

Refund and Fund Security Terms

- 1) **Refund Procedure Determination** These rules establish the procedure and conditions for refunding funds applicable to any outgoing transaction aimed at returning funds to the client's trading account.
- 2) **Refund Conditions** The refund and reimbursement policy defines how, when, and under what conditions a client can request a refund of funds.
- 3) **Objective of the Refund and Reimbursement Policy** The objective of this policy is to prevent conflicts between the client and Tide Technologies Group (the Company) and mitigate risks associated with AML (Anti-Money Laundering) compliance and countering the financing of terrorism.
- 4) **Market Trading Risks** The trading market often experiences high volatility, which may be caused by external factors such as financial, regulatory, or political events. Additionally, the market may be vulnerable to hacking and theft, and subject to government regulations. Profits and losses can be substantial, and the recovery of deposits lost during trading activities may be impossible.
- 5) **Company Rights** The company reserves the right to block access to the private trading account, suspend trading activity, cancel deposit/withdrawal transactions, or initiate fund refunds if the source of funds or client activity contradicts the AML policy or counter-terrorism financing.
- 6) **Inability to Refund Funds** The company does not reverse processed transactions; therefore, the company has the right to refund the client's money if no trading activity has been recorded within one month of the account being funded.
- 7) **Company Refund Policy** The company has the right to refund funds under certain objective circumstances. Refunds are made through electronic wallets or bank transfers, as utilized by the client.
- 8) **Company Actions in the Event of Improper Client Activity** The company has the right to take action without prior notice to the client if the activity is classified as improper, unlawful, unfair, or contrary to the company's policy.
- 9) **Blocking of Fund Deposits and Withdrawals** The company takes all necessary measures to prevent and block third-party deposits and withdrawals. Deposits and withdrawals from the account can only be made by the account owner.
- 10) **Refund Conditions in Accordance with AML** Refunds are processed only through the same bank account or credit/debit card that the client used for depositing funds, in accordance with AML rules and regulations. Withdrawals cannot be made to any other entity other than the one used for the deposit, as per the provisions combating money laundering.
- 11) **Refund Approval by Compliance Specialist** All compliance-related documentation must be obtained and approved by a compliance specialist before proceeding with the refund.
- 12) **Beneficiary Name and Trading Account** The beneficiary name must match the name on the trading account. Requests to transfer funds to third parties will not be processed.
- 13) **Refund Procedure** The company refunds funds to the client's same account/credit card from which the funds were transferred, unless alternative instructions are provided. The company is responsible for ensuring the accurate refund of funds if the client has provided correct banking details.
- 14) **Client Responsibility for Calculation Discrepancies** The client cannot hold the company responsible for delays and discrepancies that arise in the calculation of rates, commissions, and other debits of financial institutions.
- 15) **Withdrawal Monitoring** The company monitors each withdrawal request and requires identity verification documents for processing the refund.
- 16) **Withdrawal Limitations** The company is not responsible for delays in fund withdrawals caused by third-party policies (such as banks, credit card companies, etc.) or force majeure circumstances.

In the event of losses related to delays or inaccuracies in order transmission or information, the client bears the responsibility.

- 17) **Withdrawal Processing Time** The time required for funds to be credited to your card or bank account may vary up to five business days. Additionally, withdrawal to bank accounts may take longer due to additional security procedures.
- 18) **Additional Fees** The use of an intermediary bank for sending/receiving funds may incur additional fees charged by the intermediary bank. We do not control these charges, so please contact your financial institution for further information.
- 19) **Withdrawal Amount** The withdrawal amount from the card is allowed only up to the equal amount of money deposited on each card. Larger sums should be transferred to a bank account.

Please contact us if you have any questions, comments, or require further clarification.