ISLAND PRIME 54

Refund, Cancellation and Withdrawal Policy

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1 Introduction

Island Prime 54 Limited (“IP54”) is a Global Business Company (Company No.196840) which is authorized and regulated by the Financial Services Commission (FSC) as an Investment Dealer and the party executing this document. Access2Markets is the retail identity of Island Prime 54 Limited. IP54-Access2Markets is the trading name of Island Prime 54 Limited and is approved by Registrar of business, Mauritius.

We, at Island Prime 54 Limited (“IP54”, the “company”, “we” or “us”), believe in providing complete satisfaction to our clients. By accepting our terms and conditions we believe that such acceptance has been conducted by a user in a healthy state of mind. In this situation, if a client places a request for any of our services or products, we believe that the client has read all the terms and has understood them thoroughly.

2 Cancellation Policy

IP54 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 us. The clients open a trading account and any funds deposited in that account is the asset of the client and a liability of the company. The customer can request to cancel or close the account at any time and any funds in the account can be withdrawn any time at the sole discretion of the client. 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.

3 Refund Policy

All the funds deposited with IP54 is for the sole purpose of trading the financial markets using contracts-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 IP54 is an asset to the client and a liability to IP54. The client can request for a withdrawal of their unused funds held with IP54 at any time. Any funds lost while trading in financial markets with IP54 is non-refundable and non-withdrawable. All the refunds are subject to the sole discrimination of the finance department of IP54.

4 Withdrawal Policy

- The withdrawal requests cut off time is 17:00 GMT +4 for South African customers. If your withdrawal is submitted before this time, it will be processed on the day of receipt. If your withdrawal is submitted after this time, it will be processed on the following business day.
- IP54 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 local or international banking institutions. IP54 accepts no responsibility for any such bank 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 Telegraphic Wire Transfers will usually take 3-5 business days to reach your bank account.
- Credit/Debit Card withdrawals are processed free of charge. Once processed, Credit/Debit Card withdrawals may take 3-5 business days for the transaction to be affected in the credit card statement. You should however be aware that in some rare occasions, this may sometimes take up to 10 business days depending on the Bank.
- 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.
- Neteller/Skrill withdrawals must be made from the same account from where the funds were sent initially. These transactions are processed free of charge and are instant once processed.
- 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.
- IP54, at its own discretion, may ask you to submit supporting documentation (for example, deposit receipts for the payments processed via an old card or card statement showing deposit transactions) before releasing funds to the new card.
- To withdraw an amount more than the sum deposited and Verified by Visa/MasterCard Secure Credit/Debit Card, you will be required to use another deposit method that has been used earlier or a bank wire transfer option.
- Accounts funded by Skrill Bitcoin deposits, are withdrawn via bank wire transfers which may incur additional charges. Once processed via bank transfer, the funds may take 3-5 business days to reach your bank account.
- IP54 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 of the parties to the Bank Account/Credit Card.

5 Enquiries

For further enquiries please contact us at support@access2markets.com.