



# TENDA INDEX LIMITED

Access World's Largest Forex Market with Tenda Index

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## DEPOSIT AND WITHDRAWAL POLICY

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## **About Us**

The trading name Tenda Index Limited (Tenda Index), its logo, trademark and website [www.tendaindex.com](http://www.tendaindex.com) belong to Tenda Index Limited (referred as the “Company”), is incorporated under the laws of England & Wales (Company Registration Number 12871467) having its registered office at Unit 100, 25-29 Clements Road, Ilford, London IG1 1BH, United Kingdom.

The Objects of the Company are all subject matters not forbidden by the Financial Conduct Authority (FCA), United Kingdom, including but not limited to exclusively commercial, financial, lending, borrowing, trading, servicing, and the participation in other enterprises as well as to provide brokerage and managed account services in currencies, commodities, index, CFDs and leveraged financial instruments.

Unless stated otherwise, all terms included in our Complaints & Dispute Procedures shall have the meaning given to them herein. Where the context requires, words importing singular shall include plural and vice versa. Words importing masculine shall include feminine and vice versa.

## **Information**

Trading in any investment opportunity that may generate profit requires Tenda Index Limited’s customers to deposit money on their online account. Profits may be withdrawn from the online account. Deposits and withdrawals are regulated by this Deposit and Withdrawal Policy as well as the generally applicable Terms and Conditions.

### **Article 1 - Deposits and/or Depositing**

You, the Client, must perform all the deposits from a source (e.g. single bank account). In order to begin trading, you should make sure this account is in your country of residence and in your name. To certify that a SWIFT confirmation is authentic, it has to be sent to Tenda Index Limited for confirmation of the origin of the money which will be used for trading.

If you don’t comply with this WD policy, you may be prevented from depositing the money via Bank/Wire Transfer.

Non-active trading accounts (“Dormant Account(s)”) for more than three (3) months will be subjected to a deduction of \$50 (or base currency of your trading account) each month (the “Dormant Fee”).

## **Article 2 - Withdrawals and/or Withdrawing**

In accordance to general Anti Money-Laundering (AML) rules and regulations, withdrawals must be performed only through the same bank account or credit/debit card that you used to deposit the funds. Unless we agree otherwise, withdrawals from the Account may only be made in the same currency in which the respective deposit was made.

In addition, when you deposit or withdraw money for trading purposes using alternative payment methods, you should be aware that additional fees and restrictions may apply. Withdrawals are subjected to processing and handling fees. Those fees will be deducted from the transferred withdrawn amount. Without derogating of the foregoing, Tenda Index Limited may execute withdrawals to a different facility than the one used for the deposit, subject to Anti Money-Laundering regulations. Additional information and documents may be required from you, the Client for verification purposes and/or as required from time to time.

## **Article 3 - Refund(s)**

In certain exceptional cases, Tenda Index Limited may refund payments made by credit/debit cards or other channels used to deposit the Client account. The funds will be refunded back to the channel or card used to deposit. A refund is not provided in cases where:

- 1) Client account is suspended due to violation of our Terms and Conditions and/or Policies;
- 2) Abuse, misconduct, misuse of our services by the Client;
- 3) Losses by Client due to any reason, foreseen or unforeseen;

Processing of refunds may take up to 14 (fourteen) business days.

Requests other than this will be considered as WITHDRAWALS and will fall under "Withdrawals and/or Withdrawing" terms.

Refunds are subjected to processing and handling fees. Those fees will be deducted from the refunded amount. Without derogating of the foregoing, Tenda Index Limited may execute refunds to a different facility than the one used for the deposit, subject to Anti Money-Laundering regulations. Additional information and documents may be required from you, the Client for verification purposes and/or as required from time to time.

#### **Article 4 - Deposits and Withdrawals Fees**

Here at Tenda Index Limited, deposits and withdrawals have no charges and fees, however in situations where the environment is not within our control, you will be charged a certain fee not by us but by relevant parties such as Banks, E-Wallet companies, and or Payment Channel Providers pertaining to your depositing or withdrawing.

Minimum withdrawal is 100.00 USD. Note that these charges exclude the transaction fee imposed; for instance, if a minimum of \$100 is to be withdrawn by bank wire transfer, a transaction fee maybe imposed by the Banks.

#### **Article 5 - Non-Deposited Funds**

Funds appearing on Clients' account may include agreed or voluntary bonuses and incentives, or any other sums not directly deposited by the Client or gains of trading ("Non-Deposited Funds"). Unless otherwise explicitly agreed, Non-Deposited Funds are not available for withdrawal. Further, due to technical limitations, Non-Deposited Funds may be assigned to Client's account in certain occasions (for example, for the technical purpose of allowing the closing of positions or an indebted account).

Without derogating from the above mentioned, if you wish to withdraw the profits generated by Non-Deposited Funds granted to you, you must first complete an amount of traded lots equal to 20% of such Non-Deposited Funds granted to you.

By way of example only, if you are granted Non-Deposited Funds of \$1,000, you must generate a total of 200 traded lots, in order to be able to withdraw the profits generated by such Non-Deposited Funds.

### **Article 6 - Submitting a Withdrawal Request**

In order to initiate your withdrawal request, you must:

- Initiate a withdrawal request from your Trader Cabinet;
- Log in to your account through the website, click on withdrawal, fill up the information and fill up the withdrawal form;
- All compliance documents must have been received and approved by Tenda Index Limited compliance officer in order to proceed with the withdrawal;
- Beneficiary Name must match the name on the trading account. Requests to transfer funds to third party are prohibited;

**IMPORTANT: ACCOUNT HOLDER IS REQUIRED TO MONITOR ACCOUNT ON A REGULAR BASIS AND ENSURE THAT AVAILABLE MARGIN EXISTS IN THE ACCOUNT PRIOR TO SUBMITTING THIS REQUEST, AS SUCH WITHDRAWAL MAY HAVE AN IMPACT ON EXISTING OPEN POSITIONS OR TRADING STRATEGY USED.**

## **Article 7 - Typical Withdrawal Processing Time**

The time it takes for the money to reach your credit card or bank account that has been used to deposit funds may vary (usually up to five business days). Note that it might take longer for withdrawals to bank accounts due to the additional security procedures in force.

The request will generally be processed by Tenda Index Limited within 2-5 business days of receipt. In order to avoid any delays please review your information carefully before submitting your request. Tenda Index Limited assumes no responsibility for errors or inaccuracies made by the account holder. Corresponding withdrawals will take 3 to 5 business days to process. Tenda Index Limited does not monitor and is not responsible in any way for the Client's Credit Card Company or bank's internal procedures. Client must follow up with the credit card or respective bank independently.

Funds are released to your credit account once your credit card merchant has debited the funds from our account. This process may take up to 5 business days or more to reflect on your credit card account balance. If you do not have online access to your credit card, it should appear on the next billing statement(s) depending on your card's billing cycle.

Please note clearly that we are not committed to any time frame and that any additional charges imposed by third parties shall be deducted from the deposit or the withdrawal, as applicable.

**Additional Charges:** If the receiving bank uses an intermediary bank to send/receive funds, you may incur additional fees charged by the intermediary bank. These charges are usually placed for transmitting the wire for your bank. Tenda Index Limited is not involved with nor has any control over these additional fees. Please check with your financial institution for more information.

## **Article 8 - Credit/Debit Cards**

For credit card deposits, when you choose an account in a different currency than USD (United States Dollar), your credit card will be debited properly in accordance with amount deposited and the applicable exchange rates. In addition to the exchanged sum deposited, additional credit card fees may apply (as a result, in such cases you may notice discrepancies between the sum of deposit and the sum charged on your credit

card). Customers must accept these slight variations that can occur and won't try to charge this back.

If you have used a credit card to deposit money, performed online trading and decide to cash in on your profits, the same credit card must be used.

Amount of withdrawal per credit card is only allowable to an equal amount of money deposited per credit card or less. Greater amounts must be wire-transferred to a bank account.

### **Article 9 - Currency**

Your Account may comprise of different currencies. These will be subject to the following conditions: We may accept payments into the account in different currencies and any payments due to or from us and any net balances on the account shall be reported by us in the respective currency; The account is maintained in US Dollars, Euro or GB Pounds ("Base Currencies") and any other currency will be converted at the exchange rate existing at the point of conversion ("Exchange Rate"); if the Client sends funds in another currency than his account's currency, we will apply an exchange rate to our discretion.

We will generally settle trades or perform any required set-offs and deductions in the relevant currency where the account comprises such currency ledger, save that where such currency balance is insufficient, we may settle trades in any currency using the Exchange Rate.

### **Article 10 - Additional Conditions**

A thorough KYC and trading history check will be conducted prior to approval of Withdrawal Request submitted by Client. Failing to comply to our KYC requirements will cause delay or rejection of Withdrawal Request. All trading history will be checked based on our Terms and Conditions and there will be no disputes upon final decisions. Tenda Index Limited reserves the right to withhold or reject Withdrawal Request if Clients are found to be in violation of our Terms and Conditions.

Please note that this policy cannot be exhaustive, and additional conditions or requirements may apply at any time due to regulations and policies, including those set

in order to prevent money laundering. Please note that any and all usage of the site and services is subject to the Terms and Conditions, as may be amended from time to time by Tenda Index Limited at its sole discretion.

For queries concerning policy matters, please contact us anytime.