



Deposit and Withdrawal Policy

More Than Trading

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Deposits Withdrawals Policy

Deposits and withdrawals must be made via our [Client Portal](#).

Deposits

1. Deposits can be made through our Client Portal. Not all deposits will be reflected in your account immediately. Refer to the deposit methods available on the Deposit Page of our website for more details.
2. Deposit facilities are to be used for trading only.
3. Funds deposited into a trading account must originate from a source (e.g. credit/debit card, bank, alternative payments account, etc.) that is in the same name as the trading account.
4. At our discretion, PU Prime may require confirmation of funding account ownership at any time (e.g. credit card, bank account, alternative payments account, etc.) before funds can be credited into a trading account. For example, a client may be required to produce a scanned copy or card photo if they wish to deposit using a credit or debit card. Failure to comply with this policy will result in the rejection of the deposit. For photos of credit/debit cards, please ensure to redact the credit card numbers to only show the first 6 and the last 3 digits (for example, 1234 56 [REDACTED] 234).
5. If we choose to waive or cover any fees, we can only cover the fees that we see. Other fees charged by your bank, intermediary bank, and/or our financial institution that are beyond our control remain your responsibility.
6. PU Prime will not be liable for any losses (including auto or forced liquidation events) incurred as a result of delays in processing your deposit, including but not limited to payments made to cover ongoing margin requirements. Only cleared funds are deposited into a trading account. It remains the client's responsibility to ensure their trading account(s) have sufficient funds to cover margin requirements.

Withdrawals

1. Withdrawals can be requested from our Client Portal. Not all withdrawals will be reflected in your account immediately. Refer to the withdrawal methods available on the Withdrawal Page of our website for more details.
2. To comply with Anti-Money Laundering/Counter-Terrorism Financing rules and regulations, PU Prime will prioritise withdrawals to the same account (e.g. credit/debit card, bank, alternative payments account, etc.) that was used to deposit the funds. PU Prime reserves the right to reject instructions to process the return of funds to a different account without providing reasons. Additional information and documents may be required from the client.

3. Withdrawals are generally processed within 24 hours. Depending on the withdrawal method chosen, it can take between 1-5 business days for you to receive your funds. Note that a single withdrawal request may be executed through multiple transactions by PU Prime to fulfil the total withdrawal amount requested. The company cannot be held liable for any deposit/withdrawal processing delays caused by payment systems.

4. Withdrawals via bank wire usually take 3 to 5 business days to complete. Note that a single withdrawal request may be executed through multiple transactions by PU Prime to fulfil the total withdrawal amount requested. While we do not charge any deposit and withdrawal fees, you may still need to pay other charges imposed by the banks and any intermediaries involved at your expense. Generally, an international bank wire transfer costs 25 USD.

5. Trading profits or any account balance exceeding the initial deposit amounts are prioritised to be processed via bank wire.

6. Clients acknowledge they may be required to provide information and/or documents on the source(s) of the funds and/or source of wealth in general when requesting a withdrawal or at any time during their journey with PU Prime. PU Prime reserves the right to suspend or reject a withdrawal request where a client does not provide all required information and/or where PU Prime has reasonable concerns that processing the request may result in breaches of anti-money laundering and counter-terrorism financing laws and regulations.

7. Clients acknowledge that PU Prime does not guarantee the recall of a financial transaction under any circumstances and that PU Prime is not liable for any losses suffered as a result of providing incorrect instructions/details of the destination account.

8. PU Prime reserves the right to refuse to process a withdrawal request if it has reasonable grounds to believe that the trading account may result in a deficit or cause the account to fall below the margin requirements.

9. PU Prime reserves the right to refuse to process a withdrawal request if it has reasonable grounds to believe that the trading account may turn into a negative balance after the withdrawal request is processed or if the trading account is subject to a charge-back investigation.

Third-Party Payments

1. Third-party deposits and withdrawals are prohibited. We operate a "return to source" policy. For example, if funds were deposited using bank wire, we would refund you via bank wire along with any profits. The same applies to PayPal, PayID, and other funding options we offer. If for any reason we are unable to return the funds to the source, we will prioritise sending the funds to you via bank wire in the name of the trading account holder.

2. If, for any reason, PU Prime becomes aware of a payment made from a third party, PU Prime is entitled to reverse the payment, close any open positions, void any profits gained,

and/or terminate the trading account. PU Prime will not be liable for any losses as a result of a breach of this policy.

Additional Terms

1. PU Prime may cover the merchant fees for Alternative Payment Methods (APMs), and Credit Card deposits on behalf of our clients. We are happy to do so as long as our clients are using the facility to deposit funds for trading and not to game the system for their own benefit, such as accruing reward points on their accounts.

2. If a client deposits funds via PayPal, Alternative Payment Methods (APMs), or Credit Card and then requests a withdrawal of these funds with no trading (or minimal trading) on their account, we reserve the right to charge the applicable merchant fees plus a discretionary handling fee to the client's account upon their withdrawal. We will actively notify clients where we find such activity. Recurring cases of abuse will result in the immediate termination of the client's account.

3. This policy is not exhaustive. Additional conditions or requirements may apply at any time due to changes in regulations and policies, including those set to prevent money laundering and counter-terrorism financing. Usage of this site and services is subject to PU Prime's Terms and Conditions, which may be amended from time to time at PU Prime's sole discretion.