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Deposit & Withdrawal Policy

COMPANY	Docree Demo Broker Ltd
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SECTION 01

Introduction

1.1 This Deposit & Withdrawal Policy (the "Policy") sets out how Docree Demo (the "Company") accepts client funds, how withdrawal requests are processed, and the circumstances in which a payment may be delayed or refused.

1.2 This Policy forms part of, and should be read together with, the Customer Agreement and the AML/KYC Policy. Where this Policy conflicts with the Customer Agreement, the Customer Agreement prevails.

IMPORTANT

All deposits and withdrawals are subject to anti-money-laundering checks. The Company is legally required to verify the source of client funds and may be prohibited from explaining why a particular transaction is under review.

SECTION 02

Accepted Funding Methods

2.1 Clients may fund an account only through the payment methods published in the Client Area at https://docree.com/dashboard. Available methods vary by country of residence and by account currency.

2.2 Methods may include bank wire transfer, debit and credit cards, approved electronic payment providers, and cryptocurrency transfers where offered. The Company may add or remove a payment method at any time without prior notice.

2.3 The Company does not accept cash deposits under any circumstances.

SECTION 03

Deposits

3.1 All deposits must originate from an account held in the Client's own name. Third-party deposits are strictly prohibited and will be returned to the originating account, net of any transfer costs incurred.

3.2 Deposits may be subject to a holding period, verification delay, or a request for additional documentation before trading access is granted. Funds deposited while an account is under compliance review may be frozen until that review concludes.

3.3 The Company may set minimum and maximum deposit amounts per method, and may apply daily or monthly deposit limits. Current limits are shown in the Client Area.

3.4 A deposit is credited once the Company has received cleared funds. Timings quoted by a payment provider are outside the Company's control.

SECTION 04

The Same-Source Rule

4.1 Withdrawals are returned to the original source of deposit, to an account held in the Client's own name. This is a standard anti-money-laundering control and is not negotiable.

4.2 Where a Client has funded an account by several methods, withdrawals are returned to those methods in proportion to the amounts deposited, typically to the most recent source first.

4.3 Where the original source can no longer receive funds (for example a closed bank account or an expired card), the Client must provide documentary evidence of the closure before an alternative destination in the Client's own name can be considered.

4.4 The Company will not send funds to a third party under any circumstances.

SECTION 05

Withdrawals

5.1 Withdrawal requests are submitted through the Client Area. Requests made by email, chat or telephone are not accepted.

5.2 Before a first withdrawal, the Client's account must be fully verified in accordance with the AML/KYC Policy.

5.3 A withdrawal request submitted while positions are open may be restricted or declined where settling it would materially reduce the free margin on the account, breach a margin threshold, or otherwise create a risk of a stop-out.

5.4 The Client is solely responsible for the accuracy of the withdrawal details provided. The Company is not liable for delays or losses arising from incorrect bank details or an incorrect wallet address supplied by the Client.

5.5 Withdrawal requests are processed in the order received.

SECTION 06

Processing Times

6.1 The Company aims to review and approve withdrawal requests promptly. The Company may take up to ten (10) business days to process a withdrawal, and may extend this period where a compliance review is required.

6.2 Once approved and sent, the time for funds to arrive depends on the payment method and the receiving institution:

Method	Typical time after approval
Debit / credit card	3-7 business days
Bank wire transfer	2-5 business days
Electronic payment provider	Up to 1 business day
Cryptocurrency	Subject to network confirmation times

6.3 These times are indicative only. Banking holidays, intermediary banks and provider-side checks may extend them, and are outside the Company's control.

SECTION 07

Fees and Charges

7.1 The Company may apply administrative, processing or compliance-related fees to deposits and withdrawals. Any such fee is displayed in the Client Area before a request is confirmed.

7.2 Fees charged by a Client's own bank, card issuer, payment provider, or by an intermediary or correspondent bank, are borne by the Client and are outside the Company's control.

7.3 Where a withdrawal is returned or rejected by the receiving institution because of details supplied by the Client, any resulting charges may be deducted from the returned amount.

SECTION 08

Withdrawal Holds and Refusals

8.1 The Company may delay, withhold, reverse or refuse a deposit, internal transfer or withdrawal where any of the following apply:

- Unusual, irregular or suspicious account activity has been identified.
- Repeated deposits and withdrawals with little or no corresponding trading activity.
- An outstanding compliance, verification or source-of-funds matter.
- Funds are suspected of being connected to fraud, money laundering or a regulatory breach.
- The account is subject to an ongoing legal or regulatory investigation.
- The Client has not cooperated with a compliance request.
- Trading activity is under review under the prohibited-practices provisions of the Customer Agreement.

8.2 During such a review the Client may be asked to provide written explanations, further identity verification, or evidence of the source of funds. The Company will release, return or refuse the funds once the review concludes.

8.3 Where the Company is legally prohibited from disclosing the reason for a hold, it will say only that the matter is under review.

SECTION 09

Chargebacks and Payment Disputes

9.1 A Client who believes a payment has been taken in error should contact the Company first. Most issues are resolved faster directly than through a card scheme.

9.2 Where a chargeback is raised without justification, or an attempt is made to reverse a legitimate deposit, the Company may:

- Suspend the account immediately and withhold the balance pending investigation.
- Recover the disputed amount, together with any scheme fees and administrative costs incurred.
- Pursue debt recovery or legal proceedings.
- Report the Client to fraud-prevention databases and decline any future business relationship.

SECTION 10

Bonus and Promotional Funds

10.1 Withdrawals involving bonus funds, promotional credit or referral earnings are subject to the conditions set out in the Bonus & Credit Policy.

10.2 Where the applicable conditions have not been met, a withdrawal may be refused, or the bonus and any profit attributable to it may be removed before the withdrawal is settled.

SECTION 11

Currency Conversion

11.1 Where a deposit or withdrawal is made in a currency other than the account's base currency, the amount is converted at the rate applied by the Company or its payment provider at the time of the transaction.

11.2 Conversion rates include a margin over the interbank rate. Currency fluctuation between a deposit and a later withdrawal is borne by the Client.

SECTION 12

Dormant Accounts and Residual Balances

12.1 An account with no trading activity, deposit or withdrawal for a prolonged period may be classified as dormant, and a periodic maintenance fee may be applied to any remaining balance in accordance with the Customer Agreement.

12.2 Where a residual balance is too small to withdraw economically by any available method, the Company will work with the Client to find a reasonable resolution.

SECTION 13

Contact and Amendments

13.1 Questions about a deposit or withdrawal should be directed to hello@docree.com.

13.2 The Company may amend this Policy at any time. The current version is always published on the Company's website, and continued use of the services constitutes acceptance.

Document	Deposit & Withdrawal Policy
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