



eXcentral

Withdrawal Policy

Version 0.3 – Last Updated: July 2020

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eXcentral customers can withdraw their funds and benefits whenever they need to.

To request a partial or complete withdrawal of funds simply navigate to the banking page once you have logged in. At the banking page you can select the withdrawal that you wish to make and click submit.

How Can I Withdraw Funds from My eXcentral Account?

According to generally acceptable AML rules and regulations, withdrawals must be performed only through the same bank account or credit/debit card that you used to deposit the funds. Therefore, when placing a withdrawal, you will be requested to withdraw first the total amount of funds deposited with a credit/debit card or bank account, back to the same source. Once the credit/debit card or bank account have been fully refunded, you may withdraw funds to other methods.

When it comes to withdrawals, clients may be required to present additional information and documents. To avoid delays in receiving your funds please ensure that all your documentation is correct, up to date, and confirmed before you submit your withdrawal request.

Every time you use a new payment method you will need to verify it, but once you have done this you will not need to verify that particular card in order to make a withdrawal again.

The stages of verification include:

- Proof of ID – Photo identification, including passport, ID card or driver’s license.
- Proof of residence – Confirm that you are a resident of the country accepted by eXcentral, with the following documents: Bank or credit card statement, recent utility bill, (water, electricity or telephone bill) or governmental document, such as tax bill or residence certificate (stamped).
- Complete assessment of appropriateness – one of the sections of the verification process, make sure that all your answers are correct and up to date.
- Verify your payment method:
 - Credit card - please send a picture of both sides of your credit card. Make sure the first 12 digits of your credit card number on the front and back side are covered. The same applies to the CVV code on the back side.
 - E-wallet (Skrill, Neteller) – please send a screenshot of such e-wallet showing name, email, e- wallet ID made from your Computer.

Once your account is verified, ensure you are logged in to your account before accessing the banking page, and then the withdrawals section.

Follow these steps to withdraw money:

- Fill in the required information; including your desired withdrawal amount.
- Click send.
- Requests are only processed once all required documentation is verified and at the start of the next business day. If after business hours, we will begin processing your request the next business day. Our business hours are Monday to Thursday, 9:00-16:00 and Friday, 9:00-13:30.



Receiving your funds is also dependent on your bank's business hours and AML procedures.

For more information about accepted verification documents, see our Anti-Money Laundering Policy.

How long does it take to receive the withdrawn funds?

The time needed for the funds to be transferred will vary, depending on your payment method.

Bank transfers, once processed by the Company, take 3-5 working days approx. to be credited to your account. However, please note that it might take up to 10 working days for your funds to process back through the banks to your card.

Under normal circumstances, Credit/Debit Card withdrawals, once processed by the Company, take 5-7 working days approx. to be credited to your account.

What Payment Methods Can I Use for Withdrawing Funds?

Withdrawals can be made to your credit card, through a wire transfer, or selected online payment systems. However, withdrawals can only be made through the same method that the deposit was made with.

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

How Much is the Minimum Withdrawal Amount for Each Method?

Minimum withdrawal amounts vary depending on the method. Through wire transfer the minimum amount is 100 EUR/ USD/ GBP. Through Credit or Debit cards the minimum withdrawal is 10 EUR/ USD/ GBP. Through e-wallets there is no minimum withdrawal amount, however the amount must cover the fee cost.

When using e-wallets, traders can withdraw up to 750 EUR of profits, however the e-wallet must be verified through the specified procedure in order for the withdrawal to go through.



How Much am I Charged for Each Withdrawal?

Payment Method	Classic	Sliver	Gold	VIP
Credit Card	3.50%	3.50%	Free	Free
Debit Card	3.50%	3.50%	Free	Free
Prepaid Card	3.50%	3.50%	Free	Free
Skrill (Moneybookers)	2.00%	2.00%	Free	Free
Neteller	3.50%	3.50%	Free	Free
Wire Transfer	30 USD	30 USD	Free	Free
	30 EUR	30 EUR	Free	Free
	30 GBP	30 GBP	Free	Free

Every client's first withdrawal is for free, unless below applies.

Notwithstanding the aforesaid table, in the following circumstances the Company reserves the right to charge a withdrawal fee at an amount equal to **10 EUR/USD/GBP**:

- if there is insignificant (one single position placed on the Trading Account only) or no trading activity in the Client's Trading Account prior to the submission of the withdrawal request.
- if the Client fails to provide to the Company accurate and/or necessary and/or adequate information/documentation for the verification of his/her/its identity and/or address as may be requested from time to time by the date of submitting a withdrawal request.
- if the Company decides to process a refund to the Client due to his/her/its failure to provide to the Company accurate and/or necessary and/or adequate information/documentation for the verification of his/her/its identity and/or address as may be requested from time to time and/or for any other reason the Company deems necessary.

Please note that some banks may also make an additional charge on each transaction. This charge will not be made from eXcentral and is entirely by the bank itself.



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