

A.S.K. Services INTL

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WITHDRAWAL AND REFUND POLICY

MARCH 2025

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1. INTRODUCTION

This Withdrawal Policy (the “Policy”) sets out our withdrawal policy for our clients. We have established the policies and procedures below to help ensure that all your withdrawal requests are processed efficiently.

Please note that withdrawal requests can only be submitted on: contact.mauritius@askservicesintl.com.

You must provide and/or confirm the following before submitting a request:

1. the Full name (including first and last name) on the beneficiary account which must match the name on the trading account;
2. that the withdrawal amount is less than or equal to the account balance;
3. the full details about the method used to deposit the funds, including the credit card or bank account number
4. the full details about the method for withdrawal.

2. Processing Time Frames:

In order for us to perform our obligations and have time to process the payment with the credit card company or bank, the below shall apply: All withdrawals requests shall be processed as soon as we receive your request and within a reasonable timeframe. Please note that we reserve the right to review the trading account, account history and supporting documentation. We also have the right to request additional information prior to completing the withdrawal request. If necessary, we will contact you for further information. If we need to do this, we will cancel the withdrawal request until the outstanding matters are resolved. You will then need to re-submit your withdrawal request.

3. Withdrawal of Profits:

Due to anti-money laundering requirements (AML) we must comply with, we need to verify that proceeds from trading are transferred to an account where the beneficial owner is the same as on the trading account. Therefore, it is recommended to provide us with a copy of the bank or credit card statement where funds will be sent before you submit the withdrawal request. Withdrawals will only be affected towards the client. We will not affect withdrawals to any other

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third party or anonymous account.

4. **Receipt of funds:**

Banks and credit companies may have different internal procedures to credit funds that they receive. You acknowledge that we do not have control over when funds will be available. If you require a transaction confirmation, please contact the Support Department on: contact.mauritius@askservicesintl.com.

5. **Initial Deposits Processed by Debit/Credit Card:**

If you deposited your funds using a credit card, we will refund all amounts up to the amount deposited through that same card.

If you made a profit on your investments, we will return these profits via wire transfer.

In some cases, the credit card company sets time limits for issuing refunds. If this timeframe expires, we will also return your funds via wire transfer. If this applies to you, please refer to the section above regarding processing.

In case the Company will not be able to refund the requested withdrawal amount to your credit card (or other original source different than wire transfer) then it will be processed through Wire transfer and minimum Wire Transfer requirements will apply (please refer to the section 'Withdrawal fee').

Our withdrawal process is based on strict guidelines to make sure you're your funds are securely sent back to their original source and beneficiary.

6. **Withdrawal Fee:**

Some banks use intermediary banks that charge fees, and it shall be the responsibility of client to bear those charges.

The Company may charge withdrawal fee if there is significant (only one single position placed on the trading account) or no trading activity in the client's trading account prior to the submission of the withdrawal request.

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7. REFUND REQUESTS & RETRIEVAL OF PAYMENTS

Client undertakes not to submit a request to return already credited funds both during and after the use of the Company's services.

In case the Company receives such a request, the Company reserves the right to decline such request.

Upon depositing funds, Client undertakes not to submit an application for retrieval of payment (chargeback) via the payment provider or supplier, both in time and after completion of the use of the company services.

Nevertheless, if the Company receives such a request, we reserve the right to decline such request and send money back to the source, following the termination of all services.

8. BACK TO SOURCE RETURN OF FUNDS

- The Company may choose to return Client's funds back to the source from which they were received for any reason and at any time (up to 5 business days)
- The funds may be returned to the original source instead of the destination provided by the Client in a withdrawal request.
- Should returning the funds back to the original source not be possible, when the Company sees it as necessary, the Client will be obligated to provide all the necessary documentation to the Company sufficiently showing that both the source as well as the desired destination of any funds transfer belong to the Client.
- If a situation arises in which the Company retains doubts as to the origin or destination of funds, in order to prevent proceeds of crime or funds related to funding terrorist activities from being released further into financial network they may be released into a court deposit pending decision by relevant authorities as to the operations in question.
- If the source of money or activity of the Client raises a suspicion of potential money laundering, the Company has the right to block Client's access to the Client Office, suspend trading activity on accounts, cancel deposit/withdrawal requests or return funds. When the Company classifies Client's activity as not relevant or not consistent with the normal purpose of using Company's services, the Company has the right to act according to this document without prior notice.
- The Company may return Client's funds received via any payment method for any reason, including if no activity was recorded on the client's trading accounts within a specific

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timeframe per the company's discretion. In this case, funds will be returned to the same source as used to make a deposit.

- does not accept any refunds to a person or entity other than the person or entity whose name appears on the Account unless the compliance department has specifically approved the payment.
- Mistakes made by the Company during the transfer of funds shall be refunded to the Client. It is understood that should the Client provide wrong instructions for a transfer; the Company may be unable to correct the mistake, and the Client may have to suffer the loss.
- A.S.K Services INTL is not responsible for any fees charged by intermediaries and other payment services providers including but not limited to foreign exchange rate fees, withdrawal fees, and any other administrative fees. For further information on charges and fees please contact the customer service at contact.mauritius@askservicesintl.com.

9. CANCELLATION

Customers may cancel their account application at any time. A.S.K Services INTL may request a reason for the client's cancellation decision in an effort to improve the services given to customers. A.S.K Services INTL may not cancel any accounts which have an account balance or open positions. Customers are required to redeem the funds and close current open positions before the account is canceled.