: 2017/001