
Deposit & Withdrawal Policies

Bank Wire Transfer:

When depositing by a Bank Transfer, you are required to use only a bank account, which is in your name which should exactly match the name of the trading account.

An authentic SWIFT confirmation or a Wire Transfer Confirmation, showing the origin of the funds, must be sent to FxRiver once requested. Failure to submit the confirmation may result in the return of the deposited amount, hence preventing such pending amounts from being deposited to your FxRiver account.

Any withdrawal of funds, from your FxRiver account to a bank account, can only be refunded to the same bank account that the funds were originally received from or any other bank account under your. Please note that the processing time of withdrawals to reach your bank account substantially depends on the currency of the bank account, as well as the location and the internal policies and procedures of the recipient's financial institution and country. Therefore, please expect the amounts withdrawn to be credited to your bank account within 2 to 10 business days.

Credit/ Debit Cards:

Credit/ Debit card deposits may be performed, according to the card companies' regulations. When a withdrawal is performed the amounts withdrawn will be returned to the same card used earlier for depositing.

FxRiver can not process the withdrawals made to a card number that was not used earlier for depositing. Credit/ Debit card deposits are processed instantly in case there is no need for additional verification. FxRiver is not liable for any transfer delays you may experience due to a disruption of service in the system of the payment processor. FxRiver reserves the right to ask you to upload a scanned color copy or photos of both the front and back pages of your card. It is advised that you only leave the 1st and last 4 digits of your card number visible in the image, and cover the CVV number from the back of your credit card. Please note that for cards that don't show cardholder name, FxRiver may require from the Client a documental proof of card ownership, such as a confirmation letter or a statement by the card issuer.

The company takes extreme precautions when dealing with security alerts for credit card payments in order to protect our and our clients' financial integrity. For this reason, although we strive to credit our clients' Credit/Debit card deposits as soon as possible, we do not undertake nor promise or ensure immediate crediting after depositing, as in some cases additional verification of payments is likely to be performed.

In some rare cases if your card does not belong to CFT/OCT programs, by which your card issuer allows withdrawals above the deposited amount, we will not be able to process the transaction. In this case you may withdraw your funds via bank transfer instead.

FxRiver cannot determine if your card belongs to this program and accepts such transactions until we receive your withdrawal request. You should consult with your card issuer for any further information.

Electronic Payment Methods:

When depositing funds using these facilities, you agree to, and acknowledge being bound by, the regulations and rules of such service, including, but not limited to, fees and other restrictions. When a withdrawal is requested, this may be performed only via the same payment method clients use when initially depositing to your trading account.

Using electronic payment facilities as a means of transferring funds is at the discretion of each client and FxRiver recommends that all policies and procedures regarding transfer, transaction limits, fees, etc. are clearly understood by the client prior to the opening of an account or using their services.

General:

Funds deposit and withdrawal is only available for clients who have been identified and assessed by FxRiver, and their contact details are confirmed. Clients would be required to upload their supporting documents, such as a Photo ID and a Proof of an Address, and have their trading account verified, in order to have their funds deposited for trading.

Please note that FxRiver is legally required to return any Client's deposits made into an unverified trading accounts in case the verification procedures are not completed within 15 days from the first deposit date. Upon submitting a withdrawal request you may be required to submit a further documentation as may be required from time to time by Anti Money Laundering (AML) regulations, Credit/ Debit Card companies, Electronic Payment providers and FxRiver.

FxRiver reserves the right to impose withdrawal limits and withdrawal fees in its system. FxRiver cannot accommodate withdrawal requests for floating trading profits.

A trading position will need to be closed before any profits attributed to it may be withdrawn. No Third-Party Payments are allowed under any circumstances.

This policy protects both us, and our clients against fraud and money laundering as FxRiver only transfers funds back to the source of the original deposit.

FxRiver, at its sole discretion, may execute withdrawals to a facility other than the facility used for the original deposit.

FxRiver reserves the right to require the client withdrawal method on the FxRiver's discretion. Clients shall request, under all circumstances, to withdraw funds from their trading accounts in the currency in which the deposit was originally made. Should the deposit currency differ from the transfer currency, the transfer amount will be converted by FxRiver into the transfer currency.

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