



IFCM CYPRUS LIMITED

Refund Policy

October 2021
Version 1.1.0

REFUND POLICY

Introduction

IFCM CYPRUS LTD, a limited liability company incorporated under the laws of the Republic of Cyprus, with incorporation number HE 276909 and registered office at 38 Spyrou Kyprianou, 2nd Floor, Office 101-102, Germasogeia, 4042, Limassol, Cyprus ("Company").

The Company's refund policy constitutes a legal requirement under its regulation by CySEC and the Directive 2014/65/EU of the European Parliament and of the Council on markets in financial instruments (the "MiFID II"). The Company established this policy to detail the procedure of refunding funds by the Company's clients and to ensure that all refund requests received from clients are processed efficiently and in accordance with the regulatory guidelines.

The Company hereby informs its Clients that refund requests can only be submitted through the email address support@ifcmarkets.eu

The following information/documentation is required be provided /confirmed by the client before submitting a request:

Full name (including first and last name) on the beneficiary account matches the name on the client account.

The refund amount is less than or equal to the client account balance.

Processing Time Frames:

In order for the Company to perform its obligations and have time to process the payment with the credit card company or, below is a list of cut-off times:

Until 09:00am (Nine o'clock, Cyprus time) GMT on working days: All withdrawals submitted on or before this time will be processed after two working days.

Weekends/Holidays: Requests that are submitted on the weekends or holidays will be handled on the 3rd business day following the request. For example, requests submitted on a Saturday will be processed on Tuesday.

Refund Fees:

There will be no refund fees paid by the client.