



WITHDRAWAL POLICY



Withdrawal Policy

Introduction

ElevateSphere Holding (hereinafter, the “**Company**”) is incorporated in Mauritius under registration number 210689GBC. The Company is authorized and regulated by the Financial Services Commission (FSC).

Deposits:

- a. Deposits will be accepted by bank wire transfers, credit cards or by using alternative payment systems (“APMs”) as these are indicated on the Company’s website as updated from time to time.
- b. The Company will not accept third party or anonymous payments of funds in the Client Account.
- c. The Client accepts that the Funds shall be deposited in his/her trading account only if the Company is satisfied that the sender of the funds is the Client. If the Company is not satisfied as to the above, then the Company has the right to reject the funds and return them to the remitter deducting any transfer fees or other charges incurred by the Company, using the same transfer method as the one through which it originally received the funds.

Withdrawal:

The Company will proceed with the Clients’ withdrawals upon receipt of their requests the Client submitted on the Client area. The Company will process the Client’s request to withdraw funds on the same day that the request to withdraw funds was made, or the next working day if the Client’s request is received outside of normal trading hours.

You must provide and/or confirm the following before submitting a request:

1. The Full name (including first and last name) on the beneficiary account which must match the name on the trading account;
2. That the withdrawal amount is less than or equal to the account balance;
3. In case a client has open positions, the below parameters should be fulfilled:
 - The free Margin level shall be more than 100% in order to submit the withdrawal request.
 - Prior and until the withdrawal request is approved and completed, the margin level should always be above 100%
 - There are no hedged positions on the account at the time of the withdrawal request.



4.The full details about the method used to deposit the funds, including the credit card or bank account number.

5.The full details about the method for withdrawal. Please note that our policy is to refund any funds back to the source of the original deposit. There is a minimum withdrawal amount of 50 USD for maintenance fees. In case of profit, kindly note the minimum withdrawal requirement shall still apply.

If a client deposits funds into their trading account but does not execute any trades before requesting a full withdrawal, the Company reserves the right to deduct a fee of 50 EUR/USD/CHF (based on the account currency).

Any payments you request will not be made until all documents are received and the account is fully verified.

The Company is not liable for any fees charged from any intermediary bank or the beneficiary bank.

The Client accepts that withdrawal of any part of the funds is only refunded to the source of funding that they had originally deposited from.

For example, a Client has made a deposit using 3 different payment methods:

- 1) **Credit Card**
- 2) **E-wallet**
- 3) **Bank Wire Transfer**

In the case that the Client will request a withdrawal, then firstly the money will be refunded back to his credit card, secondly money will be sent back to his e-wallet account and all the rest will be transferred to his bank account in accordance with the amounts deposited by each method.

The Company reserves the right to decline a withdrawal funds from the Client's account, if the following requirements are not met:

- 1) **The withdrawal instruction includes all necessary information (including but not limited to: Account No. Name, Amount, Currency);**
- 2) **At the moment of payment, the Client's Free Margin exceeds the amount specified in the withdrawal instruction including all payment charges.**

The Company will not proceed with withdrawals/refunds to any other third party or anonymous account. The Company will process withdrawals and refunds back to the source of the original deposit.

The Company has the right, during the withdrawal process, to request any additional information related to the requested payment method. The Client understands and accepts that under such circumstances there may be a delay in processing the request.



All Client withdrawals requests shall be processed in the currency in which the deposit was originally made.

In case you would like to cancel your withdrawal request, please send your email to: support@bexsero.com

In the case where the client requests a wire transfer withdrawal amounting to less than 50 (Fifty) USD, the Company will have the right to apply the withdrawal processing fee of 30 USD (Thirty) which represents the bank charges. The withdrawal processing fee shall be charged prior to processing of the wire transfer. In case if the request amount is 30 (Thirty) USD or less the withdrawal request will be rejected.

The Company has the right to review and/or amend this Policy and its arrangements whenever we find it necessary. We can do this with or without giving you prior notice. If, however the amendment limits your rights, we will notify you. Please do not hesitate to contact us if you have any questions or queries relating to this Policy.