Deposit and Withdrawal Policy

General information.
Funds deposit and withdrawal is only available for clients who have been identified and verified by SmartFX. For the Verification of your account it is mandatory to upload the supporting documents to your Client Portal, such as:

- **For UAE residents:** Passport, Visa, Emirates ID and Proof of Address (Water Bill, Electricity Bill, Credit Card Statement or Bank Statement), not older than 3 months.
- **For all other countries residents:** Passport or valid ID and Proof of Address (Water Bill, Electricity Bill, Credit Card Statement or Bank Statement), not older than 3 months.
- **For UAE Corporate Accounts:** Valid Trade License, Signed memorandum of association / articles of association, Passport, Visa and Emirates ID of the Shareholders and Directors, Proof of address (Water Bill, Electricity Bill or Bank Statement with registered corporate address), not older than 3 months.
- **For Other countries Corporate Accounts:** Certificate of Incorporation, Signed memorandum of association / articles of association, Proof of residency for authorized signatories, Proof of identity for authorized signatories, Details of shareholders/copy of register, Proof of address (Water Bill, Electricity Bill or Bank Statement with registered corporate address), not older than 3 months.

Document requirements:

1. All information and details must be clearly visible and in color.
2. The scanned copies must be complete and have a two-page spread.
3. No documents with additions, changes using software editors are allowed.
4. When scanning and photographing a document all corners should be clearly visible.
5. Copies must be in high quality.
6. The name in your document must be identical to your account name with SmartFX.
7. Documents in the national language must be translated into English and notarized.
8. Accepted file types are: .png, .jpg, .gif, .pdf.
9. Maximum document size is 10 MB.
10. Screenshots and screen images of bank statements and utility bills are not suitable for verification and not to be accepted.

Verification process takes a maximum of 24 business hours. You will be notified by email and inside of your Client Portal regarding the successful verification of your account or in case we need additional documents.

Upon submitting the deposit or withdrawal request we may request you to provide the additional documents confirming the source of funds. In case of withdrawals through Bank Transfers or Credit/ Debit card transfers, it is mandatory to provide a latest Bank Statement or Credit/ Debit card statement accordingly, if not provided earlier. However, SmartFX still may request you to provide a latest Bank or Credit/ Debit card Statement anytime.

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

No Third Party Payments are allowed under any circumstances. This policy protects both us, and our clients against fraud and money laundering as SmartFX only transfers funds back to the source of the original deposit. We reserve the right to apply a penalty processing fee if a third-party payment is made.

SmartFX does not charge any additional fees for deposits. You should however be aware that you may incur fees on payments to some international banking institutions. SmartFX accepts no responsibility for any such deposit fees.

All deposits and withdrawals are processed during standard business hours, i.e. 10 am - 7 pm (GMT+4), Sunday to Friday.

All transaction requests in your Client Portal (deposit, withdrawal, internal transfer) are subject to approval by SmartFX. In your Client Portal you can track the status of each transaction as well as receive notifications on its updates.

SmartFX, at its sole discretion, may execute withdrawals to a facility other than the facility used for the original deposit.

In case of successful deposit but no trading activity, or if any form of abuse is found relating to SmartFX's Deposit and Withdrawal Policy, we reserve the right to reclaim any reimbursement fees. If you request to withdraw your funds after no trading activity, SmartFX reserves the right to charge you the equivalent amount of any banking fees incurred, or 3% of the total withdrawal amount.

Any dispute arising with or in connection to any of the terms and conditions of the Deposit and Withdrawal Policy must be in writing and addressed to SmartFX support team via email at support@smartfx.com

Bank Wire Transfers: When depositing by a Bank Transfer, you are required to use only a bank account, which is in your name and matching the name of your trading account. An authentic SWIFT confirmation or Transfer Confirmation, showing the origin of the funds, must be sent to SmartFX if requested. Failure to provide such SWIFT/Confirmation upon request may result in the return of the deposited amount, hence preventing the deposit of such pending amounts to your SmartFX account.

Please note that we do not accept cash deposits in our bank accounts. If we find such transactions on the part of the client, we will be forced to initiate an investigation with the help of the bank. In this case, a bank penalty will be charged for the refund.

Any withdrawal of funds, from your MT5 account to a bank account, can only be refunded to the same bank account that the funds were originally received from or another bank account in which is also in your name in case the bank account used for the deposit is no longer in operation at the time of withdrawal.

The total processing time for withdrawals to a bank account depends substantially on the currency of the account, as well as location and internal policies & procedures of the recipient's financial institution. Please expect the funds to be credited to your bank account within 1 to 6 business days, depending on the above.

You should be aware that you may incur fees on payments to some international banking institutions. SmartFX accepts no responsibility for any such deposit fees.

Credit/Debit Cards: Credit/Debit card deposits may be performed, according to the credit/debit card companies' regulations and when a withdrawal is performed returned to the same card from which the funds were deposited. Deposits and withdrawals are available through SorexPay and My Fatoorah processors.

SmartFX is not able to process withdrawals to a card number from which you didn't deposit before. As soon as all previous deposits by card have been withdrawn back to the card used for the deposit, transfer to a bank account may be offered to the client for withdrawal of profits.

SmartFX reserves the right to ask you to provide a scanned color copy or photos of both the front and back pages of your card. It is advised that you only leave the first and last 4 digits of your card number visible in the image, and cover the CVV number from the back of your card. Please note that for cards that don't show cardholder name, SmartFX may require from a Client documental proof of card ownership, such as a confirmation letter or statement by the card's issuer.

The company takes extreme precautions when dealing with security alerts for credit card payments in order to protect our and our clients' financial integrity. For this reason, although we strive to credit our clients' Credit/Debit card deposits as soon as possible, we do not undertake nor promise to be able to ensure such crediting immediately after the depositing, as in some cases additional verification of payments is likely to be required. Usually the transactions are instant, but it may take up to 24 hours to process your request.

You should be aware that you may incur fees of payment processors while depositing or withdrawing funds through Credit/ Debit cards. Commissions may apply based on some service providers. SmartFX accepts no responsibility for any deposit or withdrawal fees of 3rd parties you may face.

In some rare cases if your card does not belong to CFT/OCT programs, by which your card issuer allows withdrawals above the deposited amount, we will not be able to process the transaction. In this case you may withdraw your funds via bank transfer instead. SmartFX cannot determine if your card belongs to this program and accepts such transactions until we receive your withdrawal request. You should consult with your card issuer for any further information.

SmartFX enforces a limitation of up to 3 (three) cards per client. Clients need to refrain from using prepaid and travel cards or any method of payments which does not allow refunds to be processed.

Maximum limit per transaction with "SorexPay" is 2000 USD per card per month. (Maximum 2000 USD in one month per card).
Maximum limit per transaction with "My Fatoorah" is 3000 USD per card. Maximum 3 transactions a day (9000 USD total per card) and maximum 6 transactions a month per card (18,000 USD).

Electronic Payment Methods: SmartFX currently offers the following electronic payment options: SKRILL, NETELLER, STICPAY. Using these facilities as a means of transferring funds is at the discretion of each client and SmartFX recommends that all policies and procedures regarding transfer, transaction limits, fees, etc. are clearly understood by the client prior to opening an account or using their services.

When depositing funds using Electronic Payment facilities, you agree to, and acknowledge being bound by, the regulations and rules of such service, including, but not limited to, fees and other restrictions. You should be aware that you may incur commissions based on some service providers.

When a withdrawal is requested, this may be performed only via the same payment method clients used when initially depositing to your trading account.

Transactions through SKRILL, NETELLER, STICPAY are instant, however all transaction requests in your Client Portal (deposit, withdrawal, internal transfer) are subject to approval by SmartFX, and can take upto 24 working hours. In your Client Portal you can track the status of each transaction as well as receive notifications on its updates.