

# Deposit and Refund Policy

## Introduction

The deposit and refund conditions are provided by the Company to its Clients under the “**Deposit and Refund Policy**” as amended from time to time. The Clients must read carefully and understand the conditions set out herein before proceeding to funding their accounts.

## Acknowledgements

The Client acknowledges that he/she has read, understood and accepted the Deposit and Refund conditions as amended and reviewed on a regular and ongoing basis, in addition to any other information and/or policy and/or agreements available on the Company’s website: <https://supremefxtrading.com>

## Deposit Procedure

- Third party payments are prohibited. Clients can only use cards or bank accounts under the same name as registered with **Supreme FX**.
- The Company reserves the right to require proof from the Client at any time; failure to comply may result in the payment being frozen or void.
- Deposit to **Supreme FX** should be made from a source (e.g. bank account, payment system, credit/debit cards, etc.). Client may login to his/her CRM portal to complete the transaction.
- The Company’s bank account details are also mentioned if the Client wishes to transfer via wire transfer on the CRM portal.
- For new Clients or old Clients which will be issuing new visa/ Mastercard, you are required to undergo in the process of “**Whitelisting**” by the relevant payment service providers (PSP) in order for your deposits using Visa/ Mastercard to be accepted. Please note that we will need to provide your documents to the PSP for Whitelisting such as proof of identity, proof of residence, trading account statement showing all deposits made by the Client (via other payment methods or with different cards).
- The Company enforces a limitation of up to 3 (three) cards per client. If the Client needed to replace card details, but surpassed the three -card allocation, Client may contact the Company’s payment team [info@supremefxtrading.com](mailto:info@supremefxtrading.com). Please note that the team may request for the Client’s card details.

- Clients need to refrain from using prepaid cards or any method of payments which does not allow refunds to be processed.
  - The Company does not charge for any transfer fees for using its deposit / withdrawal methods, but intermediary banks or E wallets may do so, which is beyond the Company's control. o The Company reserves the right to collect certain fees on both deposit and withdrawal transactions.
- The deposit fee will be deducted from the deposited amount.
  - You may be required to provide a screenshot from your currency wallet, with **Supreme FX** transactions clearly visible.
  - The fund will be reflected within 48 hours upon and after verification of the deposit transaction.
  - All information regarding your currency wallet and/or details should always be sent through the official **Supreme FX** email address. We will never request any private currency wallet details. If you receive any suspicious requests from unknown or unauthorized email address, please contact us at [accounts@supremefxtrading.com](mailto:accounts@supremefxtrading.com)

### **Deposit & Withdrawal Services in India:**

1. Minimum deposit amount is 200\$ from India.
2. Deposit from India Processing time is 1 to 48 hours (Working).
3. Withdrawal to India, Processing time is 24 to 72 hours (Working).

## **Contact Us**

**If you have any questions about this information, you can contact us:**

- By email: [info@supremefxtrading.com](mailto:info@supremefxtrading.com)
- By visiting this page on our website: <https://supremefxtrading.com>