



PRIME XBT

**WITHDRAWAL
& REFUND
POLICY**

Introduction

Any reference to “**PrimeXBT**”, the “Company”, “we”, “us”, “our” herein, shall be a reference to **Prime XBT Trading Services Ltd**, a company incorporated in the Marshall Islands, with Reg. No.: 120813 and registered office address at Trust Company Complex, Ajeltake Road, Ajeltake Island, Majuro, Marshall Islands MH96960.

This Withdrawal & Refund Policy (the “**Policy**”) outlines the terms and conditions under which Clients shall be eligible to request withdrawals and/or the conditions under which PrimeXBT may automatically process refunds (the “**Payouts**”).

This Policy forms an integral and inseparable part of PrimeXBT’s General Terms & Conditions (the “**T&Cs**”). Therefore, by accepting the T&Cs by registering for a Client Account with the Company (the “**Account**”), Clients also confirm that they have read, understood, and accepted the T&Cs and all accompanying Policies in their entirety and without reservation, and thus agree to be also bound by the provisions of this Withdrawal & Refund Policy, as set forth herein.

This Policy shall be periodically reviewed and updated, wherever and whenever the Company deems necessary. The Company reserves the right to amend the Policy without notice to Clients, provided that the changes do not materially affect the client’s rights under this Policy. The latest and prevailing version of the Withdrawal & Refund Policy will, at all times, be available on the PrimeXBT Website.

If you have any further inquiries, please contact our Support Department under the PrimeXBT Help Center at support@help.primexbt.com.

1. Withdrawals

- 1.1. Clients have the right to withdraw all, or part, of their available funds from their Account at any time. It should be noted that, the transferred amount (including any transfer fees) cannot exceed the amount of funds available for withdrawal in the Client Account.
- 1.2. For security reasons first withdrawal requests must be made to bank cards that have been used for making deposits and only then to other payment methods.

- 1.3. The withdrawal fee may differ, depending on the payment method and the currency in which the withdrawal request is made. Related fees for outgoing payments are specified in the Fee Schedule, available at all times under the PrimeXBT Help Center, on the PrimeXBT Website.
- 1.4. The Company does not set any limits to the withdrawal amounts for registered Clients; however, the amounts may be limited by the conditions set in the payment systems through which the payments are made.
- 1.5. PrimeXBT processes all pending withdrawals once a day, between 12:00 and 14:00 UTC. A withdrawal requested before 12:00 UTC will be processed on the same day. Any withdrawal requested after 12:00 UTC will be processed the next day. Pending withdrawals can be cancelled at any time before 12:00 UTC.
- 1.6. Clients should complete withdrawal requests accurately and in a proper manner in order to avoid any delays in processing their request. The Company shall not be held liable if Clients entered incorrect details for transferring funds from their account.
- 1.7. PrimeXBT reserves the right to manually review a withdrawal request before it's approved if it triggers a suspicious activity alert. This may delay a withdrawal until the review is completed and the withdrawal is approved.
- 1.8. The Company reserves the absolute right, wherever and whenever it deems appropriate in its sole discretion, to request identification documents, proof of residency and/or source of funds documentation, prior to facilitating a withdrawal. Any submitted documents by Clients must be valid, up to date and accurate.
- 1.9. If the Company classifies the Client's conduct as incompliant with the General Terms & Conditions, for example there is a direct, or indirect, illegal, or dishonest intent by the Client to misuse the products and services, then the Company has the right to terminate the Account with the Client.

- 1.10. Withdrawal requests shall only be processed back to the source of funds which is the original deposit method from which the funds were deposited to the Clients' Account. Clients may request an alternative withdrawal method, as long as they are able to explain and submit (to the satisfaction of the Company) the relevant proof and/or documentation to justify the change in withdrawal method.
- 1.11. By accepting this Policy, Clients acknowledge and accept that withdrawal requests may be subject to extended processing times due to the involvement of third-party payment providers and the Company shall not bear any liability or responsibility for any delays, expenses or losses incurred by the Client during the withdrawal process nor in relation to any delays and/or expenses resulting from the involvement of third parties.

2. Refunds

- 2.1. Refunds shall only be processed back to the source of funds which is the original deposit method from which the funds were deposited to the Client Account. Refunds and all other funding requests will be treated as WITHDRAWALS and will be processed using those methods and procedures as described in the Withdrawals section above.

3. Payout Conditions

- 3.1. PrimeXBT will process Payouts under certain circumstances, and provided that specific requirements have been met, prior to the Payout execution, as outlined herein below.
- 3.2. Payout requests that exceed the internal daily threshold set by the Company, shall be processed automatically only for verified clients.
- 3.3. Payout requests exceeding the threshold, requested by unverified clients, will only be processed following the client's successful verification. In this case, the said client is notified via email in order to submit

to PrimeXBT the identification documents, along with any other documents requested, such as source of funds.

- 3.4. Additionally, PrimeXBT may, during the course of the internal monitoring of its clients' trading activities (transaction monitoring) to initiate the verification process (identification and proof of address) and further request relevant supporting documentation of the clients' source of funds, prior to executing the payout.

4. Supporting Documents

- 4.1. The clients' identification is being verified electronically, by using an automated software for screening purposes. Whereas the source of funds supporting documentation and/or proof of address information is submitted to PrimeXBT via email and verified manually on a case-by-case scenario, by the Back-Office Department.

- 4.2. Acceptable documents for verification purposes, are the following:

- ✓ **Identification Documents** – Valid, not expired: Passport, ID or Driving License;
- ✓ **Proof of Address** – Recent, dated within 6 months: Utility Bill, Landline Bill, Rental Agreement, Bank Statement, Tax Bill or any other equivalent document;
- ✓ **Source of Funds** – Bank or Trading Account Statement, Tax Declaration, Payslip or any other document supporting the source of income;

- 4.3. PrimeXBT, reserves the absolute right to request at any time additional supporting documents from clients, as deemed necessary by the Back-Office Department. Additional documents may include a proof of the client's residential address, additional proof of identification and/or additional documentation on the client's source of funds.