



# WITHDRAWALS/ REFUNDS POLICY

last updated: October 2023

FIXONE GLOBAL TRADING SP. Z.O.O.

Registered at: U.HOZA, 86, OfTce/suite 210, Of WARSAW, POLAND

Register №/NIP: 0001004695 /701 111 7525

Register of Virtual Currency Businesses.

no. 2401-CKRDST.4060.1242.2022

Reference no. RDWW – 550

Fixone Global Trading is registered in Poland, UE and is authorized and regulated by the Polish Financial Supervision Authority (UKNF), under license number RDWW-550 provided by the Revenue Administration Chamber in Katowice. The company's Registered Office is at U. HOZA, 86, office/suite 210, Of WARSAW, POLAND. This page describes our withdrawal/refund policy for [www.fixoneglobal.com](http://www.fixoneglobal.com) in relation to our clients (herein after refer to as: you, client, user).

In respect for our clients and their interests, the Company established a clear and transparent system of rules which regulates the procedure regarding withdraw and refund policy. At any time and at any moment our clients may withdraw and the company assume the obligation to refund their interests under the terms and conditions established by the procedure stated below.

The withdrawal and refund policy establish a transparent set of rules which regulates the condition that the client must respect in order to withdraw their interest.

1. You have the freedom to initiate a withdrawal of funds from your User Account at any time. To ensure a smooth process, we will promptly process your withdrawal request upon receiving a formal request from you.

2. Upon acceptance of your withdrawal instruction, we commit to disbursing the specified amount to you within a timeframe of two to five business days, provided that the following conditions are met:

a) Your withdrawal instruction must include all requisite information and be accompanied by the necessary KYC (Know Your Customer) documents.

b) The instruction must specify a transfer to your own account, as we do not process payments to third parties or anonymous accounts under any circumstances.

c) No outstanding regulatory or legal issues should hinder the withdrawal.

d) The withdrawal amount should not exceed the equity in your user account after accounting for any necessary margin and any outstanding payments or charges.

e) The withdrawal should not be impeded by any Force Majeure event that prevents us from facilitating the transaction.

3. To ensure the acceptance of your instruction, please provide the following KYC documents: clear pictures of both sides (front and back) of your credit card, with only the first 6 and last 4 digits of the card visible, while hiding the remaining digits of the card number and the CVV/CVC code; a copy of a personal identification document; proof of address; and evidence of ownership of any other payment method used when requesting a withdrawal for the first time. Additional requirements may apply depending on the chosen payment channels.

4. All documents must be submitted to [support@profixone.com](mailto:support@profixone.com) within five calendar days from the date the KYC procedure is requested. Our team will review the received documents within two business days. While we aim to process all withdrawal requests within two (2) banking days, please be aware that there may be occasional delays, depending on payment channels, additional account checks, and public holidays. However, the specific time until you receive the refund depends on your payment bank.

5. It's important to note that when processing a withdrawal request, we use our internal currency exchange rates at the time of request processing. Additionally, you are responsible for covering any expenses related to the transfer of funds, and you must ensure the accuracy of all information provided in your withdrawal request.

6. In the event of a temporary unavailability of the payment system, we reserve the right to postpone the withdrawal until the payment system resumes normal operation.

7. If you need any further or more detailed information, please feel free to contact us at the following email address: support@fixoneglobal.com, or at our mailing address FIXONE GLOBAL TRADING SP. Z.O.O ul. HOZA No. 86, unit 210, post-code 00682, Warsaw, Poland

8. We reserve the right to modify this Withdrawal/Refund Policy at any given time and will specify the date of the most recent update. In cases where substantial alterations have been made to our Withdrawal/Refund Policy, we will draw attention to these changes and make efforts to notify you whenever possible.

FIXONE GLOBAL TRADING is a client-oriented company, which, in compliance with the laws applicable in the jurisdiction in which it was licensed, as well as with the relevant international regulations, ensures rigor and total transparency of the investment process.

That is why our company pays maximum attention to the establishment of a set of rules and procedures for carrying out the activity (such as but not limited to AML Policy, Cookie Policy, Privacy Policy), that are predictable, transparent and customer-oriented.