



Deposit and Withdrawal Policy

Eone General Trading Pte Ltd. (hereafter referred to as “Eone General Trading”, “Eonefx”, ‘us’, ‘we’ and ‘our’), is incorporated under the laws of Singapore with registered address at 101 Cecil Street #23-11 Tong Eng Building Singapore (069533). The Company is a licensed money brokerage regulated by Accounting and Corporate Regulatory Authority, Singapore.

Bank Wire Transfer

Deposit

When depositing by a Bank Transfer, you are required to use only a bank account, which is in your name which should exactly match the name of the trading account. An authentic SWIFT confirmation or a Wire Transfer Confirmation, showing the origin of the funds, must be sent to our team once requested. Failure to submit the confirmation may result in the return of the deposited amount, hence preventing such pending amounts from being deposited to your Eone General Trading account.

Withdrawals

Any withdrawal of funds, from your Eone General Trading account to a bank account, can only be refunded to the same bank account that the funds were originally received from or any other bank account under client’s individual name. Please note, that the processing time of withdrawals to reach your bank account substantially depends on the currency of the bank account, as well as the location and the internal policies and procedures of the recipient’s financial institution and country. Therefore, please expect the amounts withdrawn to be credited to your bank account within 2 to 7 business days.

Credit/ Debit Cards

Deposit

Credit/ Debit card deposits may be performed, according to the card companies' regulations. Credit or Debit card deposits are processed instantly in case there is no need for additional verification.

Withdrawals

When a withdrawal is performed the amounts withdrawn will be returned to the same card used earlier for depositing. Eone General Trading cannot process the withdrawals made to any different Card number or Card holder. We are not liable for any transfer delays you may experience due to a disruption of service in the system of the payment processor. Eone General Trading reserves the right to ask you to upload a scanned color copy or photos of both the front and back pages of your card. It is advised that you only leave the first 4 and last 4 digits of your card number visible in the image, and also cover the CVV number from the back of your credit card. Please note that for cards that don’t show cardholder name, we may require from the Client a documental proof of card ownership, such as a confirmation letter or a Statement by the card issuer. The company takes extreme precautions when dealing with security alerts for credit card payments in order to protect our and our clients' financial integrity. For this reason, although we strive to credit our clients' Credit/Debit card deposits as soon as possible, we do not undertake nor promise or ensure immediate crediting after depositing, as in some cases additional verification of payments is likely to be performed.



Electronic Payment Methods

When depositing funds using these facilities, you agree to, and acknowledge being bound by, the regulations and rules of such service, including, but not limited to, fees and other restrictions. When a withdrawal is requested, this may be performed only via the same payment method clients use when initially depositing to your trading account. Using electronic payment facilities as a means of transferring funds is at the discretion of each client and we recommends that all policies and procedures regarding transfer, transaction limits, fees, etc. are clearly understood by the client prior to the opening of an account or using their services.

General Conditions

- All withdrawal requests are processed from Monday to Friday between 10am to 5pm SGT timing.
- All requests received outside of these hours will be processed on the next business day.
- Funds deposit and withdrawal is only available for clients who have been identified and assessed by Eone General Trading, and their contact details are confirmed.
- Clients would be required to upload their supporting documents, such as a Photo ID and a Proof of an Address, and have their trading account verified in order to have their funds deposited for trading.

Please note that Eone General Trading is legally required to return any Client's deposits made into an unverified trading accounts in case the verification procedures are not completed within 15 days from the first deposit date