



Deposits and Withdrawals Policy

Table of Contents

1. Introduction.....	3
2. Deposits.....	3
3. Withdrawals	3

1. Introduction

Zithuthukise Project (PTY) LTD is an authorised financial services provider in South Africa with license number 52244, with registration no. 2021/917212/07 and having its registered address at Apt 3806, The Leonardo, 75 Maude Street, Sandown, Sandton, Johannesburg, Gauteng, 2146, South Africa (hereinafter referred to as the “**Company**” or “**Ouinex**”). The Company, acting as an intermediary, facilitates transactions for **Global Markets LLC** (the “**Product Supplier**”) which is authorized and regulated in Saint Vincent and the Grenadines, under No. 3796 LLC 2024, having its registered office address at Suite 305, Griffith Corporate Center, Beachmont, Kingston, Saint Vincent and the Grenadines. The Company is not a market maker, or product issuer, and acts solely as an intermediary in terms of the FAIS Act between the client and the Product Supplier, rendering only an intermediary service (i.e., no market making is conducted by the Company in relation to any products offered by the Product Supplier. Therefore, the Company does not act as the principal or the counterparty in any of its transactions.)

2. Deposits

- Deposits will be accepted by various payment methods including but not limited to bank wire transfers, debit and credit cards, cryptocurrency transfers, and alternative payment methods (“APMs”) as these are indicated on the Company’s website as updated from time to time.
- The Company does not accept third party or anonymous payments of funds in the Client Account.
- The Client accepts that the Funds shall be deposited in his/her trading account only if the Company is satisfied that the sender of the funds is the Client. If the Company is not satisfied as to the above, then the Company has the right to reject the funds and return them to the remitter deducting any transfer fees or other charges incurred by the Company, using the same transfer method as the one through which it originally received the funds.
- The Company will not be liable for any losses incurred as a result of rejecting deposits or delays in processing of Clients’ deposits, including and not limited to payments made to cover on-going margin requirements. It is the sole responsibility of the client to ensure the trading account has sufficient funds to cover any margin requirements.

3. Withdrawals

The Company will process withdrawal requests submitted by Clients through the Client Portal. Withdrawal requests will be addressed on the same day they are received, or on the next working day if submitted outside of normal trading hours.

All withdrawal requests are handled by the support team within 24 hours. However, the time required for funds to be credited to the Client’s account may vary depending on the payment method used:

- **Bank Transfers:** Typically processed within one (1) working day, with funds credited to the Client's account within three (3) to five (5) working days.
- **Credit/Debit Card Withdrawals:** Generally processed within one (1) working day but may take up to ten (10) working days to be credited to the Client's account.
- **Cryptocurrency Withdrawals:** Usually processed within one (1) working day but may vary depending on blockchain network confirmation times.
- **Other Payment Methods:** Usually processed within one (1) working day.

Withdrawals will only be processed once all necessary documents are received and the Client's account is fully verified. The Company may impose fees for withdrawals as detailed on the Website. Clients should be aware of potential additional fees from international banking institutions or payment methods. The Company is not responsible for any fees charged by intermediary banks, beneficiary banks, or third-party payment methods.

The Company reserves the right to establish minimum withdrawal amounts, which will be disclosed on the Website and Client Portal.

Withdrawals will only be refunded to the original source of the deposit. The Company reserves the right to reject a withdrawal request if the original payment method is not used or any other conditions are deemed necessary.

The Company reserves the right to decline withdrawal requests from a client's account under the following conditions:

- The withdrawal instruction lacks all necessary information, including but not limited to: Account Number, Account Name, Amount, and Currency.
- The Client is in breach of any terms of the client agreement at the time of the withdrawal request.

Withdrawals and refunds will only be processed back to the original source of the deposit. The Company will not process withdrawals or refunds to third-party or anonymous accounts.

During the withdrawal process, the Company may request additional information related to the payment method. Clients understand and accept that such requests may result in delays in processing.

All withdrawal requests will be processed in the currency of the original deposit.

To cancel, modify, or inquire about a withdrawal request, please email support@ouinex.com.