REFUNDS POLICY

Introduction

We are an authorized and regulated international brokerage and clearinghouse, operating under the oversight of the Mwali International Services Authority in the Union of Comoros. On one side, there is the Client, which can either be a corporate entity or an individual, who has successfully completed the Account Opening Application and has been accepted by the Company as a Client.

The Mwali International Services Authority requires all brokerages to implement and uphold internal policies concerning the rights of clients to receive refunds and/or the return of their funds (referred to as 'Withdrawal' when applicable). These policies must also include measures to prevent money laundering, fraud, and the financing of terrorism. Brokers must conduct themselves with honesty, fairness, and respect, while maintaining ethical standards in their interactions with the public, clients, and peers within the industry.

Capinex Capital follows a strict policy to ensure that clients are promptly reimbursed upon valid financial requests, as long as the Client adheres to the withdrawal criteria established by Capinex.

GUIDE TO SUBMITTING A WITHDRAWAL REQUEST

The Client has the option to submit a withdrawal request directly through their Trading Platform account, as long as they meet the necessary withdrawal requirements. Some examples of these conditions include:

1. Successfully completing all KYC (Know Your Customer) verification procedures, as approved by the Compliance Department, and adhering to any additional documentation requirements or requests from third-party institutions involved in the transaction processing on behalf of Capinex;
2. Excluding any credited funds, applicable fees, bonuses, or any amounts either provided by or owed to Capinex;
3. Having no open positions in the account at the time of the request.

Each withdrawal request undergoes a detailed review by Capinex and may be declined at the company's discretion.

The Customer's remaining balance, including deposited funds and any profits not allocated for margin requirements, will be released and transferred to them upon approval.

Deposited funds and Profits

Funds that have been deposited and gains resulting from successful trading activities will be refunded in a single transaction using the same payment method originally utilized for the deposit, whenever practical. In certain instances, if a specific funding method was employed to finance the account, any profits from successful trades that surpass the initial deposit will be processed as a separate transaction. If applicable, these profits will be transferred to the Customer's selected alternative payment method.

In certain cases, the refund may be processed through the same credit/debit card used for the initial deposit as a single transaction. This is dependent on the policies of the third-party remitters that Capinex partners with for such transactions.

Wire transfers can also be used for refunds; however, they may incur bank processing fees, along with any additional charges from the financial and banking institutions involved in the transfer. As the Customer is responsible for covering these costs, the final amount received may differ from the original requested amount.

If needed, Capinex may request the Customer to provide alternative payment methods in situations where Capinex is unable to return funds to the original or preferred method or process profits. Such requests will come from Capinex's Support or Compliance Department. Customers must respond promptly to these requests to avoid the cancellation of their withdrawal requests, as decided by Capinex's Compliance Department. Capinex retains full authority to determine how funds are distributed.

Duration of Processing

The duration of processing will vary depending on the timing of the request submission and the method used to dispatch the request.

1. Typically, it takes 3 to 6 business days to process a withdrawal. However, this timeframe should not be considered standard.
2. The processing times include the review of the request by Capinex, internal processing by Capinex's systems, and the processing times of the respective third-party financial remitters and institutions handling the requests.
3. Since third-party financial institutions are responsible for sending the funds once a withdrawal is initiated, Capinex is not liable for, nor can it control, the time these third-party processors, banks, or similar institutions take to complete the transaction.

Capinex does not reverse completed transactions initiated by the Customer but reserves the right to refund the sender if no activity occurs on the trading account (dormant/inactive account) for a period of ninety (90) consecutive days from the date of the deposit.

Capinex retains the authority to use various payment methods, such as credit/debit cards, wire transfers, e-wallets, or other systems, to process refunds. As a result, refunds will be processed through digital platforms.

GENERAL TERMS

If Capinex determines that the Customer's activities are inappropriate or in violation of the Customer Agreement, Capinex reserves the right to reject any refund request without prior notice to the Customer.

Capinex also has the authority to restrict access to the Customer's account, temporarily withhold the Customer's current balance, and return any remaining funds to the Customer once all applicable services and commissions have been settled.

Capinex will enforce strict measures to actively prevent and block any unauthorized third parties from initiating deposit or withdrawal requests on the Customer's account. Only the account holder is permitted to perform transactions involving the withdrawal or deposit of funds from their account.

Capinex reserves the right, at its sole discretion, to cancel, update, or amend any part of this Policy to ensure legal compliance and improve operational efficiency.

For more information regarding the refund and withdrawal process, please contact us at support@kinmarkets.com.