FXPRIMUS

DEPOSIT AND WITHDRAWAL POLICY

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Authorised & Regulated by CySEC, license no. 261/14 and registration number HE 337614VAT no. 10337614L
FXPRIMUS.eu

Deposit and Withdrawal Policy

1. INTRODUCTION

Primus Global Ltd (the “FXPRIMUS” or “Company”) is a Cyprus Investment Firm (the “CIF”) incorporated in the Republic of Cyprus under the Department of the Registrar of Companies and Official Receiver, holding a Certificate of Incorporation with Number HE 337614.

FXPRIMUS is authorized and regulated by the Cyprus Securities and Exchange Commission (the “CySEC”) (www.cysec.gov.cy), with License Number 261/14 and the operations of the Company are governed by the Investment Services and Activities and Regulated Markets Law 87(I)2017, which transposes the Directive 2014/65/EU on Markets in Financial Instruments (“MiFID II”).

2. REGULATORY STATUS

Primus Global Ltd. is duly incorporated and operates in accordance with the regulatory requirements of Cyprus. As a regulated firm, we adhere strictly to Anti-Money Laundering (AML), Counter-Terrorist Financing (CTF), Know Your Customer (KYC), and other financial compliance requirements.

We reserve the right to amend this Policy at any time to ensure ongoing compliance with applicable laws and best practices

3. DEPOSITS

a. Available Funding Methods
Clients may deposit funds through the following approved methods:
Bank wire transfers
Debit cards
Recognized electronic payment systems (e-wallets, instant bank transfers, etc.)

We do not accept:

- Cash deposits
- Cryptocurrency deposits
- Third-party or anonymous payments

Only payment methods displayed in the secure Client Portal or on our official website are permitted.

b. Verification of Deposits

All deposits must originate from an account bearing the same name as the trading account. We perform name-matching and may request additional documentation to confirm ownership of the source account.

Unverified or mismatched deposits will be rejected and returned to the sender, less any banking or processing charges incurred. We reserve the right to decline any deposit without providing a reason.

c. Deposit Timing

While we strive to process deposits promptly, actual timeframes depend on the payment provider:

- Bank transfers: 1–3 business days
- Debit cards and e-wallets: Same business day or within 24 hours
- Alternative Payment Methods (APMs): Varies; may be subject to delays

Clients are encouraged to retain deposit confirmation records until funds are reflected in their accounts.

d. Deposit Limits

There are no mandatory minimum deposit amounts unless specified by the account type or promotional conditions. However, certain payment providers may impose transaction limits.

4. WITHDRAWALS

a. How to Withdraw

All withdrawal requests must be submitted via the secure Client Portal and must contain the following information:

- Trading account number
- Withdrawal amount
- Currency
- Destination account details
- Method of payment (matching original deposit method)

b. Withdrawal Processing Times

We initiate processing within **one (1) business day** of receiving a valid request. However, total processing time depends on the withdrawal method:

- **Bank transfers**: 3–5 business days
- **Debit cards**: 5–10 business days to 4-8 business days
- **E-wallets and APMs**: 1–2 business days to same day

Delays may occur due to third-party banking systems, verification requirements, public holidays, or force majeure.

c. Source Verification Policy

Funds will only be returned to the original payment source(s) used for deposits. If multiple funding methods were used, refunds will be issued in reverse order of the deposit hierarchy:

1. Debit card
2. E-wallet
3. Bank transfer

Any remaining funds will be refunded proportionally to each funding method used.

d. Withdrawal Conditions

A withdrawal may be delayed or denied under the following circumstances:

- Incomplete or inaccurate withdrawal information
- Insufficient free margin (open positions may limit available funds)
- Pending verification or expired KYC documentation
- Suspicious or unusual account activity

We may request updated identity documents, bank statements, or confirmation of payment method ownership before proceeding.

e. Withdrawal Fees

Primus Global Ltd. does not charge fees for standard withdrawal processing. However:

- Clients may incur transaction or intermediary bank fees
- Cross-border transfers may be subject to currency conversion costs
- SEPA/International bank fees are outside our control

For small withdrawals (e.g., under EUR 100), it is possible that bank fees may exceed the requested amount.

5. REFUND POLICY

a. Conditions for Refunds

Refunds are issued under limited circumstances, such as:

- Deposited funds not used for trading
- Erroneous or duplicate payments
- Cancellation of an inactive account

Refunds are processed using the same payment method used for the original deposit. The refund amount will be net of applicable charges.

We **do not** refund losses from trading activity under any circumstance.

b. Processing and Timeframes

Refunds will be processed within one (1) business day of receiving a valid request, but the total time depends on the payment provider. Delays may occur if verification is incomplete or if the source account is no longer accessible.

If a refund to the original method is not possible, clients must provide proof (e.g., account closure letter), and the Firm reserves the right to approve an alternative method at its discretion.

Withdrawal requests received on a working day will be processed within twenty-four (24) hours, calculated within working days, subject to the satisfactory completion of all required documentation and verification checks.

The twenty-four (24) hour period refers solely to the Company's internal processing time and does not guarantee the final receipt of funds by the Client, as external processing times by banks, payment service providers, or card issuers may vary and are outside the Company's control.

The Company shall not be liable for any delays caused by third-party payment processors, banks, or card issuers.

6. Transaction Security & AML Compliance

All transactions are monitored to prevent financial crimes. Clients agree to cooperate fully with any investigations or requests for additional documentation. The Firm may:

- Suspend or reverse a transaction if suspicious activity is detected
- Delay withdrawals pending verification of source of funds
- Report activity to the relevant authorities

7. Currency and Exchange

All deposits, withdrawals, and refunds will be processed in the original deposit currency. If a different currency is required, conversion will be conducted at prevailing rates, and applicable exchange fees may be charged by third parties.

Clients are responsible for ensuring compatibility with their receiving financial institutions.

8. Communication and Support

Any inquiries related to deposits, withdrawals, or refunds should be directed to:

Email: support@fxprimus.eu
Phone: +357 25262084
Client Portal: https://www.fxprimus.eu

Requests submitted outside working hours will be handled on the following business day.

9. Policy Updates

This Policy is amended annually, or sooner if required to reflect changes in legal, regulatory, or operational requirements. Clients will be notified of any material changes via email, website announcements, or the Client Portal.

The latest version of this Policy will always be available on our website. It is the responsibility of the client to remain informed of any updates.

10. Governing Law

This Policy shall be governed by the laws of Cyprus, and any disputes arising from or relating to this Policy shall be resolved through competent courts in that jurisdiction.

Primus Global Ltd

Customer Service:

Phone: +357 25 262084

E-mail: support@fxprimus.eu

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December 2025

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