

Withdrawals Policy

1. PRIVACY STATEMENT

We understand just how important the convenience of deposits and speed of withdrawals are to our clients. We prioritize this, and as such, we have created an offering with a wide selection of convenient payment methods and a streamlined process. We take all reasonable steps to ensure that there is no delay between you placing a deposit or withdrawal request and the transaction being processed. Above all, we ensure you are working within a safe and secure environment. As one of the most highly regulated brokers online, we closely adhere to the strict regulations and compliance procedures set out by the various regulatory bodies we are governed by.

Withdrawals At globex

Trading online is all about mastering the markets and taking advantage of the many trading opportunities in the financial markets. It is therefore important that you are left to focus on that, rather than administrative tasks like making withdrawals. For that reason we have made the process of withdrawing your profits as smooth and hassle-free as possible. Below we answer some of the most frequently asked questions.

What is the withdrawal process at globex?

In order to withdraw your money from your globex account, you will need to ensure that your account has been verified and confirmed. Verifying your identity and account is one of the requirements of the regulatory bodies and globex is required to strictly follow the KYC or Know Your Customer process. This process

requires globex to verify the identity of its clients and to assess any potential risks of illegal intentions.

What is the verification process and what documentation is required?

When you open a trading account with globex, you will need to provide globex with the following documents in order to verify your identity:

A clear, coloured copy of a valid government-issued ID, such as a passport, driver's license or an ID card. The following information must be clearly visible on the ID: Full name, date of birth and picture. Please note that it is vital that the information you have used to register your account, matches the information on the ID document provided.

In order to verify your address, or place of residence, you will need to provide a utility bill, such as water, electricity, gas, local authority waste disposal or land-line phone. This bill needs to contain the following information: Full name and address. Please note that the utility bill you supply to globex needs to be not older than three months. The details on the utility bill must also match the personal details you registered with.

If you have made a deposit using a credit card or have made a deposit on behalf of a third party, you will be required to send verification documents for both parties. You will also need to send globex a clear, color copy of the front and back of the credit card used. The copy sent needs to clearly show your full name, the expiration date of the credit card, and the first and last 4 digits of the credit card number. Please note that you may block the middle 8 digits of the card number as well as the CVV security code on the back of the credit card and power of attorney (POA) form.

All the required documentation mentioned above must be clear, readable and sent to globex, ensuring that all four corners of each document are clearly visible.

It is very important to note that globex is not a tax substitute and we request all our British traders to contact the necessary authorities to verify the tax implications.

Once all the required verification documentation has been sent and approved by globex, you can then go to the 'My AVA' section in your account and complete the withdrawal form in order to get the withdrawal process started.

How long does it take to withdraw funds from my globex account?

At globex, we understand that being able to access your funds quickly and seamlessly, is important. We, therefore, offer a quick withdrawal process. The globex withdrawal process takes only one or two working days. Please note that globex operates from Monday to Friday, excluding weekends and other public holidays or festive days included in the official calendar. It is important to note that in some cases, there may be a delay in you receiving your funds as a result of clearance delays from banking institutions, electronic payment systems and credit cards. Please feel free to contact your banking institution to get more information on their processes.

How does globex withdrawal process differ from other brokers?

At globex, we pride ourselves on offering exceptional service and meeting the needs of our clients. In comparison, it takes globex only 24-48 hours to complete the withdrawal process once your account has been verified, while it could take other brokers up to 5 days to process a withdrawal request. Our seamless withdrawal process and the importance we place on giving our clients top quality service as well as reliability and speed in managing their money, is clearly evident when you join the globex family. Our existing clients and all those who choose to invest with globex, know that their money is safe and secure and that the process in which they can withdraw their profits earned on the leading forex and CFD broker's platforms, is simple and fast.

What withdrawal methods are available at globex?

globex needs to operate within strict regulatory requirements. As a result of international anti-money laundering regulations, withdrawals can only be sent via the payment methods by which you funded your account. It is very important to note that you must withdraw up to 100% of your deposit to your credit or debit card. After this, you may then withdraw funds by another method, as per your instructions, but it must be in your own name. Let us look at an example for

clarification. If you made a credit card deposit of \$1,000 and you made a \$1,500 profit, the first \$1,000 you withdraw will go back to the original credit card used to make the deposit, and then the balance of \$1500, can be withdrawn using a different method, such as wire transfer, and other e-payment methods (for non-EU customers only).

In the case of a deposit made via a third party, that is not a credit card payment method, you must withdraw 100% of the deposit transaction on this initial payment method.

Why has my withdrawal request not been processed?

It takes between 24-48 hours to process a withdrawal request if the account verification process has been completed and approved by globex. This is the process for credit cards, debit cards and e-money. In the case of wire transfers, it can take up to 10 business days for the funds to reflect in your account. Please check the delay times with your banking institution.

It is also important to ensure that before you make a withdrawal request with globex, that all requirements are met as follows:

Account verification – Has the verification documentation been sent to globex according to the requirements?

Promotions – Have you met the minimum trading requirements of the promotion volume?

Margin – Do you have sufficient usable margin in your account?

Payment method – Have you requested a withdrawal through the correct withdrawal method?

Please note that globex may require additional verification documentation and once all requirements are met, your withdrawal will be processed immediately.

Deposits at globex

We offer a wide selection of deposit methods, which vary for different regions. Please know that as a result of our regulatory status we will need verification documents, such as proof of address, and proof of identity. If you are using a credit card for deposits we will need to see a colour scan of both sides of this. Don't worry, we will let you know exactly what we will need. Please note that these one-off measures are made to protect our clients from fraud, and on a wider scale we are fighting to avoid money laundering, by fulfilling KYC protocols.

Please know, that you have the option to trade with a demo account at first, which requires no proof of identity, or payment details. This allows you to practise trading, to test drive our platforms and service and to test out your trading strategies. When you are ready, you can then upgrade to a real account, quite easily.

What deposit methods are available at globex?

globex offers a choice of deposit methods, including credit cards* and wire transfer, which are available to all our global clients. We also offer deposits via e-payments and electronic systems.

How long does it take to deposit funds with globex?

To meet the different needs of our clients, we offer multiple deposit methods at globex, and each one has its own specific processing time. To ensure that your funds are made available to you quickly, we request you to please complete the verification process of your account and ensure that all of your uploaded documents have been approved by globex.

Credit Cards and Debit Cards – If you use a credit card to make a deposit, the payment should be credited instantly into your account. If there is any delay, please contact customer support and one of our representatives will attend to the matter immediately. Please note that if you are making a deposit for the first time with a credit card, it may take up to one business day to credit the funds to your account as a result of security verification.

E-payments – This includes Paypal, electronic money and others. When using these options, the funds will be credited in your account within 6 hours.

Wire Transfer – If you deposit funds via wire transfer, it can take up to 7 business days, depending on your banking institution and country. In order to expedite the process, please ensure that you send globex a copy of the swift code or the transfer receipt so that we may track the deposit.

What is the deposit process at globex?

To meet the different needs of our traders, globex offers several ways of depositing money into your trading account:

Credit card,

Debit card,

Wire transfer,

Several forms of e-payment

To make a deposit, the first step is to log in to your globex account. Click on the 'Deposit' section and select your preferred deposit method. Please also ensure that you have selected the specific trading account you wish to deposit into from the drop-down menu.

How do I cancel a deposit?

In order to cancel a deposit, simply email globex with a request to our customer support team. If you did not make any trades with the funds, the deposit will be canceled within 24 hours and once the process is complete, customer support will send you an update via email. Please note that Saturdays and Sundays are not considered business days and if you send a cancellation request, this will not be actioned until the next business day.

What should I do if the credit card I used in order to make a deposit has since expired?

If the credit card you used to make a deposit has expired since your last deposit, you need to please send an email to your account manager or to the globex

customer support team with a brief explanation. They will assist you in updating your details in our system.

I made a wire transfer today, but the funds are not yet reflecting in my account. What should I do?

It can take up to 10 business days for funds to reflect in your globex trading account if you make a deposit via wire transfer. To speed up the process, please send us a copy of the Swift via email so that we may track the transfer. Should the delay persist, please contact the globex customer support team.

I canceled my credit card deposit, but the funds are not reflecting on my credit card statement.

If you check your next credit card statement, and no transactions with globex appear for the amount you deposited, and on the date you made the deposit, it means that funds were never deducted, and the cancellation was successful. If, however, there is a charge on your credit card statement following a deposit cancellation, please allow up to 5 business days for the cancellation to be completed. Often, if you see a transaction on your credit card after you have cancelled it, it may be possible that the deposit was not canceled before the statement was sent. The funds should then reflect on your next statement.

Can I make a deposit using someone else's credit card, debit card, bank account or e-wallet account?

globex does accept 3rd party deposits, however, we will require additional verification documentation. For more information on these requirements, please check the globex third party document requirements in our FAQs.

I received an error message regarding a problem in my deposit transaction. What does it mean?

If you have tried to make a deposit and received this error message, "There appears to be a problem processing your transaction, please go back and verify your details and try again", this usually indicates that your credit card has been declined. Ensure the card details you entered are correct and try to make the

deposit again. If you require additional information regarding your credit card, please contact your credit card company or bank.

In the meantime, there are alternative deposit methods that you can use, and details of these options will be listed in your trading account.

globex – Seamless Withdrawals and Deposits

At globex, we strive to give our traders all the tools they need to trade effectively – this includes a secure withdrawal and deposit processes, with a wide selection of safe and secure payment methods.

Your trading budget depends on you of course, however we have many risk management tools to help you stretch your capital further. As well as risk management tools like Stop Loss, we also offer the unique globexProtection. This gives you a way to cover your trades and protect them from losses, by paying a small premium.

So many reasons to use globex as your trusted broker! Start trading with us today and team up with an award-winning, regulated broker that will always be by your side on your financial journey.

globex Withdrawals and Deposits FAQ

How difficult is it to deposit at globex?

Depositing funds at globex is no more difficult than making a deposit at your local bank. In fact, for some it could be even easier. Once your account has been approved and verified you can access deposit options right in the trading platform and easily deposit to start trading. You'll be able to use a bank wire and credit or debit cards to fund your account quickly. And depending on what country you reside in you'll also be able to choose from a large variety of online e-wallets.

How difficult is it to withdraw at globex?

Presuming that you've already submitted the necessary identification documents for KYC and AML verifications, a withdrawal at globex is almost as easy as

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withdrawal from an ATM. Withdrawal requests can be submitted in under a minute through the trading platform and are approved as quickly as possible, typically within one business day. Depending on where the withdrawal is being sent you could receive it immediately or it may take several business days, but that timing is due to processes and procedures from your financial institution.

Is there anything that could prevent me from making a deposit or a withdrawal at globex?

The most common problems we see with deposits and withdrawals here at globex are from people who are trying to make deposits from countries not supported by our platform, or from those who haven't cleared our KYC/AML requirements. All of our clients are required to submit documents that confirm their identity and their residence before we can process withdrawal requests. This has caused some issues in the past when the regulations weren't as well known, but by this time we believe everyone is aware of the KYC/AML requirements and problems with deposits and withdrawals are minimal.