

# Deposits & Withdrawals

GoldenLevel Payments Terms and Conditions

Valid as of 30.11.2023

These terms and conditions (here in after “Terms“) apply to any transfers made by clients of GoldenLevel UK Ltd or the purpose of depositing monetary funds to or withdrawing monetary funds from (hereinafter “Payment“) the client’s trading account, which has been opened with GoldenLevel UK Ltd.

Upon submitting a request to GoldenLevel UK Ltd for making a Payment, each client confirms that they have read, understood and agree to be bound by these Terms and the specific terms of the used payment method chosen within Dashboard. With regard to matters not determined by these Terms, the Terms of Business of GoldenLevel UK Ltd shall apply.

## 1. Payments

1.1 The client may submit Payment requests at any time and GoldenLevel UK Ltd will accept it, provided that the client is compliant, at all times, with both the Terms of Business as well as the Payment Terms of GoldenLevel UK Ltd.

1.2 Deposits will be transferred to the client’s trading account within one business day between the hours of (09:00-17:00) once the amount has reflected in GoldenLevel UK Ltd bank account.

1.3 GoldenLevel UK Ltd processes fund withdrawals from the client’s trading account on the same business day provided the request for a withdrawal of funds has reached GoldenLevel UK Ltd before 17:00. Requests for withdrawals received by GoldenLevel UK Ltd after 17:00 on business days or on weekends, national and bank holidays will be processed on the next business day.

1.4 GoldenLevel UK Ltd shall not accept nor process Payments directed to or originating from accounts belonging to someone other (third person) than the client.

1.5 In case of withdrawal funds client is responsible if his/her assets were involved in crypto trading, to create purchase ticket known as “Source of Funds”. Every decentralized trade needs to be concluded through the exchanger and then transferred to the client’s bank account.

1.6 GoldenLevel UK Ltd reserves the right to withhold the execution of Payments and request additional documents at any time, either to check the source of Payments or if otherwise deemed necessary by GoldenLevel UK Ltd.

## 2. Additional Payment details

2.1 More specific details applicable to Payments (e.g. Payment limits, time schedules etc.) shall be displayed in the Dashboard upon submitting the Payment request, whereas each client shall be solely responsible for taking note of such details prior to making any Payment requests.

## 3. Erroneous or incorrect Payment requests

3.1 The client is encouraged to beware of any inaccuracies on the Payment request. Moreover, in the event that the client has made an erroneous or incorrect Payment request, GoldenLevel UK Ltd shall not be obligated to reclaim the Payment from the Payment Service Provider nor reimburse the client for any fees, costs or other expenses occurred therein. The client shall be responsible for compensating GoldenLevel UK Ltd for any costs or damages incurred as result of the erroneous or incorrect Payment request.

## 4. Fees

4.1 GoldenLevel UK Ltd does not accept deposits to the client's trading account from any third party. Trading accounts, to which such deposits are sent, shall be blocked and the deposit shall be sent back to the sender. In such an event all costs related to the transfer shall be borne by the initial third party sender.

4.2 Should the base currency of a client's trading account differ from the base currency of the transferred funds, the amount transferred will be converted to the base currency of the client's trading account. The daily exchange rate of GoldenLevel UK Ltd recipient bank, to where the payment was directed, will be used to convert funds.

4.3 Should any additional bank service charges apply to the transfer (from the receiving bank or intermediary bank), the amount will be deducted from the funds to be transferred. As a result of this the client may receive an amount below what was originally intended. GoldenLevel UK Ltd will not be liable for any service charges imposed to transfers by other banks.

4.4 Should a transfer which entails debit of service charges (i.e. A type of transfer service charge such as "All charges to Beneficiary" or "Shared Cost") be made out to an GoldenLevel UK Ltd bank account, the charges will be deducted from the amount to be transferred to the client's trading account.

4.5 Applicable fees are charged in the same base currency as used on the client's trading account - i.e. if the base currency of an account is EUR charges will apply in EUR, if the base currency of an account is GBP charges will apply in GBP

4.6 Please note that trading may entail additional fees, which are related to rollovers (e.g. swaps or interest fees) for positions on any instruments held overnight and credit/debit of dividend adjustments for positions on stock CFDs and index CFDs, pursuant to the terms and conditions established in the Contract Specifications section of the GoldenLevel UK Ltd.'s website.

## 5. Local legislation

5.1 As laws and regulations regarding financial services and monetary operations may differ greatly from region to region, each client shall be solely responsible for complying with any local regulations, in particular with any applicable tax liabilities.

## 6. Malfunction of payment systems

6.1 Each client should note the inherent vulnerability to failure, delay and/or disruption of online payment systems, in particular as may be associated with the Payment Service Provider. The client is strongly recommended to keep their anti-virus software up-to-date and to continuously check their computer for viruses.

6.2 Under no circumstances shall GoldenLevel UK Ltd be held responsible for any delays, malfunctions and/or outages of the payment systems and/or any other technical systems, which belong to or are operated by the Payment Service Provider and/or for the results of such delays, malfunctions and/or outages.