

Withdrawal Policy

1. Withdrawals may only be requested through verified accounts. In order to complete the verification process, the Client is required to submit a full copy of their Passport and/or national identity card containing their photo and personal details. The Company reserves the right to request additional documents, including but not limited to, utility bills, bank confirmation letters, bank card scans, bank statements, source of funds documentation, selfies, or any other relevant materials as deemed necessary by the Company. The company strives to process all verifications within 24 hours. However, in certain circumstances, the verification period may be extended up to 30 working days.
2. To initiate a withdrawal, the Client shall submit a withdrawal request via their trading account, by selecting a withdrawal method from the available options and providing all required details.
3. Once a withdrawal request is submitted, it will be marked with a "Requested" status. During the processing stage, the request will be assigned an "In Process" status. Upon this stage, the requested funds will be debited from the Client's account balance. Once the request reaches the "Processed" status, the funds will be transferred to the selected payment system.
4. Withdrawal requests are processed by the Company's financial department on a first-come, first-served basis. The standard processing time is three (3) business days. The Company reserves the right to extend this processing period and, in such cases, will notify the Client through any available contact method.
5. The Company reserves the right to increase the processing time and/or cancel withdrawal requests submitted by the Client, without prior notice, during an internal risk assessment of the Client's account in relation to activities that may indicate the following (this list is not exhaustive):
 - a. Fraud;
 - b. Money laundering;
 - c. Unfair usage of the Company's General Fees Policy and the Terms of the Agreement;
 - d. other activities by the Client which may indicate a breach of provisions of the Agreement and/or the applicable law;
 - e. For the purpose of the risk assessment, the Company shall be entitled to block the account immediately (without giving prior notice) and to request from the Client additional supporting documents as it may deem necessary.
6. The Company may refuse to process withdrawal requests that do not meet the minimum withdrawal thresholds established by the relevant payment provider or are restricted due to technical limitations. Further information can be found in the Deposits and Withdrawals section on the website.
7. The Client has the right to withdraw funds only to the payment account that was used to deposit funds into their account. In cases where it is technically impossible to withdraw funds to the payment system that was used to deposit funds, an alternative payment

method shall be chosen, and the payment details must align with those provided in the Client's personal information.

8. The Client is fully responsible for the information they provide to the Company through the withdrawal request.
9. If the Client uses a bank card for making deposits, withdrawals shall be made to this bank card in the amounts not exceeding the amount deposited within 180 (one hundred eighty) calendar days from the last deposit. Withdrawals to bank cards have greater priority than other types of withdrawals.
10. Clients who make deposits via Boleto will be required to wait a period of 72 hours before being eligible to request a withdrawal.