



EBC FINANCIAL GROUP
Cayman



Deposit & Withdrawal Policy

October 2023

Risk Warning: Trading Forex and Contracts for Difference (CFDs) on margin carries a high level of risk and may not be suitable for everybody. The high degree of leverage can work against you as well as for you. Before deciding to trade Forex and CFDs, you should carefully consider your trading objectives, level of experience and risk appetite. The possibility exists that you could sustain a loss of some or all of your initial trading capital. You should be aware of all the risks associated with trading Forex and CFDs and seek advice from an independent adviser if you have any doubts.

1. DEPOSITS

- 1.1 Deposits can be made from inside our client Portal. Not all deposits made will be reflected in your account immediately. Refer to the deposit methods available on the Deposit Page of our website for more details.
- 1.2 Deposit facilities are to be used for trading only.
- 1.3 Funds deposited into a trading account should be made from a source (e.g., debit card, bank, alternative payments account, etc.) that is in the same name as the trading account.
- 1.4 At our discretion, EBC Financial Group (Cayman) Ltd may require confirmation of Source of Funds (SOF) at any time (credit card, bank account, alternative payments account, etc.) before funds can be credited into a trading account. For example, a client may be required to produce a scan copy or card photo should he or she wish to deposit using a credit or debit card. Failure to comply with this policy will result in rejection of the deposit. Please ensure to redact the credit card numbers to only show the 1st 6 and the last 3 digits (for example, 1234 56 [REDACTED] 234).
- 1.5 If we choose to waive or cover any fees, we can only cover fees that we see. Other fees charged by your bank, intermediary bank and/or our financial institution remain your responsibility.
- 1.6 EBC Financial Group (Cayman) Ltd will not be liable for any losses (including auto or forced liquidation event) incurred because of delays in processing your deposit, including, but not limited to payments made to cover on-going margin requirement. Only cleared funds are deposited into a trading account. It remains the client's responsibility to ensure his/her trading account(s) have sufficient funds to cover margin requirements.

2. WITHDRAWALS

- 2.1 Withdrawals can be made from inside our client Portal. Not all withdrawals made will be redirected in your account immediately. Refer to the withdrawal methods available on the Withdrawal Page of our website for more details.
- 2.2 To comply with Anti-Money Laundering/Counter-Terrorism Financing Rules and regulations, EBC Financial Group (Cayman) Ltd will only process withdrawals to the same account (e.g., debit card, bank, alternative payments account, etc.) that was used to deposit the funds. At its direction, EBC Financial Group (Cayman) Ltd reserves the right to reject instructions to process the return of funds to a different account without providing reasons. Additional information and documents may be required to be provided by the client.

- 2.3 Withdrawals are generally processed within 24 hours. Depending on the withdrawal method chosen, it can take between 1-7 business days for you to receive your funds. The company cannot be held liable for any deposit/withdrawal processing delays that are caused by payment systems.
- 2.4 Withdrawal via bank wire requires 3 to 5 business days to complete. While we do not charge any fees, you may still need to pay other charges made by the banks and any intermediaries involved at your expense. In general, an international bank wire transfer costs 25USD.
- 2.5 The timeframe for the withdrawal mentioned in section 4 is for references only, the actual time may vary depending on the actual factors and situations.
- 2.6 Trading profits or any account balance exceeding the initial deposit amounts preferably to be refunded via Bank Wire.
- 2.7 Clients acknowledge they may be required to provide information and/or documents on the source(s) of the funds and/or source of wealth in general when processing a withdrawal request or at any time during their journey with EBC Financial Group (Cayman) Ltd and we reserves the right to refuse to process a withdrawal request where a Client does not provide all required information, and/or where EBC Financial Group (Cayman) Ltd has reasonable concerns that doing so may result in breaches of the anti-money laundering and counter-terrorism financing laws and regulations.
- 2.8 Clients acknowledges that EBC Financial Group (Cayman) Ltd does not guarantee a recall of a financial transaction under any circumstances and that EBC Financial Group (Cayman) Ltd is not liable for any losses suffered because of providing incorrect instructions/details of the destination account.
- 2.9 EBC Financial Group (Cayman) Ltd reserves the right to refuse to process a withdrawal request if it has reasonable grounds to believe that the trading account may result in deficit or cause the account to fall below margin requirements.
- 2.10 EBC Financial Group (Cayman) Ltd reserves the rights to refuse to process a withdrawal request if it has reasonable grounds to believe that the trading account may turn into a negative balance after the withdrawal request is processed or if the trading account is subject to a charge-back investigation.
- 2.11 To protect your assets and the overall security of our platform, EBC reserves the right to temporarily freeze or delay withdrawals in cases where suspicious activity is arised. This action is taken to prevent potential unauthorized access and to conduct a comprehensive review.
- 2.12 If your account is subject to fund freezing due to suspicious activity, EBC will promptly notify you via the contact information provided in your account settings. Clear communication will be maintained throughout the investigation process to keep you informed of the status and any additional steps required.
- 2.13 Once the investigation is complete and the legitimacy of the withdrawal request is confirmed, any temporary freezes on your funds will be lifted, and the withdrawal will be processed as quickly as possible.
- 2.14 EBC values your cooperation in providing any necessary information or documentation during the investigation process. This cooperation is crucial for a swift and accurate resolution.

3. THIRD PARTY PAYMENTS

- 3.1 Third-party deposits and withdrawals are prohibited. We operate a "return to source" policy. If we are unable to return the funds to the source, we will refund, preferably, via a bank wire in the name of the trading account holder.
- 3.2 If, for any reason, EBC Financial Group (Cayman) Ltd becomes aware of a payment made from a third party, EBC Financial Group (Cayman) Ltd is entitled to reverse the payment, close any open positions, null any profits gained, and terminate the trading account. EBC Financial Group (Cayman) Ltd will not be liable for any losses as results of breach of this policy.

4. ADDITIONAL TERMS

- 4.1 EBC Financial Group (Cayman) Ltd cover all merchant fees on behalf of our clients. We are happy to do so if our clients are using the facility to deposit funds to trade with and not to manipulate the system for their own benefits such as reward points on their account.
- 4.2 If a client deposits funds and then requests a withdrawal of these funds with no trading (or minimal trading) on their account, then we reserve the right to charge the applicable merchant fees + a discretionary handling fee to the clients account upon their withdrawal. We will actively notify clients where we find suspicious activity.
- 4.3 This policy is non-exhaustive. Additional conditions or requirements may apply at any time due to regulations and policies, including those set-in order to prevent money laundering and counter terrorism Financing. The usage of this site and services is subject to the Client Agreement and other operative agreements which may be amended from time to time at EBC Financial Group (Cayman) Ltd's sole discretion.