

**REFUND POLICY**

Trading in any investment opportunity that can generate a profit requires cgroup.icu customers to deposit money into their online account. Profits can be withdrawn from your online account.

**DEPOSITS**

You, the Customer, must make all deposits from one source (e.g. from one bank account). If you want to start trading, make sure that this account is in your country of residence and in your name.

To certify that the SWIFT receipt is genuine, it must be sent to Styx trade Limited to confirm the origin of the money that will be used for trading. If you do not comply with this WD policy, you may not be able to deposit money via Bank/Wire Transfer. If you have not logged in and transacted from your account in six (6) months ("Sleeping Account"), your Dormant Account will be subject to a 10% deduction each month ("Sleeping Fee").

**WITHDRAWALS**

In accordance with generally accepted AML rules, withdrawals must only be made through the same bank account or credit/debit card used to deposit funds. Unless we agree otherwise, withdrawals from your Account may only be made in the same currency in which the corresponding deposit was made.

In addition, if you deposit or withdraw funds for trading purposes using alternative payment methods, please be aware that additional fees and restrictions may apply. Without derogating from the foregoing, Styx trade Limited may process withdrawals to a different facility than the one used for the deposit.

In addition, regarding withdrawals, the Client may be required to provide additional information and documents.

**UNDEPOSED FUNDS**

Funds appearing in the Client's account may include agreed or voluntary bonuses and incentives, as well as any other amounts not directly deposited by the Client or obtained from trading into an account of actually deposited funds ("Non-Deposited Funds"). Please note that, unless otherwise agreed, Undeposited Funds are not available for withdrawal. In addition, due to technical limitations, Undeposited Funds may be credited to the Client's account in certain cases (for example, for a technical purpose, to enable the closure of a position or account in debt). Without derogating from the foregoing, bonuses issued to the Client by Styx trade Limited may only be withdrawn subject to a minimum trading volume of 30 times the amount of the deposit plus the bonus spent ("Minimum Trading Volume").

**SUBMITTING A WITHDRAWAL REQUEST**

In order to process a withdrawal request, you must:

- Log into your account via the website, click on withdrawal, complete the withdrawal form.
- All compliance documentation must be received and approved by the Styx trade Limited Compliance Officer in order for payment to proceed.
- The name of the beneficiary must match the name on the trading account. Requests to transfer funds to third parties will not be considered.

**TYPICAL WITHDRAWAL PROCESSING TIME**

The time it takes for the money to reach the credit card or bank account that you used to deposit the funds can vary (usually up to five business days). Please note that withdrawals to your bank account may take longer due to additional security procedures in place. Your request will normally be processed by Styx trade Limited within 2-5 business days of receipt.

To avoid delays, please read the information carefully before submitting your application. Please make it clear that we are not bound by any time frame and that any additional fees imposed by third parties will

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be deducted from your deposit or withdrawal, as applicable.