

## Deposit & Withdrawal Policy

Please note that this policy cannot be exhaustive, and additional conditions or requirements may apply at any time due to regulations and policies such as AML rules and regulations. Please note that any and all usage of the site and services is subject to the full set of INGOT Brokers (Australia) Pty Ltd. 's (ABN: 87 159 895 431, AFSL: 428015) (“**INGOT Brokers**”) legal documents including the Client Agreement, Terms and Conditions, Product Disclosure Statement (PDS) and Financial Services Guide (FSG) and these documents may be amended from time to time at **INGOT Brokers’** sole discretion.

INGOT Brokers does reserve the right to charge additional fees for deposits and withdrawals. Please refer to the Product Disclosure Statement. You should also be aware that you may incur fees on payments to and from some international banking institutions. INGOT Brokers has no responsibility for any such bank fees.

### Deposits:

Once you filled all the mandatory fields in the Account application form with valid information and submitted it to us, you can login to the secure INGOT Brokers’ portal and deposit funds into our Segregated Client money Account.

Please note that you cannot start trading with us until you provide us with your valid Identification documents and we validate them successfully. The Identification documents need to be uploaded to the secure INGOT Brokers’ portal within 5 calendar days from the date you submitted your Account application.

If we have not received your Identification documents within 5 calendar days or could not verify your Identification documents successfully, we will return the deposited funds to your bank account which you used to deposit.

INGOT Brokers does not process “Third party” transfers. Please ensure that you, the Client, perform all the deposits from a source (e.g., single bank account). The bank account must be in your name: i.e., Beneficiary Name must match the name on the trading account.

- **Wire Transfers:**

Please upload a Bank transaction receipt for AUD deposit or a SWIFT confirmation for any other currencies to [INGOT Brokers’ portal](#) to confirm the origin of the money. Please allow up to 5 calendar days for the deposited funds via Bank/Wire Transfer to appear in your wallet or trading account.

### Withdrawals:

Funds can only be returned to the same bank account that was used to deposit the funds and the same currency. Beneficiary Name must match the name on the trading account. **INGOT Brokers** does not process “Third party” transfers.

All compliance documentation must have been received and approved by an **INGOT Brokers’** compliance officer to proceed with the withdrawal. Please note that we may ask for additional documentation for example, proof of payment, before releasing funds.

In order to avoid any delays or wrongful recipient of withdrawal money, please review your information carefully before submitting your request. **INGOT Brokers** assumes no responsibility for errors or inaccuracies made by the account holder.

- **Wire Transfer:**

The request will generally be processed by **INGOT Brokers** within 3 working days of receipt. The time it takes for the money to reach your account that has been used to deposit funds may take 3 - 5 business days once it is processed.

For International Bank Wire Transfers, a processing fee is charged by our banking institution. The fee may vary depending on your bank you use, and it may take up to 14 days and incur additional intermediary fees.

Please note that it might take longer for withdrawals to bank accounts due to the additional security procedures in force.

### Currency:

- The trading account is maintained in your selected base currency of Australia Dollars, Euro or US Dollars “Base Currencies” and any other currency will be converted at the exchange rate existing at the point of conversion “Exchange Rate”.
- If the Client sends funds in a currency that is different to his account’s currency, **INGOT Brokers** will apply an exchange rate per our discretion.
- In addition to the exchanged sum deposited, additional fees may apply (in such cases the Client may notice discrepancies between the sum of deposit and the sum charged on his/her bank account). Customers must accept these slight variations that can occur and will not try to charge this back to **INGOT Brokers**.
- **INGOT Brokers** will generally settle trades or perform any required set offs and deductions in the relevant currency; in case currency exchange renders account insufficient, the Client will be notified to deposit more funds.

### Additional conditions

**Trading account:** Deposits and withdrawals will be made into and from your Wallet. In order for you to trade with your funds, you will need to transfer internally from your Wallet into your trading account(s). For more information, please refer to our FAQs page.

**Time frames:** Please note clearly that **INGOT Brokers** is not committed to any time frame, as delays may be due to third party involvement which cannot be controlled by **INGOT Brokers**.

**Additional Charges:** If the receiving bank uses an intermediary bank to send/receive funds, you may incur additional fees charged by the intermediary bank. These charges are usually placed for transmitting the wire for your bank. **INGOT Brokers** is not involved with and nor has any control over these additional fees. Please check with your financial institution for more information.

**Additional proof:** **INGOT Brokers** reserves the right to require you to submit additional proof at any time. Failure to comply with this, will result in your payment getting frozen or being refunded.

**Special circumstances:** If the account was credited by means that cannot be subsequently used for funds withdrawal, the funds may be withdrawn by alternative means as agreed to with **INGOT Brokers** pursuant to verification of Client's identity.

If the Client does not comply with any of **INGOT Brokers** rules, regulations and/or directives, **INGOT Brokers** will notify the Client with this non-compliance using the available contact information on the application. Client has 7 days from the communication date to rectify his/her status. Otherwise, **INGOT Brokers** shall be entitled to, without any liability towards the Client whatsoever, retain and hold the relevant funds in a separate account until the Client is in compliance with the rules, regulations and/or directives mentioned above.

**Unknown source of funds:** In the event where the Client has sent funds into **INGOT Brokers'** Segregated Client money accounts, but we did not receive his/her Identification documents within 5 calendar days from the date he/she submitted an Account application or we could not verify the Identification documents, payment will be refunded to the bank account originally used to send the funds.

**Segregated Accounts:** All Client funds deposited with **INGOT Brokers** are segregated accounts and are held separately from **INGOT Brokers** 's own funds.

For queries concerning policy matters, please contact us at [customerservice@INGOTBROKERS.com.au](mailto:customerservice@INGOTBROKERS.com.au)