

# REFUND | CANCELLATION | WITHDRAWAL POLICY

## 1. INTRODUCTION

1.1. **PRIME WHALE LLC** is incorporated in St. Vincent & the Grenadines as a Business Company with the registration number 606 LLC 2020. The objects of the company are all subject matters not forbidden by the Limited Liability Companies Act, Chapter 151 of the Revised Laws of Saint Vincent and the Grenadines, 2009, in particular but not exclusively all commercial, financial lending, borrowing, trading, service activities, the participation in other enterprises. To provide brokerage, training and managed account services in foreign exchange /currencies, commodities, indexes, CFDs and leverage financial instruments.

1.2. The website [www.prime-whale.com](http://www.prime-whale.com) is operated by **PRIME WHALE LLC**, with registered office at First Floor, First St Vincent, Bank Ltd Building, James Street, Kingstown, St. Vincent and the Grenadines and NOT by any affiliate entity.

## 2. KEY PRINCIPLES

2.1. We, at **PRIME WHALE LLC**, believe in providing complete satisfaction to our clients. By using our terms and conditions we believe that the acceptance has been offered by a user in a healthy state of mind. In this situation, if a client places a request for any of our service or product, we believe that the client has read all the terms and has understood them thoroughly. We provide software products and digital services. All the refunds are subject to the sole discretion of the finance department of **PRIME WHALE LLC**.

# REFUND | CANCELLATION | WITHDRAWAL POLICY

## 2.2. Cancellation Policy

**PRIME WHALE LLC** offers an online trading platform to its clients so that they can deposit funds with the company and trade in global financial platforms through the platform provided to them by the company.

The clients open a trading account and any funds deposited in that account is the asset of the client and a liability on the company. The customer can request to cancel or close the account and funds in the account can be withdrawn at the sole discretion of the client and the approval of the finance department.

If the customer has open trades, the client is requested to close the trade and then the withdrawal request can be processed. Once the withdrawal has been processed, the account will be closed if the client desires to do so.

## 2.2. Refund policy

All the funds deposited with **PRIME WHALE LLC** is for the sole purpose of trading the financial markets on contract for difference. There is no physical delivery of any asset. The clients acknowledge that they incur profit or loss depending on the open and close price of the asset traded. Any funds deposited with **PRIME WHALE LLC** is the asset of the client and a liability on **PRIME WHALE LLC**. The client can request for a withdrawal of their unused funds held with **PRIME WHALE LLC**. Any funds lost while trading in financial markets with **PRIME WHALE LLC** is non-refundable and non-withdrawable.

# REFUND | CANCELLATION | WITHDRAWAL POLICY

## 2.3. Withdrawal policy

- Withdrawal requests are processed promptly from when receiving the request. Note that weekends and bank holidays may extend the time for a withdrawal to be processed. Finally, we always check the margin on the account prior to processing a withdrawal to ensure there is no risk of a liquidation.
- **PRIME WHALE LLC** does not charge any additional fees for deposits or withdrawals. You should however be aware that you may incur fees on payments to and from some international institutions. **PRIME WHALE LLC** accepts no responsibility for any such fees.
- For International Bank Wire withdrawals, we pass the transfer fees charged by our banking institution to the client. This fee is deducted from the amount of your withdrawal. International Wire Transfers will usually take 3-5 business days to reach your bank account.
- Credit / Debit Card withdrawals are processed free of charge but may incur a charge depending on the corresponding banks. Once processed, Credit / Debit Card withdrawals may take 3-5 business days to reach you credit card. You should however be aware that in some rare occasions, this may sometimes take up to 10 business days depending on the banks end.
- If you have funded any of your trading accounts using a credit / debit card within the last 60 days of placing a new withdrawal request, then all withdrawals will be prioritized to be processed as a refund back to the same credit / debit card first, unless the deposited amount via that card has already been withdrawn.

# REFUND | CANCELLATION | WITHDRAWAL POLICY

- If your uploaded credit / debit card has already expired, please upload the new card in your client area to continue using the deposit and withdrawals services without any interruptions. If the new card's number is different to the expired card's number, you would need to submit a letter issued from the old card's issuer bank confirming that the new card has been issued in replacement of the old card.
- If your uploaded credit / debit card has been lost / stolen / damaged / cancelled, you would need to submit a letter issued from the old card's issuer bank confirming that the old card is no longer valid.
- If the newly uploaded card has not been used for funding prior to requesting a withdrawal, you would need to deposit a small amount to activate withdrawal facility on this card.
- **PRIME WHALE LLC**, at its own discretion, may ask you to submit supporting documentation (for example, deposit receipts for the payments processed via old card or card statement showing deposit transactions) before releasing funds to the new card.
- Neteller withdrawals must be made from the same account from where the funds were sent initially. These transactions are processed with a fee of 2% and are instant once processed.

# REFUND | CANCELLATION | WITHDRAWAL POLICY

- Accounts funded by Bitcoin deposits, are withdrawn via Bitcoin. These transactions may incur additional charges from the relevant exchanges once processed.
- **PRIME WHALE LLC** does not process payments to third parties. Please ensure that all withdrawal requests from your trading account go to a bank account or a source in your name. Payments to Joint Bank Accounts / Credit Cards are accepted if the trading account holder is one on the parties on the Bank Account / Credit Card.

## 3. ENQUIRIES

3.1. For further AML enquiries please contact us at [support@prime-whale.com](mailto:support@prime-whale.com)