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# **Customer Funding and Withdrawal Policy**

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## 1. Introduction

International FX Brokers (Pty) Ltd. (referred to as "IFX Brokers (Pty) Ltd, the "Company", "us", "we" and "our"), is incorporated under the laws of South Africa with Registration No. 2017 | 282704 | 07. The Company is authorized and regulated by the Financial Service Board ("FSB") to act as a Financial Service Provider (FSP No. 48021) and to provide the Services specified in the Account Opening Agreement found on [www.ifxbrokers.com](http://www.ifxbrokers.com) and operates under the Financial Advisory and Intermediaries Service Act (FAIS Act) (Act 37 of 2002).

## 2. Scope of policy

International FX Brokers (Pty) Ltd. (referred to as "IFX Brokers (Pty) Ltd, the "Company", "us", "we" and "our") provides you with this Customer Account Funding and Withdrawal Policy to outline the procedure and requirements related to the deposit and withdrawal of funds from customer trading accounts. IFX Brokers reserves the right to modify this policy as deemed fit at any time. The latest Privacy Policy will always be available on our Website.

## 3. Account Funding Options

3.1.1. IFX Brokers offer 6 flexible account funding options in a variety of base currencies.

3.1.2. We do not guarantee that all the transfer methods are available to be used in your country.

3.1.3. Please note that payments to and from international banks may incur costs by either or both parties, however. These costs are for your account, unless you are an IFX VIP account holder, in which case we cover these costs. We are unable to accept third party payments. All payments must be affected through the bank account linked to your trading account.

Fund With	Deposit Fees	Accepted Currencies	Approximate Processing time
VISA MASTERCARD	Nil	AUD, USD, NZD, JPY, CAD, EUR	Instant
PAYPAL	Nil	AUD, USD, NZD, JPY, CHF, CAD, EUR, HKD, GBO, CAD	Instant
PAYFAST	Nil	ZAR	Instant
SKRILL	Nil	EUR, USD, GBP, CZK, PLN	Instant
NETELLER	Nil	AUD, USD, NZD, JPY, CAD, EUR, CHF, ZAR	Instant
WIRE TRANSFER DIRECT DEPOSIT	Nil	Bank: <b>First National Bank</b> Address: <b>3rd Floor, 1 First Place, Simmonds Street, Johannesburg, 2001</b> Postal address: <b>PO BOX 1153, Johannesburg, 2000</b> Branch Code: <b>250655</b> Account Number: <b>62720174979</b> SWIFT code: <b>FIRNZAJJ</b>	

## 4. Minimum Initial Deposit

4.1. The minimum initial deposit to start trading is USD100.

## 5. Withdrawal of Client Funds

5.1. To check what withdrawal methods are available to you, please access the Secure Client Area and click 'Withdraw'. Your withdrawal methods will be displayed on this page.

5.2. You may request to withdraw funds from your account by completing the withdrawal request form in the "Withdrawal" section of the Secured Client Area subject to delivering to us the required documents. If your withdrawal request is made to us without meeting all requirements, the Company reserves itself absolute discretion to not execute this withdrawal request until all legal requirements are met.



- 5.3. The Company does not charge any fees for transferring the funds to you, but any expenses incurred by the bank, credit card company, payment processor or e-wallet for transferring the funds shall be borne by you, please refer to the relevant section on our website.
- 5.4. The maximum amount that can be transferred to your initial deposit facility is equal to the initial deposit made; profits made can only be transferred to your bank account.
- 5.5. The Client may withdraw funds deposited to his Account and/or profit gained through trading transactions from his Accounts only to the relevant account or card from which he had used to fund his Account (such account to be called "Originating Account/Card").
- 5.6. Transfers (withdrawals) of funds to accounts/cards other than the Originating Account/Card is allowed at the Company's absolute discretion and provided the Company is satisfied that there is a reasonable justification for transmitting the funds to a different account.
- 5.7. The minimum withdrawal amount is USD 25, unless otherwise stated.
- 5.8. The Client is fully responsible for the payments details given to the Company and the Company accepts no responsibility for the Client's funds, if the details provided by the Client are wrong. If a withdrawal request is made to a bank account, the details must be provided within 3 business days. If 3 business days have passed a new withdrawal request must be submitted.
- 5.9. We shall make any payments due to you in such a manner as we deem appropriate in the circumstances and reserve ourselves the right to initiate legal proceeds against any Client submitting a chargeback. In case of a chargeback, we reserve our right to immediately close/cancel all positions and/or profits and bonus without any further warning and close the trading account.
- 5.10. Currency conversions are done at the daily rate as per the Reserve Bank website with an adjustment of +5c to the nominated rate for deposits, and -5c for withdrawals, for administrative costs involved in the processing of funds.

## **6. Withdrawal confirmation**

- 6.1.1. The system will confirm by email that your withdrawal request has been received.
- 6.1.2. The status of your withdrawal request is displayed in the 'Trading History' area of your Secured Client Area.
- 6.1.3. You will receive confirmation email confirming the successful completion of your withdrawal request.

## **7. Withdrawal processing time**

- 7.1.1. All withdrawal requests are processed by our Accounting Department within one working day. The time required for the transfer of funds varies, however, since it is dependent on your payment method.
- 7.1.2. Although bank transfers are routinely processed within a day, it may take between three and five days to be credited to your account. Please note that it may take 10 working days for your funds to process back through the banks to your card.
- 7.1.3. Under normal circumstances, credit/debit card withdrawals are also processed within one working day. Please be aware that it will take between five and seven days for the funds to be credited to your account.
- 7.1.4. All other payment methods are processed within one working day.

## **8. Withdrawal enquiries**

- 8.1. For bank transfer withdrawals that have not been effected after five working days of making a withdrawal request, kindly contact our Accounts Department at [withdrawals@ifxbrokers.com](mailto:withdrawals@ifxbrokers.com)
- 8.2. For withdrawals via credit/debit card that have not been effected after 10 working days of the withdrawal request, please send a copy of your card statement to [withdrawals@ifxbrokers.com](mailto:withdrawals@ifxbrokers.com) and we will contact the card processing company to investigate the delay immediately.

