

## Withdrawal Policy

### Introduction

In this policy, it is set out how you can withdraw funds from your account, the payment methods to which withdrawals will be processed and additional terms that may apply to you on requesting a withdrawal. This Policy should be read in conjunction with the Terms of Service (as may be amended from time to time).

### Requesting a Withdrawal

In order to request a withdrawal from your account with the CAR, you must log into your account and take the following steps:

- Click on 'My Account' situated above the menu bar.
- On the sidebar banner, locate and click on the 'Withdrawal' tab.
- You will find a withdrawal request form that will have to fill in and send back to us by clicking 'send'.
- Note that your signature is of utmost necessity for the approval of the withdrawal procedures
- In some cases, the CAR may request some additional information to process your withdrawal. If need be, a compliance officer will get in touch with you for clarifications.

### Will I Need to Provide Certain Documents Before Making a Withdrawal?

In certain circumstances, you may be required to provide certain documents before the CAR completes your withdrawal. This process forms part of the CAR's Anti Money Laundering and Combatting the Financing of Terrorism Policies.

The CAR may require you to provide one or more of the following documents:

- Copy of a photographic identity card: This can be in the form of a copy of a Passport, Driver's Licence or National ID card. Specifically it is the photograph page of the ID that the CAR requires for its verification checks. Please ensure that your name, photograph and date of birth (and if providing a Passport copy, the signature) are visible on the document.
- Credit/Debit Cards: A copy of the front and back of the credit/debit card(s) used to fund your account. Please ensure that all details are clearly legible to enable prompt and accurate verification. **For security purposes, you should block the middle eight numbers on the front of the card and the 3 digit security code on the back of the card.**
- Proof of address: This may be submitted in the form of a utility bill or a credit card statement. It should be a recent document no more than 3 months old in your full name and address as registered on your account with the CAR. If you provide a credit card statement please ensure that you blank out the eight middle numbers of the credit card.
- Other documentation: In exceptional cases, the CAR may also request additional documents not included in the list above.

- Notarized documentation: In exceptional cases, the CAR may ask for your documents to be authenticated by an appropriate qualified Notary/Solicitor and signed and stamped as proof of legitimacy.

### **Which Withdrawal Methods Are Available To Me?**

You may withdraw from your account with the CAR through the the original deposit payment method:

- Wire Transfer
- Debit/Credit Card- Visa, Visa Electron, MasterCard and Maestro
- E wallet (skrill/neteller/poli)

### **Are There Any Fees?**

The CAR may charge a withdrawal fee of up to AUD 50 (or the same numerical amount in the currency in which you have deposited into your account) for each withdrawal made.

### **Withdrawal Processing Times**

Any delay in submitting the required documents may result in a delayed processing of your withdrawal request.

Once the withdrawal request is submitted together with the required documents (as described above), and the CAR has completed the verification of your identity, it may take us up to 4 business days to process the request.

When your request is approved please wait for 5 to 7 additional business days before the withdrawn funds are credited to your account. In any case the funds will be visible in such account within no more than 21 business days.

**Please Note:** In the event that you have a withdrawal request pending approval you shall not be able to continue trading from your account. In addition, should the available funds in your account be less than the amount requested by you for withdrawal, your withdrawal request may be automatically declined, and the execution of such request immediately cancelled.

### **General**

- If you cancel a withdrawal request, you will bear full responsibility for any subsequent use of such sum. The CAR is under no obligation to refund any amounts that are cancelled by you and which you subsequently use. Withdrawal fees shall not be refunded in case of such cancellation.
- Please notify the CAR immediately should your credit/debit card(s) be lost, stolen or cancelled or should your E-wallet status change, so that the CAR may investigate their status and confirm that payments may/may not be received.
- Bonuses may only be withdrawn after all applicable requirements as may be set in the Bonus Policy (as amended from time to time) and in any specific Bonus Terms which may be set in connection with the relevant bonus (as applicable), have been fulfilled to the CAR's satisfaction. For further information please see the [Bonus Policy](#).