



Withdrawal Policy



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1. Introduction

- 1.1. Exeprime Limited (hereinafter referred to as the "Company," "Exeprime," "we," "us," or "our") is a legally incorporated financial services company, established at Ground Floor, The Sotheby Building, Rodney Village, Rodney Bay, Gros-Islet, Saint Lucia, with Registration Number 2023 - 00182. The Company conducts its business under the name "Exeprime."
- 1.2. The withdrawal policy has been established by Exeprime to mitigate the Company's financial and legal risks while ensuring compliance with the principles outlined in the Anti-Money Laundering (AML) Policy. This policy aims to maintain the integrity of financial transactions and adhere to regulatory requirements designed to prevent illicit activities.
- 1.3. Clients are permitted to withdraw funds from their trading accounts at any time by submitting a withdrawal request. To ensure prompt processing of such requests, clients are encouraged to adhere to the procedures established by Exeprime, which may be updated periodically. Clients must also provide accurate and complete information as requested by the Company in order to facilitate the withdrawal process efficiently.

2. Withdrawal Procedure

Withdrawal requests are carefully managed by Exeprime's Back Office department, which processes them on a first-come, first-served basis. Generally, withdrawals are completed within the next business day or within the 1-2 business days specified on our website. However, the Company reserves the right to extend processing times, with any delays communicated to the Client promptly through the contact details provided during registration.

To be eligible for withdrawal, the Client's account must first be fully verified. Once verified, Clients can initiate withdrawal requests through their Client Portal by selecting the appropriate withdrawal method and supplying all required details. The accuracy and completeness of the information provided

by the Client are paramount, and the Client accepts full responsibility for ensuring its correctness.

For cryptocurrency withdrawals, it is crucial that the Client provides the correct receiving address, coin type, and network. Should the Client fail to do so, resulting in funds being unidentifiable on the blockchain due to an incorrect address or mismatched coin or network, Exeprime will not be liable for any resulting loss or failure to recover the funds.

Upon submission, withdrawal requests move through a systematic process. Initially marked as "Requested," the request advances to "Pending" for approval and ultimately reaches "Processed," indicating the completion of the transaction. During this process, the funds are debited from the Client's account and credited to the designated payment method.

Clients must withdraw funds using the same payment method used for their deposit. If this is not feasible, the Company will propose an alternative method for the withdrawal.

As part of our commitment to transparency, Exeprime reserves the right to request additional information during the withdrawal process. While this may result in slight delays, we appreciate the Client's understanding and cooperation.

It is important to note that Exeprime does not charge fees for withdrawals. Any fees associated with the withdrawal process are solely the responsibility of the Payment Service Providers, Banks, or Wallet Providers involved, and Exeprime will not cover such costs.

3. Withdrawal Request Cancellation

Exeprime reserves the right to cancel a withdrawal request under certain conditions:

1. Incorrect Withdrawal Information: If the Client provides incorrect withdrawal details, the Company may cancel the request. The Client will be notified promptly and asked to resubmit the withdrawal request with accurate information.
2. Incorrect Withdrawal Method: In cases where the Client selects an incorrect withdrawal method, the Company will cancel the request. Exeprime will then assist the Client in selecting the correct method for resubmission.

The Company will ensure that the Client is notified of any such cancellations and will provide guidance to ensure the withdrawal process is completed accurately.

4. Transaction Disputes

In the event of a transaction dispute raised against Exeprime, the matter will be referred to the relevant Payment Service Provider or Bank for thorough investigation. Exeprime retains the right to provide any necessary documentation pertaining to the Client in order to substantiate the provision of services and assist in the resolution of the dispute.

During the investigation process and until the dispute is fully resolved, Exeprime reserves the right to withhold or deduct the disputed amount from the Client's account. Furthermore, upon the initiation of a transaction dispute, Exeprime holds the discretion to reject the Client and close their account on a case-by-case basis, in accordance with the Company's policies and procedures.

This ensures that Exeprime takes the necessary steps to safeguard its interests while respecting regulatory requirements and ensuring transparency in the dispute resolution process.

5. Acknowledgements

By acknowledging and accepting the terms outlined in the Withdrawal Policy, the Client confirms their understanding and agreement to abide by its provisions, which may be subject to periodic revisions. The Client is also encouraged to familiarize themselves with other relevant policies and agreements, all of which are available for review on Exeprime's official website.

It is crucial to note that withdrawals and refunds will only be processed to the original source of the deposit. Exeprime disclaims any liability for funds that are lost or diminished as a result of trading activities.

Should Clients require further information or have any questions regarding this policy, they are invited to contact Exeprime's support team via email at: backoffice@Exeprime.com.

This ensures transparency and allows the Client to be fully informed about the terms governing their account and the associated processes.