Deposits and Withdrawals Policy

Deposits (Payments) Policy

(a) Safeguarding measures and protections accorded by the Investor Compensation Fund.

1. IQBroker Europe Ltd (formerly IQOption Europe Ltd) (the "Company") shall safekeep any balance of funds belonging to Clients that is kept under its custody in Clients' accounts.
2. The Company shall segregate at all times funds belonging to Clients from its own funds.
3. Upon receiving any Client funds, the Company shall promptly deposit those funds into one or more accounts designated as "Client Accounts" opened with credit institutions established in the European Economic Area (EEA) or banks authorized in third countries.
4. The Company exercises due skill, care, and diligence in the selection, appointment and periodic review of the credit institutions and banks where Clients' funds are placed. Nevertheless, the Company shall not be held responsible for any diminution in the value of Clients' funds deposited with any credit institution or bank as a result of, indicatively and not exhaustively, the reorganization, resolution, or bankruptcy of any credit institution or bank where Client Funds are deposited. In such an event, any loss or diminution in the value of Clients' funds will be borne proportionately by all Clients who had funds in their trading account at the time, on a pro rata basis.
5. Financial institutions where Clients' money is deposited may hold it in an omnibus account. Hence, in the event of the insolvency or any other comparable proceedings in relation to that financial institution, we may only have an unsecured claim against the financial institution on your behalf, and you will be exposed to the risk that the money received by us from the financial institution is insufficient to satisfy your claims.
6. No security interests, liens, or rights of set-off are provided by the Company over Clients' funds.
7. The only official deposit/withdrawal methods are the methods that appear on the Company's official Website. The Client is taking all the risks related to the use of any payment service provider, unless these payment methods are provided by the Company's partners. The Company is not responsible for any delay or cancellation of any remittances that may be caused by the selected payment service provider. In cases where the Client has any claims related to any of the payment service providers, it is the Client's responsibility to contact the support service of the payment service provider and to notify the Company of their claims.
8. The Company shall not be responsible for any action, inaction, or omission of any third-party service providers that the Client may use in order to make any deposit/withdrawal. The Company's financial responsibility for the Client's funds starts when the funds are received

under the Company's custody and the received funds appear on the Payment Methods page of the Website. In case any fraudulent activity takes place during the financial transaction or after it, the Company reserves the right to suspend the right of deposits / withdrawals until the incident is fully investigated, cancel the transaction(s) affected by the fraudulent activity and/or to freeze the Client's account.

9. The Company's responsibility in relation to Clients' funds ends when the funds leave the Company's custody, and this fact appears on the Payment Methods page of the Website.
10. In case of any technical errors that may occur during the processing of the remittance, the Company reserves the right to cancel that transaction and all other financial activity on behalf of and on account of the Client on the Company's Website that has been affected by the technical error.
11. Clients covered by the Investor Compensation Fund are covered, up to a certain amount, in the case the Company is unable to return to Clients any funds and/or financial instruments belonging to them. Please visit the Company's Website for more detailed information about the coverage accorded by the Investor Compensation Fund and the measures put in place by the Company for the segregation of funds belonging to Clients.

(b) Client's Registration

1. Client registration procedure involves two main steps:
   - Client's web registration.
   - Client's identity verification.

   To complete the first step, the Client must:
   - Provide the Company with information confirming their real identity and contact details, including their permanent residential address.
   - Accept the Company's Terms and Conditions and submit an application.

2. To complete the second step, Clients must:
   - Provide a full copy of their Passport and/or (if available) ID card with a photo and personal details, and/or a valid and non-expired driving license with a photo and personal details.
   - Provide documents proving their permanent residential address, such as utility bills or bank statements.

   The Company reserves the right to demand from the Client other documents, such as bank confirmation, bank card scans or any other document that may be necessary during the verification process.

3. The identification process shall be completed within ten (10) business days from the time the Company requests the Client to provide proof of identity. In some cases, the Company may increase the time span of the identification process up to thirty (30) working days.

(c) Depositing Procedure

To make a deposit, the Client shall initiate a transfer from their personal profile. To complete the inbound transfer, the Client shall choose any of the payment methods from the list, fill in all the required details and proceed to the payment page.

The processing time of the instruction to transfer funds depends on the selected payment method and may vary from one method to another. The Company cannot affect or influence the processing time. In the case of using electronic payment methods, the transaction time can vary from seconds to days. In the case of using direct bank wire, the transaction time can be up to forty-five (45) business days.

In the case of deposits that exceed a certain threshold set by the Company and updated from time to time in the pursue of the Company's risk-based approach, the Company may request additional information to verify the source of such funds. This may cause a delay beyond the expected transaction time. The Company shall not credit such funds to the account of the Client unless the Client provides all requested information and the Company is satisfied with the information received. If the Client does not provide all requested information or the Company is not satisfied that the source of funds has been ascertained, the funds in concern will be returned to their source.

Regulatory restrictions:
Due to regulatory restrictions applicable in **Spain**, and in particular the CNMV's Resolution of 11 July 2023, the Company **does not accept** credit card deposits from retail clients residing in Spain. Deposits via credit cards and prepaid cards, including cash deposits using credit cards, are strictly prohibited. Accordingly, retail clients residing in Spain may fund their trading accounts using other methods available on the Company's official website

(d) Prepaid Cards Deposits

The Company may limit the amount of funds deposited via prepaid cards to a maximum amount of EUR 8,000 or the equivalent per month, per Client. Upon depositing a total amount of EUR 8,000 via prepaid card(s), the Client's ability to further deposit funds to his account via prepaid card(s) will be suspended until the first day of the next calendar month. If the limit is reached, the Client is advised to use alternative payment methods such as debit/credit card(s) and/or electronic wallet(s).

(e) Taxes

The Company is not a tax agent and therefore shall not provide financial information on the Client to any third parties, other than within the context of the Common Reporting Standard (CRS) for the automatic exchange of financial account information developed by the Global Forum of the Organization for Economic Co-Operation and Development (OECD). Tax related information shall not be disclosed unless officially requested by government authorities.

(f) One-Click Payments

You agree to pay for all goods and/or services or other additional services you ordered on the Website, as well as for any additional expenses (if any), including, but not limited to, all possible taxes, charges, etc. You bear full responsibility for timely payments on the Website. The Payment Service Provider only facilitates payments for the amounts indicated on the Website, and it is not responsible for the payment of any additional fees/expenses by the Website user. After you click the "Pay" button, the transaction is deemed to be irrevocably processed and executed. After clicking the "Pay" button, you agree that you will not be eligible to cancel the payment or request to cancel it. By placing the order on the Website, you confirm and state that you do not violate the laws of any country. Also, by accepting these Regulations (and/or the Terms and Conditions), you, as a cardholder, confirm that you are entitled to use the Services offered on the Website.

When using the Website services, you make a legally binding declaration that you have reached or surpassed the legal age that is considered as such by your jurisdiction for using the Services provided on the Website.

By starting to use the Website Services, including those of a specific nature, you bear legal responsibility for violating the legislation of any country where these Services are being used and confirm that the Payment Service Provider is not responsible for any such unlawful or unauthorized violation. By agreeing to use the Website Services, you understand and accept that processing of any of your payments is executed by the Payment Service Provider and there is no statutory right of revocation of already purchased goods and/or services or any other opportunities to cancel the payment.

If you wish to decline to use Services for your next purchases of goods and/or services or other facilities on the Website, you can do that by using your personal account/profile on the Website.

The Payment Service Provider is not responsible for any failure to process the data related to your payment card or for the issuing bank's refusal to provide authorization for the payment with your payment card.

The Payment Service Provider is not responsible for the quality, quantity, price, terms, or conditions of any goods and/or services or other facilities offered to you or purchased by you from the Website by using your payment card. When you pay for any of the Website's goods and/or services, you are primarily bound by the Website's Terms and Conditions. Please note that only you, as the cardholder, are responsible for paying for all goods and/or services you have ordered on the Website and for any additional expenses/fees that can be applied to this payment.

The Payment Service Provider acts only as the executor of the payment in the amount stated on the Website, and it is not responsible for pricing, total prices and/or total sums. In case there is a situation when you do not agree with the Terms and Conditions and/or other reasons, we ask you not to proceed with the payment and, if necessary, contact directly the Administration/Support Team of the Website.

Withdrawal Policy

(a) The Client has the right to demand from the Company any amount of funds which is available in his/her account at the time of the inquiry.
(b) To withdraw funds from his/her account, the Client shall submit a withdrawal request from his/her personal profile. In order to fill in the withdrawal request properly, the Client shall choose one of the withdrawal methods shown in the list and specify all the necessary details.
(c) After the Client submits a withdrawal request, such request will be assigned a "Requested" status and the funds subject to the withdrawal request will be withheld (reserved) in the Client's account until processing. While the request is being processed, the "In Process" status will appear. After the withdrawal request is assigned a "Processed" status, the requested funds will be transferred to the payment system for further processing.
(d) Withdrawal requests are processed by the finance/anti-fraud department of the Company one-at-a-time. Withdrawal requests are processed on the same day that the request to withdraw funds was made, or the next working day if the Client's request is received outside of normal trading hours; normal trading hours are defined as the hours that the European and/or the US markets operate, i.e., excluding public holidays and midnight hours.
(e) The Company may set a minimum withdrawal amount in relation to Clients' withdrawals; such minimum withdrawal amount, where applicable, will be displayed on the Company's withdrawal page through which Clients place withdrawal requests.
(f) The Company reserves the right to increase the processing time and/or cancel withdrawal requests submitted by its Clients. This right is exercised inter alia in circumstances where the Company determines, based on available information, that the funds subject to withdrawal request are connected with activities on the part of the Client that are in breach of the Client's contractual obligations and/or applicable law. If a withdrawal request has been cancelled by the Company, the Client will be informed accordingly by the Company, and it will be up to the Client to submit a new withdrawal request when conditions pertain.
(g) The Client has the right to withdraw funds only to the payment system that was used to deposit funds into his/her account. As a derogation to this principle, in cases where the Company concludes that it is technically impossible to withdraw funds to the payment system that was used to deposit funds, the Company shall contact the Client to examine and agree on alternative methods of receiving his / her funds.
(h) In certain cases the Company may, in its absolute discretion, allow a client to withdraw his/her funds into an account (bank account and/or an e-wallet) other than the one used to deposit funds in the Company's trading account; for example, where it has been identified that the risk of fraud and/or money laundering, as determined by the Company, is low.
(i) The Client is fully responsible for the information he/she provides to the Company through the withdrawal request.
(j) If the Client uses a bank card for making deposits, withdrawals shall be made to this bank card in amounts not exceeding the amount deposited within 180 (one hundred eighty) calendar days from the last deposit. Withdrawals to bank cards have greater priority than other types of withdrawals.
(k) If the Client uses PayPal® as the method for making deposits, withdrawals shall be made to PayPal® in amounts up to the sum of funds deposited through PayPal®. For any amounts in

excess, any of the alternative methods made available to Clients at the time, as listed on the Company's website, shall be used.