

**HFM Investments Ltd**  
**WITHDRAWAL CONDITIONS**

## 1. Introduction

- 1.1. HFM Investments LTD is a member of HF Markets Group, incorporated under the laws of the Republic of Kenya with Registration Number PVT-BEUJQBA (hereinafter the “Company”). The Company is authorised and regulated by the Capital Markets Authority (“CMA”) to act as a non-dealing foreign exchange broker under the Capital Markets (Online Foreign Exchange Trading) Regulations, 2017 with License No 155.
- 1.2. The Withdrawal Conditions are provided by the Company to its Clients under the provisions of the Law as amended from time to time. The Clients must read carefully and understand the conditions set out herein before proceeding with their withdrawal request.

## 2. Acknowledgements

- 2.1. The Client acknowledges that he has read, understood and accepted the Withdrawal Conditions as amended from time to time, in addition to any other information and/or policy and/or agreement available on the Company’s website ([www.hfm.com/ke](http://www.hfm.com/ke)).

## 3. Withdrawal Procedure

- 3.1. Withdrawal requests will be processed during 24 hours after the Client has submitted his request. All withdrawal requests shall be processed from Monday to Friday excluding Public Holidays. More details with respect to the Public Holidays and the trading hours are available on the Company’s website under section ‘Forex Specifications’.
- 3.2. Withdrawals are always made using the same payment method/gateway that was used to make the initial deposit.
- 3.3. Should debit card deposit be received, all withdrawals by debit card will be processed back to the same debit card on a priority base.
- 3.4. Funds cannot be refunded to an expired debit card.
- 3.5. Deposits via Visa/ MasterCard (Debit Cards) that were executed more than 6 months ago

cannot be withdrawn using the same payment method. Funds will be sent via an alternative method in the event of a withdrawal request being made by the Client.

- 3.6. The Company does not charge any fees for deposits or withdrawals. If any fees are applied they are charged solely by the payment gateway vendor, bank or finance company. The Company does not cover these charges. These charges are covered by the end sender/receiver of the funds. In the event that the Company is charged during a funding transaction by any third party, the Company reserves the right to pass the relevant cost back to the Client.
- 3.7. In case a card (debit) that the Client used to deposit funds with the Company is cancelled/lost/stolen/ re-placed/do not support the foreign remittance refunds, the Client must inform the Company prior to submitting withdrawal request and provide official letter from the Client's bank stating the same. It should be noted that all refunds are final and cannot be reverted.
- 3.8. In the event that the Client requests to withdraw funds from his trading account and it is not possible for the withdrawal request to be processed without delay, the Company shall inform the Client of the reasons for the delay and the expected timeframe before the funds will be withdrawn.

#### **4. Right to cancel a withdrawal request**

- 4.1. The Company reserves the right to cancel a Client's request for withdrawal due to any of the following reasons:
- (a) when the Client has been asked to provide the Company with updated Banking account details and/or statement within 7 (seven) days, if deemed necessary, and/or has suspicious transactions in relation money laundering activities;
  - (b) when the Client has not provided full and/or correct withdrawal information while submitting his withdrawal request, the Company shall inform the Client that the reason for the cancellation is due to failure on his behalf to provide full and/or correct withdrawal information to the Company. The Company will ask the Client to

resubmit his withdrawal request if he provides full and/or correct withdrawal information;

- (c) if the Client submitted incorrect date of birth during the withdrawal request, the Company shall inform the Client of the reason for the cancellation and request from the Client to resubmit his withdrawal request;
- (d) If the Client has selected incorrect withdrawal method (see paragraph 3.2 of the Withdrawal Conditions), the Company shall inform the Client that the reason for the cancellation is the selection of incorrect withdrawal method. The Company will ask the Client to resubmit his withdrawal request using the correct withdrawal method.
- (e) If the Client's Skrill account has not been verified, the Company shall inform the Client of the reason for the cancellation and ask the Client to verify his Skrill account prior to processing his withdrawal request and resubmit his withdrawal request.

## 5. Dispute

- 5.1. Any dispute arising with or in connection to any of the terms and conditions of the Withdrawal Conditions shall be dealt by the Company as per the Company's Complaints Handling Policy, which is available on the Company's website.
- 5.2. All complaints must be in writing and addressed to the Customer Support Department of the Company via email at [support.ke@hfm.com](mailto:support.ke@hfm.com) . More details on the procedure which the Client must follow can be found on the Company's website in Section "Legal Documentation".

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