

GNT Capital

Refunds & withdrawals

We reserve the right to impose withdrawal limits and withdrawal fees in our Online Trading Facility, at any time.

Upon submitting a withdrawal request you may be required to submit documentation as required by applicable “Anti-Money Laundering (“AML”) & Know Your Customer (“KYC”) Legislation” and/or any other similar rules and regulations applicable to us.

When a withdrawal or refund is performed, we reserve the right (but shall under no circumstances be obliged) to remit the funds to the same remitter from, and by the same payment method through which such funds were initially received by us. In that connection, we reserve the right, at our sole discretion, (a) to decline withdrawals via certain specific payment methods; (b) to require another payment method as the one indicated in any withdrawal request, in which instance a new withdrawal request may have to be submitted; and/or (c) to require that further documentation be submitted, as required by applicable “Anti-Money Laundering (“AML”) & Know Your Customer (“KYC”) Legislation” and/or any other similar rules and regulations applicable to us, before proceeding with any withdrawal request.

If we are unable to remit the funds, or any partial amount thereof, to the same remitter from, and by the same payment method through which such funds were initially received by us, we reserve the right (but shall under no circumstances be obliged) to transmit the funds via an alternative payment method selected by us, at our sole discretion, in United States Dollars (regardless of the currency in which the initial deposit was made). Under these circumstances, we shall not be responsible for any transfer fees or charges charged by the receiver and/or for any currency exchange rates resulting from the payment of such amount in United States Dollars.

Withdrawal requests that are accepted and approved by us in accordance with the terms of the Agreement and/or any agreements by and between us, including, without limitation, these Terms and Conditions, are, in principle, processed within one Business Days following the receipt of the transfer request instructions. The amount to be transferred will reduce the balance of the relevant Account(s) from which such transfer is to be made, when the transfer request process is concluded. We reserve the right (a) to decline a withdrawal request if the request is not in accordance with the provisions of this Section 69, or (b) to delay the processing of the request if we are not satisfied with the ancillary documentation submitted with the withdrawal request.

You agree to pay any bank transfer fees incurred when you are withdrawing funds from your Account(s) or when funds are refunded by us to your designated bank account. You are solely responsible for the payments details you are providing us with and we do not accept any responsibility for your funds, if the payment details you have provided to us are incorrect or incomplete. It is also understood that we do not accept any responsibility for any funds that are not directly deposited into our bank accounts.

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Profits may only be paid to the initiator of an Account and to an account with a financial institution under his own name and not to any third party's account. When you maintain an Account with us by means of telegraphic/wire deposits, profits are only paid to the holder of the originating (bank) account, and it is your onus to ensure that the account number and name accompany all transfers to us. When you maintain an Account by means of credit/debit card deposits, profits are returned to the same credit/debit card up to the value of the collateral deposited via the credit/debit card. Additional profits exceeding the value of the collateral deposited via the credit/debit card will be transferred by means of telegraphic/wire deposits subject to the conditions described above.