



AMEGA

Withdrawal and Refund Policy

Effective June 8, 2021

[Withdrawal and Refund Policy](#)

This document describes Amega Markets LLC (hereafter the 'Company' or 'Amega') Withdrawal and Refund Policy and the procedures the Company has in place to monitor and process customers' transactions, such as withdrawal and refunds.

We will respond to Law Agencies and Other Financial Institutions requests about suspicious accounts or transactions by reporting the identity of the specified individual or organization, the account number, all identifying information provided by the account holder when the account was established, and the date and type of transaction. You can also familiarise yourself with our [Privacy Policy](#) and our [AML Policy](#).

Withdrawal and Refund Policy

The Company monitors funding from various bank accounts outside of the account holder's home country. In case of bank transfer or transfer from a bank card, the name indicated during the registration must match the name of the owner of the account/bank card.

The Company neither accepts cash deposits nor disburses cash under any circumstances.

The withdrawal process detailed below is structured around strict guidelines to make sure that funds are securely sent back to their originating source and beneficiary:

- our customers must submit a withdrawal request containing their correct account information
- all withdrawal forms are submitted to our accounts department for processing. Our Accounts department confirms the account balance, verifies that there are no holds or withdrawal restrictions on the account, and then approves the withdrawal request, pending compliance approval
- our Accounts department reviews all withdrawal requests, verifying the original funds are withdrawn via the same method of deposit and to the account holder on file. Our accounts department examines the withdrawal request against the customer's deposit history to make sure there is no suspicious activity and verifies the bank account on file
- withdrawal requests approved are processed by the accounts department and the funds are released to the client
- In the event that a withdrawal is flagged for suspicious activity, the withdrawal is placed on hold, pending further investigation by our compliance department; and
- our Management will work with the Compliance department to see if further action is needed and if any relevant regulatory bodies need to be contacted.