

## 1. Purpose and Objectives

1.1. This Cancellation and Refund Policy (hereinafter the “Policy”) outlines the terms and conditions under which VertexAlpha Services Ltd (hereinafter the “Company”), accepts cancellations of deposit or withdrawal requests and processes refunds related to solely client funds, excluding trading activity.

## 2. Cancellation Policy (DEP & WDs)

2.1. Deposit Cancellations: Clients may request the cancellation of a pending deposit before it is processed. Such requests must be submitted via email and are subject to review and confirmation by our back office and support team,

2.2. Withdrawal Cancellations: Clients may request cancellations of a withdrawal request only if it has not yet been processed by the Company. Approved cancellations will return the funds to the Client’s trading account balance.

## 3. Refund Policy:

3.1. Eligibility for Refunds: Refunds are considered under the following circumstances:

- Duplicate or erroneous deposit transactions;
- Deposits not credited due to a technical error;
- Mistakes made by the Company during the fund transfer process;
- Unauthorized fund transfers (following verification and investigation);

3.2. Non-refundable items:

- Losses resulting from trading activity;
- Services fees and transaction commissions;

3.3. Request Procedure:

3.4. Clients must:

- Submit a written request to [csmanager@vertex-alpha.com](mailto:csmanager@vertex-alpha.com);
- Include relevant transaction details and any supporting documentation;
- Complete the required identification and verification checks as determined by the Company;

### 3.5. Processing Time:

Once approved, refunds will be processed within two (2) business days and returned to the original payment method used by the Client.

### 3.6. Fees and Deductions:

The Company does not charge any fee; refunds may be subject to transaction or administrative fees as applicable by your credit institution.

### 3.7. Account Verification and Documentation Requirements:

In accordance with clause 9 of the Client Services Agreement (version 1, as amended from time to time), a Client is required to verify his/her account within a timeframe of 15 (fifteen) calendar days (the "Verification Period"). During the Verification Period, the Client will be allowed only to deposit the total amount of up to €2,000.00 irrespective of the number of Accounts held with the Company. **The Client will not be able to place any orders until their Account has been fully verified.** The Company reserves the right to request additional enhanced due diligence and/or identification information and/or documentation.

Upon the event that the Client fails to provide the necessary information and/or documentation for their verification by the end of the 15<sup>th</sup> (fifteenth) calendar day from the initial contact with the Company, the Company shall terminate the relationship with the Client and shall return automatically all deposited funds to the Client, in the same bank account from which they originated. It is acknowledged that bank and/or other fees may apply which will be incurred by the Client.

It is noted that Clients who fail to verify their account within the timeframe of fifteen (15) days and do not provide their bank account details, the Company reserves the right to keep in the Client's account the Client's balance, in read only mode, until the Client provides the required information to proceed with the refund.

Clients are reminded that if their account remains dormant for 90 days or more, shall be classified by the Company as Inactive. Clients further acknowledge and confirm that such inactive accounts will be subject to a monthly charge of 5 units, relating to the maintenance / administration of such Inactive Account(s). The Client further agrees that any Inactive Accounts, holding zero balance/equity, shall be turned to Dormant ("**Dormant Account**"). For re-activation of Dormant Accounts, the Client must contact the Company and inform that Client wishes to reactivate the Dormant Account. The Client's Dormant Account will then be reactivated (subject to, if required, up-to-date Know Your Client documentation provided to the Company by Client) and become an

Active Account. However, the Active Account may become Dormant again if the above stated conditions for Dormant Account are met.

Accounts will be considered inactive when the Client has not:

- a) Placed a trade;
- b) Opened or closed positions, and/or;
- c) Made a deposit;

4. Dispute Resolutions:

Any complaints and/or disputes arising under this Policy will be handled and resolved in accordance with the Client Services Agreement.

5. Conflicting Provisions:

For the purposes of this Policy, “Terms and Conditions” shall refer to the Company’s Client Services Agreement, as well as any amendments thereof.

This Policy forms an integral part of the Company’s Terms and Conditions. In the event of any inconsistency or conflict between this Policy and the Client Services Agreement, the Terms and Conditions shall prevail.