



Refund and Withdrawal Policy

Version 1.0

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Version Control and Date of Issue

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V1.0	Compliance Officers of Trive Financial Services Ltd and Trive South Africa (Pty) Ltd	Board of Directors	2024.02.23	2025.02.23

This Refund Policy has been designed to reduce potential financial and legal risks facing Trive Financial Services Ltd and/or Trive South Africa (Pty) Ltd (hereinafter referred to as “**Trive**”), and to abide by the rules of the relevant anti-money laundering and counter-terrorist financing policies. Should the relevant authorities of Trive have suspicions that the source of a Client’s funds, or the Client’s activities, contradict the anti-money laundering and counter-terrorist financing policies and/or Risk Management and Compliance Programme (“**RMCP**”) in any respect, then Trive has the right to block the Client’s access to the Secured Client Area, suspend any trading activity of the Client’s accounts, cancel a request for transfer/withdrawal, or make a refund in a unilateral manner, if appropriate.

Trive does not cancel any processed trade transactions. This being said, Trive has the right to return any funds to the remitter if no trading activity has been recorded on the trading accounts during 1 (one) month from the date of recharge.

Under certain circumstances, Trive Africa has the right to make a refund of any funds received via payment systems such as credit/debit cards. This refund is processed to the Client’s e-wallet or to the bank details that have been used by the Client for depositing the funds.

If Trive finds the Client’s activities inappropriate or in contradiction to the commonly accepted purpose of use of Trive’s services, where there is any illegal or dishonest intention, direct or indirect, Trive is entitled to act within the framework of this document, without informing the Client in advance. All direct and/or indirect losses and expenses connected with transfers of funds are remunerated to Trive from the Client’s funds.

Trive will take all necessary measures to prevent and block third parties from either depositing funds to, or withdrawing funds from, the Client’s account. Only the account holder can deposit funds to their trading account or withdraw them.

Trive does not limit its clients to withdraw any money that they have previously deposited into their accounts, or the amounts they have earned as a result of their trading activities. Although, in order to withdraw the money, the Clients are required to fulfil the following requirements.

Money can be withdrawn from the Client’s accounts in 2 (two) ways, namely: by automatic money withdrawal; and by a wire transfer. Please note that automatic money withdrawal is possible only at the same requisites (using the same payment methods) that the money has been deposited into the Client’s account. It is not possible to withdraw money into any accounts of third parties.

Wire transfer is the second and the most widely used method to withdraw money from the Client’s account. In order to withdraw money using this method, the Client is required to have a banking account opened in his/her name and to know his or her banking requisites, including, but not limited to, SWIFT or IBAN. Please note that it is not possible to withdraw any money held on accounts of third parties with Trive.

The wire transfer withdrawal request is carried out by Trive within 2 (two) to 7 (seven) working days. The Client’s Account Statement will record this request as assets’ writing off. A wire transfer to the Client’s bank account usually takes 2 (two) to 3 (three) working days.

Please, note that the Client can withdraw funds only in the same currency that he/she has used for the money deposit.