

Withdrawal and Refund Policy

V. 3.1

Table of Contents

<i>Introduction.....</i>	<i>4</i>
<i>1. Processing Time Frames.....</i>	<i>5</i>
<i>2. Rejected Withdrawals.....</i>	<i>C</i>
<i>3. Withdrawal of Funds.....</i>	<i>7</i>
<i>4. Receipt of funds.....</i>	<i>8</i>
<i>5. Initial Deposits Processed by Debit/Credit Card.....</i>	<i>3</i>
<i>C. Withdrawal Processing Fee.....</i>	<i>10</i>

Introduction

RBC Capital Markets Europe (the “Company”, “RBC Capital Markets”, “we” or “us”), operating under the domain name rbceucm.com is a Cypriot Investment Firm authorised and regulated by the Cyprus Securities and Exchange Commission (“CySEC”) with license Number 189/13. The Company’s head office is located at Spyrou Kyprianou 4, Papavassiliou Court, 3rd floor, Office 301, Mesa Yitonia, 4001, Limassol, Cyprus.

The Company’s withdrawal policy constitutes a legal requirement under its regulation by the CySEC and the Directive 2014/65/EU of the European Parliament and of the Council on markets in financial instruments (the MiFID II”). The Company established this policy in order to detail the procedure of withdrawing funds by the Company’s clients and to ensure that all withdrawal requests received from clients are processed efficiently and in accordance with the regulatory guidelines.

The Company hereby reminds its Clients that **withdrawal requests can only be submitted online via the official “Client Area” on its [website](#).**

The following information/documentation is required be provided/confirmed by the client before submitting a request:

1. Full name (including first and last name) on the beneficiary account matches the name on the trading account.
2. There is at least 100% free margin available. This requirement is in place to reduce the likelihood of a margin call.
3. The withdrawal amount is less than or equal to the account’s balance.
4. Full details **about the method used to deposit**, including the supporting documentation needed to process the withdrawal according to the method used to deposit i.e. IBAN number or bank statement including the IBAN, for bank transfers; ii. Copy of both sides of the credit card for deposits made by credit card (please make visible only the last four digits of the card on the front side and cover the CVV code on the back side of the card); iii. Account statement by the clearing company for eWallets and deposits made through Payment Service Providers (PSPs).
5. Full details about the method of withdrawal. Please note that the Company’s policy is to refund back to the source of the original deposit provided it has received the information mentioned in point 4 above before the withdrawal request.

1. Processing Time Frames

In order for the Company to perform its obligations and have time to process the payment with the credit card company or bank, below is a list of cut-off times:

Until 09:00am (nine o'clock) Cyprus time on working days: All withdrawals submitted on or before this time will be processed on the same business day.

After 09:00am (nine o'clock) Cyprus time on working days: Withdrawal requests submitted after this time will be processed the following business day.

Weekends/Holidays: Requests that are submitted on the weekends or holidays will be handled on the first business day following the request. For example, requests submitted on a Saturday will be processed on Monday.

2. Rejected Withdrawals

Please note that the Company reserves the right to review the trading account, account history, supporting documentation and to request additional information prior to completing the withdrawal request. If necessary, the Company will contact the client for further clarification. In this case, the withdrawal request will be **cancelled** by the Company until the outstanding matters are resolved. The client should then resubmit his withdrawal request at the earliest possible convenience.

3. Withdrawal of Funds

Due to anti-money laundering requirements (AML), the Company verifies that proceeds from trading are transferred to an account where the beneficial owner is the same as on the trading account.

Therefore, it is recommended that the supporting documentation mentioned in point 4.i-iii. above, such as a copy of the bank or credit card statement should be provided where funds will be sent is provided to the Company **prior to submitting** the withdrawal request.

Withdrawals will only be affected towards the client. The Company will not proceed with withdrawals towards any other third party or anonymous account.

4. Receipt of funds

Banks and credit card companies may have different internal procedures upon which funds received will be credited. It is important to note that the Company does not have control over when funds will be available to the client. If you require a transaction confirmation, please contact the Customer Support Department at support@rbceucm.com. *Additional fees may apply which will be communicated to you via the Company's website.*

5. Initial Deposits Processed by Debit/Credit Card

In case of credit card deposits, the Company will first refund all amounts up to the amount deposited through that same card. In some cases, the credit card company sets a limit on the amount of time that can pass for issuing a refund. Where this time frame lapses, the funds will be returned to the client via bank wire. If this is the case or there are profits, please refer to the section above regarding processing.

In case the Company will not be able to refund the requested withdrawal amount to the Client's credit card (or other original source different than wire transfer) then it will be processed through Wire transfer and minimum Wire Transfer requirements will apply. ***Please see 6. Withdrawal Processing Fee***

The withdrawal process at RBC Capital Markets Europe, as detailed above, is structured around strict guidelines to make sure that funds are securely sent back to their originating source and beneficiary.

6. Withdrawal Processing Fee

RBC Capital Markets Europe, does not apply withdrawal fees.

In the case where the client requests a wire transfer withdrawal amounting less than 50 (Fifty) EURO, the Company will have the right to apply the withdrawal processing fee of 15 EUR (Fifteen) which represents the administrative and bank charges fees. The withdrawal processing fee shall be charged prior to processing of the wire transfer. Therefore, the minimum withdrawal request by wire transfer shall be above 15 EUR, otherwise the withdrawal request will be rejected by the company.