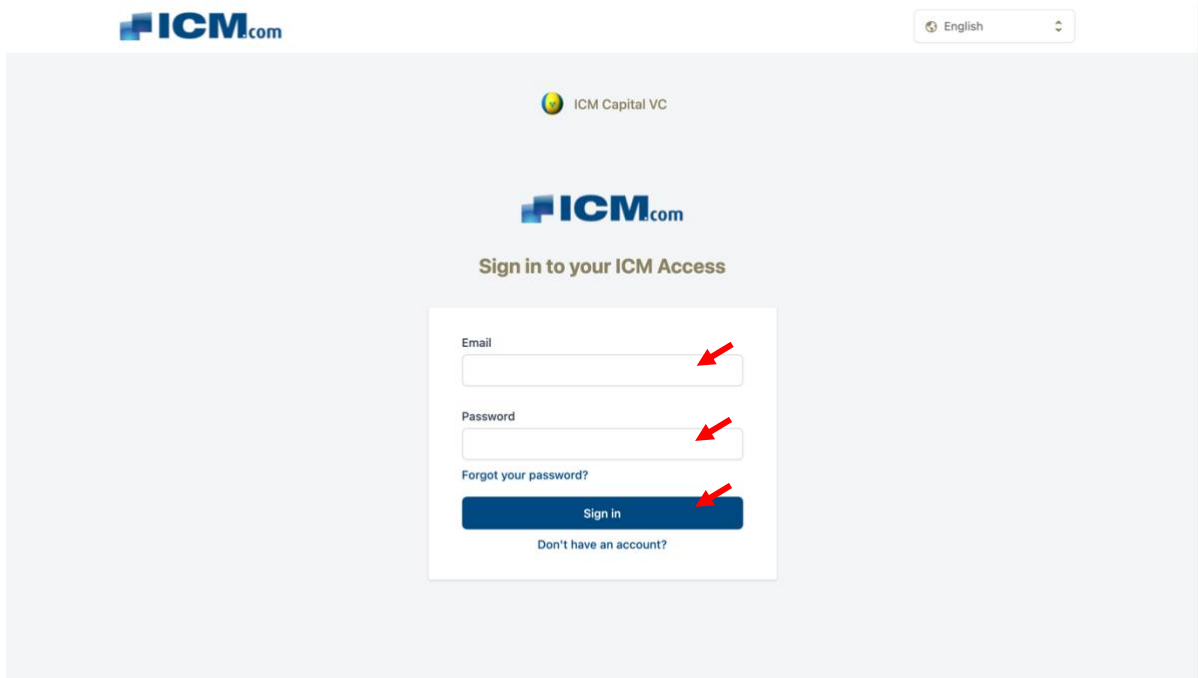


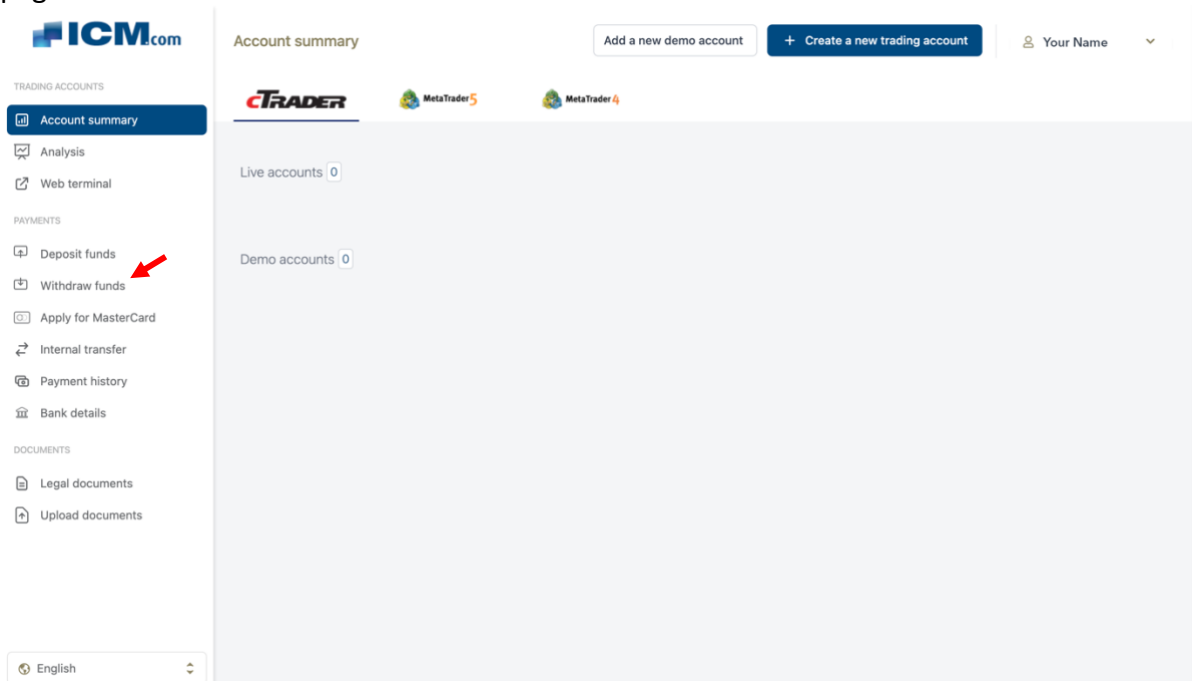
## How to make a withdrawal?

1. Go to [www.clients.icmcapital.com](http://www.clients.icmcapital.com) and **sign in** using your email and password.



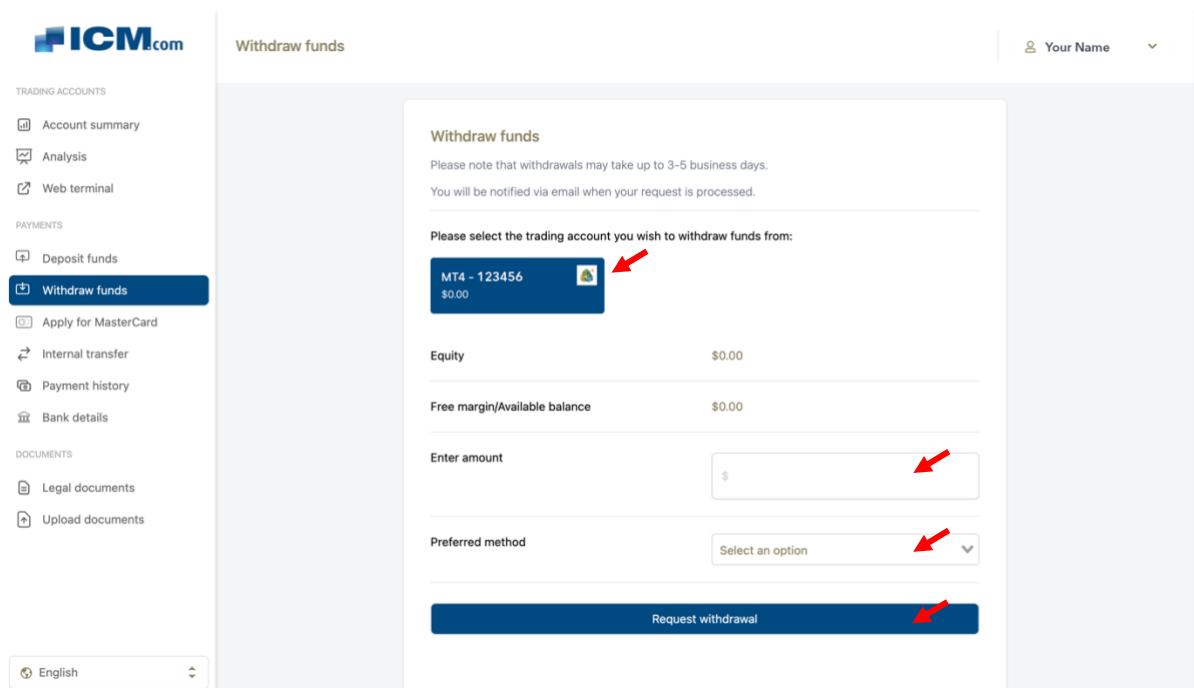
The screenshot shows the ICM Capital VC sign-in page. At the top, there is a language selector set to 'English'. Below the ICM Capital VC logo, the text 'Sign in to your ICM Access' is displayed. The sign-in form includes an 'Email' field, a 'Password' field, and a 'Forgot your password?' link. A red arrow points to each of these three elements. At the bottom of the form is a blue 'Sign in' button, also indicated by a red arrow. Below the button is a link that says 'Don't have an account?'.

2. Once you have successfully signed in, you will be taken to your “Account summary” page. Click on the “Withdraw funds” at the sidebar.

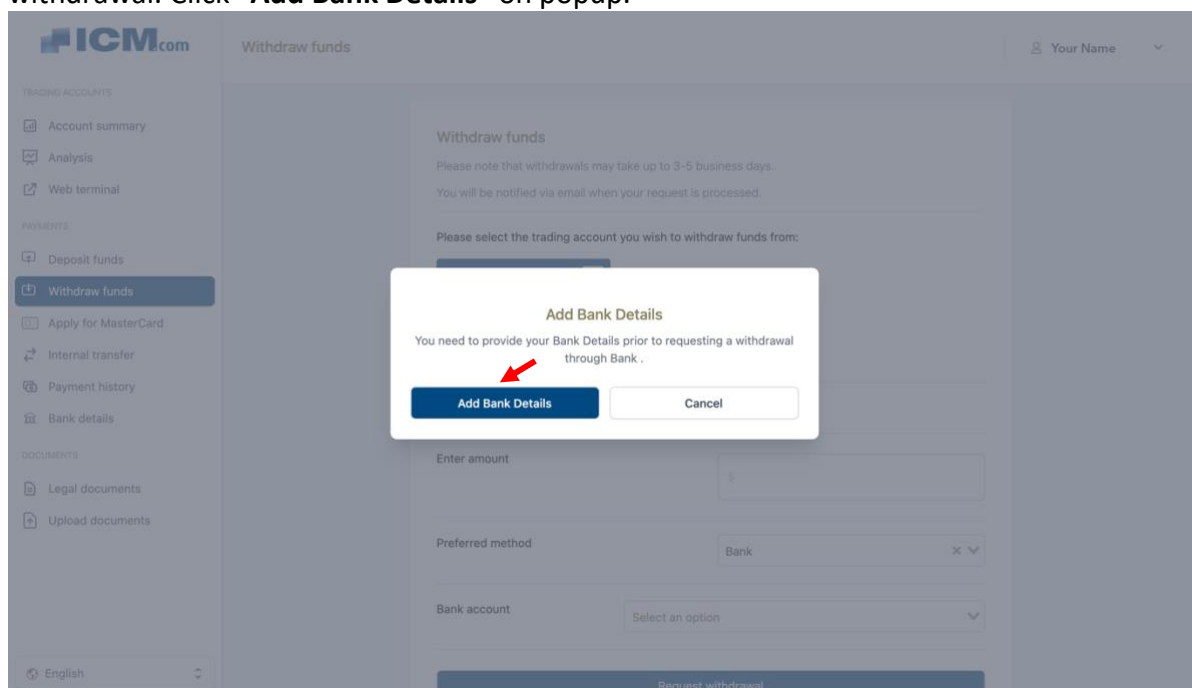


The screenshot shows the 'Account summary' page after a successful login. The left sidebar contains a menu with sections: 'TRADING ACCOUNTS' (Account summary, Analysis, Web terminal), 'PAYMENTS' (Deposit funds, Withdraw funds, Apply for MasterCard, Internal transfer, Payment history, Bank details), and 'DOCUMENTS' (Legal documents, Upload documents). A red arrow points to the 'Withdraw funds' option in the 'PAYMENTS' section. The main content area is titled 'Account summary' and includes buttons for 'Add a new demo account' and 'Create a new trading account'. It also shows 'Live accounts 0' and 'Demo accounts 0'. At the top right, there is a user profile icon and the text 'Your Name'. A language selector at the bottom left is set to 'English'.

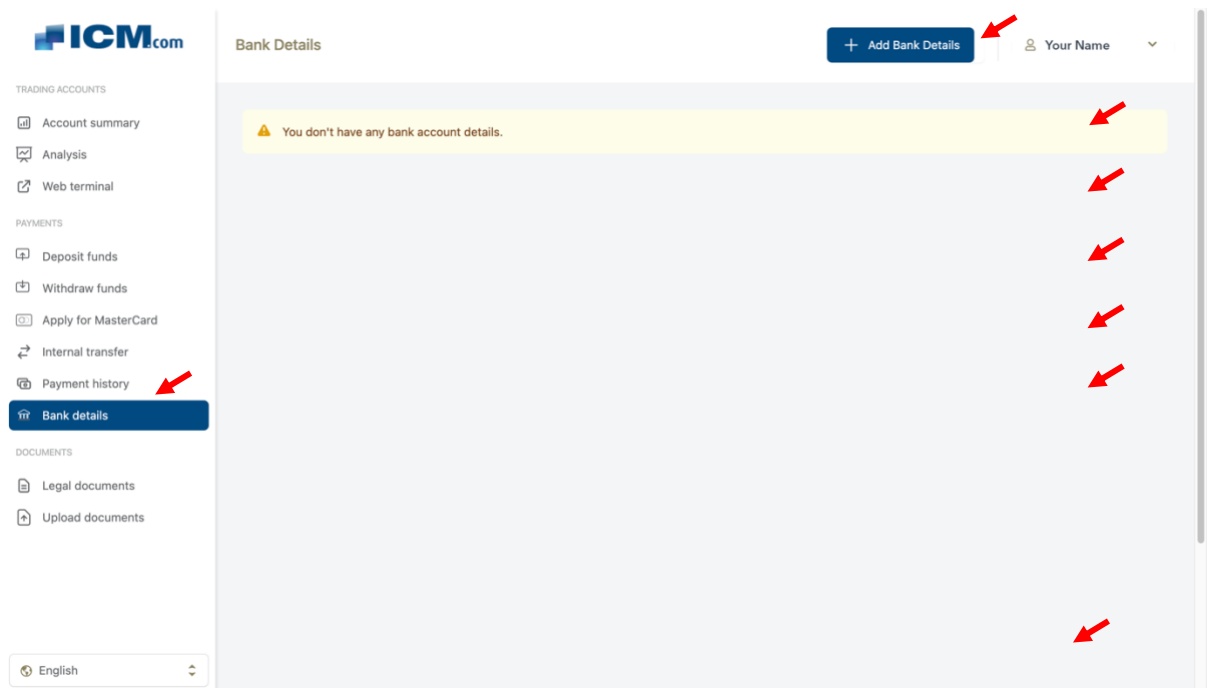
3. Enter the **amount** you want to withdraw and **preferred method** > Then click **“Request withdrawal”** button to continue



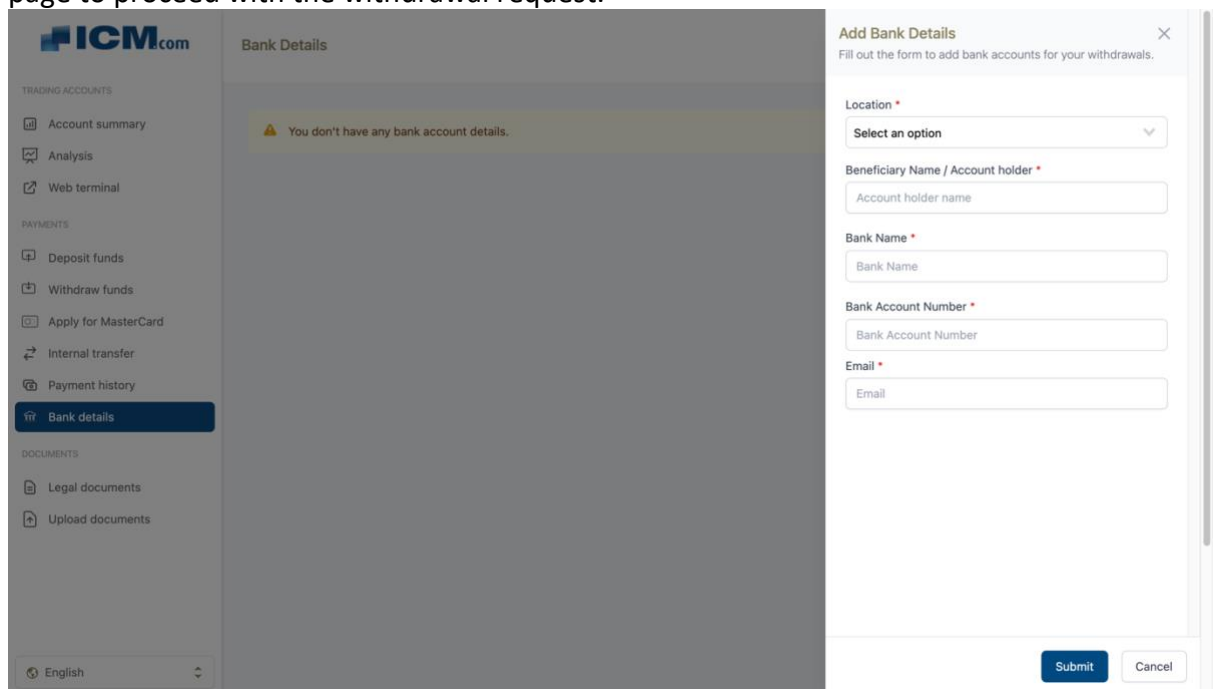
4. If you choose Bank, you need to provide your **Bank Details** prior to requesting a withdrawal. Click **“Add Bank Details”** on popup.



Or click on the “**Bank Details**” at the sidebar > **+ Add Bank Details** on the top right page.



5. Fill in all required information and click **Submit**. Then return to the **Withdraw Funds** page to proceed with the withdrawal request.



6. Once you completed the withdrawal request, you will then receive an email informing that your withdrawal under process or rejected.

Note: Withdrawal will be processed within 24 hours, during business hours 9AM - 5PM, from Monday to Friday, except public holiday.

## Withdrawal Rejected?

These may be some of the reasons you can check them using the notification sent via email.

- ✗ Insufficient free margin
- ✗ Source of deposit
- ✗ Bank details issue:
  - ☐ No bank details
  - ☐ No supporting documents for company bank's account
  - ☐ Incorrect bank details
  - ☐ Bank not in our payout list

Please take note: if client did not provide bank details within 5 working days the withdrawal amount will be returned back to clients MT4 account.