



CUSTOMER FUNDING AND WITHDRAWAL POLICY POLICY

Customer Funding and Withdrawal

POLICY

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1. Introduction

- 1.1 **IFX Brokers Holdings (Pty) Ltd** (referred to as “**IFX Brokers**”, the “**Company**”, “**us**”, “**we**”, “**our**”, “**ours**”, “**ourselves**” as appropriate) is a trading name of **IFX Brokers Holdings (Pty) Ltd** (Registration No. 2017/027249/07). **IFX Brokers Holdings (Pty) Ltd** is an Issuer of CFDs and acts as counterparty to client transactions. Our distribution and market conduct is regulated by the Financial Sector Conduct Authority (Authorized Financial Services Provider number 48021). The issuance of CFD’s is regulated by The Financial Markets Act, 2012. Our registered address is 79 Da Gama Road, Jeffreys Bay, 6330.

2. Scope of Policy

- 2.1 **IFX Brokers Holdings (Pty) Ltd.** provides you with this Customer Account Funding and Withdrawal Policy to outline the procedure and requirements related to the deposit and withdrawal of funds from customer trading accounts. **IFX Brokers Holdings (Pty) Ltd** reserves the right to modify this policy as deemed fit at any time. The latest Customer Account Funding and Withdrawal Policy will always be available on our Website.

3. Account Funding options

- 3.1 **IFX Brokers Holdings (Pty) Ltd** offer flexible account funding options.
- 3.2 We do not guarantee that all the transfer methods are available to be used in your country.
- 3.3 Please note that payments to and from international banks may incur costs by either or both parties, however, these costs covered by us. We are unable to accept third party payments. All payments must be affected through the bank account linked to your trading account.

3.1.1	Fund with	Deposit Fees	Accepted Currencies	Approximate Processing Time
3.1.2	Visa Mastercard	Nil	ZAR	Instant
3.1.3	Payfast	Nil	ZAR	Instant
3.1.4	OZOW	Nil	ZAR	
3.1.5	Neteller	Nil <i>*Minimum Deposit of USD250</i>	ZAR USD EUR GBP	
3.1.6	SKRILL	Nil <i>*Minimum Deposit of USD250</i>	ZAR USD EUR GBP	
3.1.7	Digital currencies	Bitcoin Ethereum Tether XRP	Nil <i>*Please note that you may get charged network fee from your wallet provider.</i>	USD Instant
3.1.8	Wire Transfer/ Direct Deposit	2.5% of deposit amount	Bank: First National Bank Address: Bank City, Johannesburg 3rd Floor, 1 First Place, Simmonds Street, Johannesburg, 2001 Postal address: PO BOX 1153, Johannesburg, 2000 Branch Code: 250655 Account Number: 62776923742 SWIFT code: FIRNZAJJ	

4. Minimum Initial Deposit

- 4.1 IFX Brokers Holdings (Pty) Ltd offer a variety of account types and a Standard Account do not require any minimum deposit. Premium and VIP accounts do however require a minimum deposit of the equivalent of USD250 (Premium Accounts) and USD1000 (VIP Accounts).

5. Withdrawal of Client Funds

- 5.1 To check what withdrawal methods are available to you, please access the Secure Client Area and click 'Withdraw'. Your withdrawal methods will be displayed on this page.
- 5.2 You may request to withdraw funds from your account by completing the electronic withdrawal request form in the "Withdrawal" section of the Secured Client Area subject to delivering to us the required documents. If your withdrawal request is made to us without meeting all requirements, the Company reserves itself absolute discretion to not execute this withdrawal request until all legal requirements are met.
- 5.3 The Company does not charge any fees for transferring the funds to you, but any expenses incurred by the Reserve Bank, Bank, Credit Card Company, Payment Processor or e-Wallet for transferring the funds shall be borne by you.
- 5.4 Transfers (withdrawals) of funds to accounts/cards other than the Originating Account/Card is allowed at the Company's absolute discretion and provided the Company is satisfied that there is a reasonable justification for transmitting the funds to a different account.
- 5.5 Transfers (withdrawals) of funds to accounts/cards other than the Originating Account/Card is allowed at the Company's absolute discretion and provided the Company is satisfied that there is a reasonable justification for transmitting the funds to a different account.
- 5.6 The minimum withdrawal amount is ZAR50 (Fifty Rand), unless otherwise stated.
- 5.7 The Client is fully responsible for the banking details given to the Company and the Company accepts no responsibility for the Client's funds, if the details provided by the Client are wrong. If a withdrawal request is made to a bank account, the details must be approved prior to processing a withdrawal request.
- 5.8 To avoid unnecessary delays, please allow 24 business hours for bank account approval.
- 5.9 We shall make any payments due to you in such a manner as we deem appropriate in the circumstances and reserve ourselves the right to initiate legal proceeds against any Client submitting a chargeback. In case of a chargeback, we reserve our right to immediately close/cancel all positions and/or profits and bonus without any further warning and close the trading account.
- 5.10 Currency conversions are done at the average of the daily rate over the last 3 business days (as per the Reserve Bank website) with an adjustment of +5c to the nominated rate for deposits, and -5c for withdrawals, for administrative costs involved in the processing of funds.

6. Withdrawal Confirmation

- 6.1 The system will confirm by email that your withdrawal request has been received.
- 6.2 The status of your withdrawal request is displayed in the Secured Client Area.
- 6.3 You will receive confirmation email confirming the successful completion of your withdrawal request.

7. Withdrawal Processing Time

- 7.1 All withdrawal requests are processed by our Accounting Department within one working day. The time required for the transfer of funds varies, however, since it is dependent on your payment method.
- 7.2 Although bank transfers are routinely processed within a day, it may take up to 48 working hours to be credited to your account.
- 7.3 Withdrawals over ZAR100,000 can take up to 3 (Three) working days to complete (3 days from request to payment).
- 7.4 Withdrawals are only processed during office hours (Monday to Friday)

8. Withdrawal Enquiries

- 8.1 For bank transfer withdrawals that have not been affected after five working days of making a withdrawal request, kindly contact Support at support@ifxbrokers.com