



WITHDRAWAL POLICY

AMILLEX GLOBAL

VERSION 1.0

AN INVESTMENT DEALER (FULL-SERVICE DEALER EXCLUDING UNDERWRITING) LICENCE AND
GLOBAL BUSINESS COMPANY LICENSED BY THE FSC



DOCUMENT HISTORY

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OVERVIEW

Amillex Global (the “Company”) is licensed as an Investment Dealer (Full-Service Dealer, excluding Underwriting), regulated by the Financial Services Commission (“FSC”) in Mauritius under the license number GBC24203163.

This Withdrawal Policy (the “Policy”) outlines the procedures and guidelines for handling withdrawal requests from clients, ensuring compliance with relevant regulations and maintaining the integrity of the investment process. This policy applies to all clients of Amillex Global who wish to withdraw funds from their trading accounts.

WITHDRAWAL PROCEDURES

To initiate a withdrawal, clients of Amillex Global must complete an online withdrawal form available on the company's website or submit a written request to the company. The withdrawal request is verified by the Back office and Brokerage Department, withdrawal instructions are submitted along with client’s bank account details, to compliance for approval. The request must include valid identification and account details to ensure proper processing. Once submitted, the request is typically processed within 3-5 business days, though delays may occur during bank or public holidays or if the provided documentation is incomplete. The minimum withdrawal amount is 50 USD. For any assistance or inquiries, clients can contact customer support at +230 490 7500 or support@amillex.com.

CONDITIONS FOR APPROVING A WITHDRAWAL REQUEST

To qualify for a withdrawal, the client must meet the following conditions:

- 1) The Back office Department verification:
 - a) The client has to completely filled their account registration form/ client application form
 - b) The necessary documents requested and obtained from the client, based on the assessed risk level and the due diligence applied by the back office department, have been verified to confirm the client's identity and the validity of all documents.



- c) Background verification has been carried out to determine whether the client is a PEP or involved in any kind of illegal activity. Adequate actions must be taken based on the results of the background checks of each client.
- 2) The source of funds must be verified and confirmed to be from an account registered in the client's name.
- 3) Proof of payment was provided
- 4) The deposited and traded amounts must be consistent with the client profile
- 5) The withdrawal destination of the funds must be the same as the origin of the funds or from an account proved to be owned by the client.

Further to the above the client's behaviour and transaction activity should be taken into consideration. Circumstances like those listed below may be considered as suspicious:

- I. If the client intends to withdraw the funds while the client's trading activity involves only one short duration transaction or no transactions at all;
- II. There are frequent small purchases of a financial instrument by a customer, followed by a single large sale with proceeds transferred to an account other than the usual one.
- III. Any transaction that appears unusual in nature, size, or frequency, such as the cancellation of an order after the deposit of the consideration.
- IV. Transactions not in line with market conditions, particularly regarding the size of the order and the frequency.

If the client's documents, background verification, and trading activities show no suspicion or inconsistencies, the withdrawal request may be processed, as long as the client has sufficient funds in their trading account and the request has been officially made by the client.

In cases where the client fails any of the above-mentioned verification measures, the withdrawal request should not be processed. The issue should then be reported to the Compliance Officer and / or Money Laundering Reporting Officer for additional verification and appropriate handling of the client's account and funds.

DOCUMENTS REQUIRED

To process withdrawal requests, clients must provide specific documents to verify their identity and ensure compliance with regulatory standards.

These documents typically include:

- a valid government-issued photo ID (such as a passport or driver's license),
- proof of address (such as a utility bill or bank statement dated within the last three months),
- and any additional documentation as required by Amillex Global's compliance team.

Providing these documents helps maintain the security and integrity of the withdrawal process.



SUBMISSION METHODS

Client can submit withdrawal request through various methods to ensure convenience and accessibility. These methods include online submission via the Amillex Global portal, email requests to the customer service team or by contacting their dedicated account manager directly. Each method is designed to provide a secure and efficient process, ensuring that all requests are handled promptly and in accordance with regulatory requirements.

PROCESSING TIME FRAME

The processing time frame for withdrawal requests at Amillex Global typically ranges from 3 to 5 business days, depending on the method of withdrawal and the completeness of the submitted documentation. Once a request is received, it undergoes a verification process to ensure compliance with regulatory requirements and to confirm the client's identity. Clients will be notified via email once their request has been processed and the funds have been transferred. Any delays beyond the standard processing time will be communicated promptly to the client.

LIMITS AND RESTRICTIONS

WITHDRAWAL LIMITS AND RESTRICTIONS

1. Minimum and Maximum Limits

A minimum withdrawal amount of 50 USD is required for processing.

Maximum withdrawal limits are subject to the client's account type and balance, and any regulatory restrictions.

2. Frequency of withdrawal

The clients are allowed up to 4 times for free every month, then 25USD per time every month. Any additional requests may be subjected to additional fees or review.

3. Fees and Charges

All withdrawal requests are subject to application fees and charges as outlined in our fee schedule. These fees may include:

- Transaction processing fees,
- Currency conversion fees
- Other charges incurred during the withdrawal process.

Client will be informed of the total fees applicable to their withdrawal request prior to the completion of the transaction. It is the client's responsibility to review and understand these fees before submitting a withdrawal request.

SPECIAL CIRCUMSTANCES



For withdrawals exceeding 50,000 USD, additional verification and approval from senior management may be required to ensure sufficient liquidity and compliance with any regulatory obligations.

THIRD PARTY PAYMENTS

Third-party deposits and withdrawal are prohibited. Amillex Global adhere to a “return to source” policy, meaning funds will be refunded via the same method used for the initial deposit. This policy applies to all funding options, including bank wire and credit card. If it is not possible to return the funds to the original source, the company will issue a refund via bank wire to the trading account holder’s name.

If Amillex Global becomes aware of a payment made from a third party, the company reserve the right to reverse the payment, close any open positions, nullify any profits gained and/or terminate the trading account. The company will not be liable for any losses resulting from breach of this policy.

COMPLIANCE AND RECORD-KEEPING

All withdrawal requests and transactions must be documented and retained in compliance with the Financial Services Commission (FSC) regulations in Mauritius - (Section 17F of the FIAMLA 2002).

Regular internal audits will be conducted to ensure adherence to this policy and to identify any discrepancies or fraudulent activities.

CLIENT COMMUNICATION

Clients will be notified of the status of their withdrawal request via email or the official trading platform.

Any delays or issues encountered during the processing of the withdrawal will be promptly communicated to the client along with the expected resolution time.