



Volity Trade Ltd.

Company Number 2024-00059

Rodney Bay, Gros Islet, St. Lucia

DEPOSIT & WITHDRAWAL POLICY

AUGUST 2026



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1. INTRODUCTION

1.1 Volity Trade Ltd (the “Company”), is incorporated under the laws of St. Lucia, which has its principal place of business at Rodney Bay, Gros Islet, St. Lucia and registered with the Registrar of Companies of St. Lucia under number: 2024-00059 (the “Company”).

Funds deposit and withdrawal is only available for clients who have been identified and assessed by the Company, and confirmed their contact details. Clients would be required to upload their supporting documents, such as copy of their valid Passport and/or National ID , a recent Proof of Address and have their trading account verified, so as to be able to deposit amounts and trade.

The Company will be legally required to return any Client’s deposits made into unverified trading accounts in case the verification procedures are not completed within 15 days of the first deposit date.

Upon submitting a withdrawal request you may be required to submit further documentation as may be required from time to time by Anti Money Laundering (AML) legal framework and/or regulations, Credit/ Debit Card companies, Electronic Payment providers and the Company.

The Company reserves the right to impose withdrawal limits and withdrawal fees in its system.

The Company cannot accommodate withdrawal requests for floating trading profits. A trading position will need to be closed before any profits attributed to it may be withdrawn.

2. Deposits

2.1. *Acceptable Methods and Deposits*

- a. Deposits will be accepted by bank wire transfers, credit cards or by using alternative payment systems (“APMs”) as these are indicated on the Company’s website as updated from time to time.
- b. The Company will not accept third party or anonymous payments of funds in the Client Account. This policy protects both the Company, and its clients against fraud and money laundering as the Company only transfers funds back to the source of the original deposit. The Company, at its sole discretion, may execute withdrawals to a facility other than the facility used for the original deposit.
- c. The client accepts that the Funds shall be deposited in his/her trading account only if the Company is satisfied that the sender of the Funds is the Client. If the Company is not satisfied as to the above, then the Company has the right to reject the Funds and return them to the remitter deducting any transfer fees or other charges incurred by the Company, using the same transfer method as the one through which it originally received the Funds.

2.2. *Currency Conversion*

Your bank account or bank card used to deposit might be in a different currency from the currency you wish to deposit. In such cases the Bank or the Card processing company will charge a conversion fee that we do not control. When your trading Account is denominated in a different currency than

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the currency you deposited, in order to credit your trading account, we will need to exchange to perform a currency conversion. In such case we will use the exchange rate shown on our trading platform at the time we credit your trading account.

2.3. Fees

Deposit fees are available on the Company's website.

2.4 The Company shall credit client deposits to the relevant trading account within one (1) Business Day of receiving cleared funds, subject to the successful completion of all applicable verification and compliance checks.

3. Withdrawals

3.1. How to withdraw funds

The Company will proceed with withdrawals of Client funds upon the receipt of an online application for withdrawal made via the Client's account.

Clients may be required to present additional information and documents in order we meet our AML obligations. To avoid delays in receiving your funds please ensure that all your documentation is correct, up to date, and confirmed before you submit your withdrawal request.

Upon receipt of a withdrawal instruction from a client, to withdraw funds from the client's account, the Company will execute the instruction if the following requirements are met:

1. The withdrawal instruction includes all necessary information (including but not limited to: Account No. Name, Amount, Currency, details of destination account);
2. At the moment of payment, the Client's Free Margin exceeds the amount specified in the withdrawal instruction including all payment charges.

The Company has the right, during the withdrawal process, to request any additional information related to the requested payment method. The Client understands and accepts that under such circumstances there may be a delay in processing the request.

In case you would like to cancel your withdrawal request you can do so via sending an e-mail to finance@volity.io

3.2. How long does it take to withdraw?

The Company will process the Client's request to withdraw funds **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.

All withdrawal requests are processed by our Back Office Department within one (1) working day, however the time required for the funds to be transferred will depend on the payment method used.

Bank Transfers are typically processed by us within one (1) working day, however, it takes about 3-5 working days for the funds to be credited to your account.



Credit/Debit card withdrawals are also normally processed by us within one (1) working day but ten (10) working days are required for the funds to be credited to your account.

All other payment methods are usually processed by us in one (1) working day.

3.3. *Acceptable payment methods for withdrawal of funds*

The Client accepts that withdrawal of any part of the funds shall be concluded using the same transfer method as the one which the Company originally received the funds from net of any transfer fees or charges applicable. Priority of withdrawal will be given to credit/debit card(s). Once the amount related to deposits by credit/debit card(s) is fully withdrawn, the remaining balance of the client will be issued by wire to his/her bank account.

3.4. *Rejection of Withdrawal*

The Company reserves the right to reject a withdrawal request if it deems that it may not be legitimate, in case the Client has not provided the Company with the required supporting documentation, or in case the Client does not meet any other obligation under the Client Agreement. Under such circumstances the Company may decide to postpone the withdrawal request until further clarifications are provided by the Client

The Company reserves the right to decline a withdrawal request of the Client asking for a specific transfer method and the Company has the right to suggest an alternative.

Where a withdrawal request is rejected, the Company shall notify the Client in writing within two (2) Business Days, stating the reason for the rejection and the steps the Client may take to remedy the issue. If the Client disagrees with the rejection, the Client may escalate the matter in accordance with the Company's Complaints Policy.

The amount cannot exceed his/her trading account's free margin. Amounts exceeding free margin will be rejected, and the Client will be asked to fill in the form again. Minimum withdrawal amount is 10 EUR (or its equivalent in other currencies).

The Company will not process withdrawals to any other third party or anonymous account.

3.5. *Currency Conversion*

For any currency conversions required for the execution of your withdrawal the Company will use the exchange rate shown on our trading platform at the time we debit your trading account. The Company is not responsible for any currency conversions that might be applied by bank or card processing companies.

3.6. *Fees*

Withdrawal fees are available on the Company's website.

Card Data Retention

The Company shall retain payment card details (including card number, cardholder name, and expiry date) only for as long as is necessary to process deposits, withdrawals, and any chargebacks or refund requests related thereto, and in any event for no longer than five (5) years from the date of the last transaction involving that card. Card security codes (CVV/CVC) are never stored. All

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stored payment card data shall be held in compliance with the Payment Card Industry Data Security Standard (PCI DSS) and encrypted at rest using industry-standard encryption protocols.

Deletion of Stored Card Details

A Client may request the deletion of stored payment card details at any time by submitting a written request to finance@volity.io or through the Client's account settings on the Trading Platform. The Company shall process the deletion request within five (5) Business Days of receipt, subject to: (a) the settlement of any pending transactions associated with that card; and (b) the Company's obligation to retain transaction records as required by applicable AML/CFT legislation. Upon deletion, the card will no longer be available as a deposit or withdrawal method. The Client shall be notified by email once the deletion has been completed.