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## **HF Markets (UK) Ltd**

# **WITHDRAWAL CONDITIONS**

## 1. Introduction

- 1.1. HF Markets (UK) Ltd (hereinafter the “**Company**”) authorised and regulated by the Financial Conduct Authority (“**FCA**”), with Firm Reference No. 801701.
- 1.2. The Withdrawal Conditions are provided the Company for you (the “**Client**”) to read carefully and understand the conditions set out herein before proceeding with their withdrawal request.

## 2. Acknowledgements

- 2.1. The Client acknowledges that he has read, understood and accepted the Withdrawal Conditions as amended from time to time, in addition to any other information and/or policy and/or agreement available within the Legal Documentation Section of the Company’s website ([www.hfmarkets.co.uk](http://www.hfmarkets.co.uk)).

## 3. Withdrawal Procedure

- 3.1. Withdrawal requests will be processed within 24 hours following receipt of the Client’s submission request. All withdrawal requests shall be processed from Monday to Friday excluding Public Holidays. More details with respect to the Public Holidays and the trading hours are available on the Company’s website under every trading instrument via ‘Trading Hours’ section. (<https://www.hfmarkets.co.uk/en/trading-instruments/trading-hours>)
- 3.2. Withdrawals are always made using the same payment method/gateway that was used to make the initial deposit, unless exceptional circumstances apply as described in this section 3.
- 3.3. Some credit cards do not accept payouts, and the Company will request from the Client supporting documents (i.e. the relevant card bank statement used to deposit) for the Company to approve a withdrawal via bank transfer.
- 3.4. Should credit/ debit card deposits be received, all withdrawals up to the total amount of deposits received by credit/ debit card will be processed back to the same credit/ debit card either in full or in part, on a priority base.

- 3.5. The Company cannot send more funds back to the Client's credit card more than initially deposited. If additional amounts need to be withdrawn, they will be sent using an alternative payment gateway (i.e. Bank Transfer or any e-wallet).
- 3.6. Funds cannot be refunded to an expired credit/debit card.
- 3.7. Deposits via Visa that were executed more than 6 months ago cannot be withdrawn using the same payment method.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
- 3.8 Where in such circumstances funds cannot be refunded to the originating debit/credit card the Company reserves the right to request additional information and/or documentation to be satisfied that the Client's dealings with the Company, including, but not limited to, deposits and withdrawals are legitimate and/or for any other reason to comply with our legal obligations. The Client understands and accepts that under such circumstances there may be a delay with processing the transaction, and/or the transaction may be rejected.
- 3.9 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.
- 3.10 In case a card that the Client used to deposit funds with the Company is cancelled/lost/stolen/re-placed/does not support the foreign remittance refund, the Client must inform the Company prior to submitting the withdrawal request and provide an official letter from the Client's bank stating the same. It should be noted that all refunds are final and cannot be reverted
- 3.11 If the Client requests to withdraw funds from his trading account and it is not possible for the withdrawal request to be processed without delay, the Company shall inform the Client of the reasons for the delay and the expected timeframe before the funds will be withdrawn.

#### **4 Right to cancel a withdrawal request**

4.1 The Company reserves the right to cancel a Client's request for withdrawal due to any of the following reasons:

- a. when the Client has been asked to provide the Company with updated Banking account details and/or statement within 7 (seven) days, if deemed necessary, and/or has suspicious transactions in relation money laundering activities.
- b. when the Client has not provided full and/or correct withdrawal information while submitting his withdrawal request, the Company shall inform the Client that the reason for the cancellation is due to failure on his behalf to provide full and/or correct withdrawal information to the Company. The Company will ask the Client to resubmit his withdrawal request if he provides full and/or correct withdrawal information.
- c. If the Client has selected an incorrect withdrawal method (see paragraph 3.2 of the Withdrawal Conditions), the Company shall inform the Client that the reason for the cancellation is the selection of incorrect withdrawal method. The Company will ask the Client to resubmit his withdrawal request using the correct withdrawal method.
- d. If the Client's Skrill account has not been verified, the Company shall inform the Client of the reason for the cancellation and ask the Client to verify his Skrill account prior to processing his withdrawal request and resubmit his withdrawal request.

4.2 If the Client wants to cancel his withdrawal request, he can contact the Company's Support Department via Live Chat for immediate assistance to cancel his withdrawal request. If the withdrawal has already been processed to the payment processors, then the Company may not be able to cancel it.

#### **5 Dispute**

5.1 Any dispute arising with or in connection to any of the terms and conditions of the Withdrawal Conditions shall be dealt with by the Company as per the Company's Complaints Handling Policy, which is available on the Company's website.

5.2 All complaints must be in writing and addressed to the Customer Support Department of the Company via email at [support@hfmarkets.co.uk](mailto:support@hfmarkets.co.uk). More details on the procedure which the Client must follow can be found on the Company's website in Section "Legal Documentation".

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