

## **Important information about deposits and withdrawals**

When an account has been deemed inactive (no trading activity) for a period of 6 months, we will apply an inactivity fee of 5 EUR/ USD/ GBP. This inactivity fee is applied every month, until the balance is completely depleted.

In case of no trading activity, or if any form of abuse is found relating to the reimbursement policy, we reserve the right to reclaim any reimbursement fees. If you ask to withdraw your funds after no trading activity, we reserve the right to charge you the equivalent amount of any banking fees incurred, or 3% of the total withdrawal amount.

Deposits are processed instantly if there is no need for additional verification. Sinox FX is not liable for any transfer delays you may experience due to a disruption of service in the system of the payment processor.

All back office transfers are processed during standard business hours, i.e.,  
Monday – Friday, 09:00 – 18:00pm

Please note that some issuing banks may not allow credit/debit card deposits. If this affects you, please choose another option, or contact your Account Service Manager for help.

### **Deposit Information**

- We do not accept payments from third parties. The name of the Sender must match the name registered with Sinox FX.
- The details you enter/select on the provider's website should match the details entered/selected in You're my Sinox FX deposit page. Please note that in case these details differ, you may experience a payment processing delay.
- The exchange rate to local currency might change from time to time according to the local provider or local bank rates.
- All transactions sent in a currency that differs from the currency of your account will be automatically converted at the Sinox FX conversion rate.
- If the deposit is successful, it will be posted to your account shortly. There might be a delay if Sinox FX or the payment provider is unable to verify your information.
- If a transaction is made in a currency that is not supported (please check the relevant tables for supported currencies), your deposit will be converted to the supported currency of your choice. Please note that the provider may charge a conversion fee.
- Our conversion rates are updated daily.

- The deposit fee will be subtracted from the deposited amount. Please check the table above for Fees/Commissions.
- Please check the table above for Sinox FX's processing times with regards to deposits.

## **Withdrawal Information**

- Payments to third parties are not accepted. The name of the Receiver must match the name registered with Sinox FX.
- If you wish to withdraw your initial deposit, you have to use the same source of funds from which you originally deposited.
- Any generated profits following your initial deposit can be withdrawn by any other Payment method available to you.
- You need to make sure that you have sufficient free margin in your account to cover your withdrawal. If you do not, you may choose to close some open positions in your account.
- In the event that your trading account and withdrawal are denominated in different currencies, the transaction will be subject to conversion and charges may apply, as per the Conversion Rates table in My Sinox FX (login required).
- Our conversion rates are updated daily.
- The withdrawal fee will be subtracted from the amount withdrawn. Please check the relevant table for Fees/Commissions.