



Compensation and Reimbursement Governance Framework

This Compensation and Reimbursement Governance Framework (the “Framework”) establishes the principles, eligibility criteria, procedural requirements, and limitations governing the assessment and processing of reimbursement or compensation requests submitted by Users in relation to deposits made into their trading accounts with the Company. This Framework applies universally to all reimbursement-related requests and operates in conjunction with the Agreement, operational policies, and applicable regulatory requirements.

Submission of any reimbursement or compensation request constitutes confirmation that the User has reviewed, understood, and agreed to be bound by this Framework.

Clause 1: Scope and Applicability

This Framework governs all requests for reimbursement, compensation, or deposit recovery submitted by Users. It applies exclusively to deposit-related matters and does not extend to trading losses, market movements, or investment outcomes. The Company retains full authority to interpret and apply this Framework in accordance with internal governance standards.

Clause 2: User Acceptance and Binding Effect

Any request for reimbursement shall be deemed an acknowledgment that the User has accepted the Agreement, this Framework, and all associated policies. Eligibility for any form of reimbursement is conditional upon full compliance with contractual obligations, regulatory requirements, and internal controls established by the Company.

Clause 3: Eligibility Window for Reimbursement Requests

*Reimbursement requests shall be considered only where submitted within **fourteen (14) calendar days** from the date of account registration. Requests submitted after this eligibility window shall be automatically excluded from consideration and treated as ineligible without further review.*

Clause 4: Discretionary Assessment Authority

The Company retains absolute discretion to approve, partially approve, defer, or reject any reimbursement request. Decisions may be based on factors including, but not limited to, account activity, compliance status, verification outcomes, contractual breaches, or suspected misuse of Company services. No entitlement to reimbursement shall arise solely from the submission of a request.

Clause 5: Accounts Subject to Restriction or Enforcement

No reimbursement shall be issued in respect of accounts that have been suspended, restricted, frozen, or terminated due to breaches of the Agreement, regulatory violations, compliance failures, or misuse of Company systems. Such requests shall be deemed invalid by default.

Clause 6: Approved Reimbursement Channels

*Where reimbursement is approved, payment shall be processed using the **original funding method** utilized for the deposit, in accordance with banking and payment service provider regulations. Where such method is unavailable, the Company may determine an alternative lawful reimbursement channel at its discretion.*

Clause 7: External Fees and Third-Party Charges

The Company does not levy reimbursement processing fees. However, the User shall bear sole responsibility for any costs, deductions, or charges imposed by banks, payment processors, intermediary institutions, or currency conversion mechanisms involved in the transaction.

Clause 8: Processing Timelines and Settlement Expectations

*Approved reimbursement requests are typically processed internally within **seven (7) business days**. Settlement and receipt of funds are subject to third-party processing timelines and may require up to **thirty (30) business days**, for which the Company assumes no liability.*

Clause 9: Information Accuracy and Documentation Requirements

Users must submit complete, accurate, and verifiable information when requesting reimbursement. The Company may request additional documentation to validate the request. Incomplete, inconsistent, or misleading submissions may result in rejection or delay without obligation to provide justification.

Clause 10: Policy Amendments and Governance Updates

The Company reserves the right to revise, amend, or replace this Framework at any time. Any modification shall take effect immediately upon publication on the Company's official website. Continued use of services following such updates constitutes acceptance of the revised Framework.

Clause 11: No Waiver of Rights

Failure or delay by the Company in exercising any right under this Framework shall not constitute a waiver of such right, nor shall it restrict the Company's ability to enforce the Framework at any future time.

Clause 12: Exclusion of Trading Losses

Reimbursement shall not apply to losses arising from trading activity, market volatility, execution outcomes, or investment decisions. Users expressly acknowledge that trading losses are inherent risks and are not eligible for compensation under this Framework.

Clause 13: Misrepresentation and Abuse Safeguards

Any attempt to obtain reimbursement through false statements, omission of material facts, manipulation of account activity, or abuse of Company systems may result in denial of the request, account termination, forfeiture of funds, and potential legal action.

Clause 14: Relationship to Dispute Resolution Procedures

This Framework operates independently of the Company's Complaints Management and Dispute Resolution Framework. Submission of a reimbursement request does not constitute initiation of a dispute unless expressly stated and accepted under the applicable dispute resolution procedures.