

StayOnlineFX Deposit And Withdrawal Policy

1. INTRODUCTION

Stay Online Limited (hereinafter the “Company”) is a Kenyan Firm that owns and operates the brand “StayOnlineFX” (www.stayonlinefx.tech) **Stay Online Limited** is registered in Kenya with company number PVT-RXU2G2KB and is working in partnership with CP Investment Managers Ltd. a Rwandese Firm authorized and regulated by the Capital Market Authority (“CMA”) with license number AM/005/CMA/2018 to carry out certain categories of financial activities as permitted under relevant legislation. The Company’s registered office is located at Steward House, Off Ngong Road, Langata District, P.O BOX 13338, Nairobi, Kenya. Please refer to the website of the Company for more information.

The company adheres to relevant laws, orders, regulations, guidelines, and EAC directives. For details, refer to the following webpage: <https://www.cma.rw/index.php?id=20>

This Deposit and Withdrawal Policy with the Service Agreement as well as the Terms and Conditions explains the Company’s regulations and procedures that govern the Client’s Deposits and Withdrawals. The Client acknowledges that he/she read, understood and accepted the Deposit and Withdrawal Policy of the Company which forms an integral part of the Terms and Conditions/Client Agreement.

2. CLIENTS’ DEPOSITS / FUNDS

The Client may deposit funds into the Client trading account at any time during the course of this agreement, once the Client’s trading account is verified in accordance with the Company’s Customer Acceptance Policy. Deposits will be accepted by bank transfer, Swift, E-wallet, debit / credit card or any other method of electronic money transfer (where the originator is the Client) acceptable by the Company from time to time. The Company at its discretion may charge a 3% plus 0.25 cents fee per deposit which includes payment service provider and handling fees which will be paid by the Client additionally to the deposited amount. For bank deposits the Company will consider as a deposit the net amount received in its bank accounts, subject to any applicable banking fees/charges/costs. The Company does not accept cash deposits.

The Company will not accept a third party or anonymous payments of funds in the Client account. The Client accepts that the funds shall be deposited in his/her trading account only if the

Company is satisfied that the sender of the funds is the Client or his/her authorized representative (unless legally consented inter alia, Trustee, POA or guardian). If the Company is not satisfied as to the above then the Company has the right to reject the funds and return them to the remitter net of any transfer fees or other charges incurred by the Company, using the same transfer method as the one through which it originally received the funds.

The Company reserves the right to request the Client, at any time, to provide additional information and/or documentation to confirm the origin and/or the source of the funds including copies of Credit/ Debit Cards, Copies of SWIFT Wires or other bank transfer methods, and in cases of anonymous cards a proof of the ownership from the relevant Bank/ Issuer. The Company shall have the right to reject a deposit if it is not duly satisfied as to the legality of the source of funds.

The Company reserves the right to set minimum or maximum amount of deposits. Relevant information can be found in the Company's Terms and Conditions and/or the Service Agreement and/or on the Company's official website.

Unless said otherwise, the interest derived from the bank account of Clients' funds shall not be paid to the Clients and it can be used by the Company for its own account. The Clients are informed accordingly as evidenced by their acceptance of the Company's Terms and Conditions / Client Agreement.

3. WITHDRAWAL OF FUNDS

To enhance the security and protection of our Client's funds a withdrawal instruction must be submitted from the Client through his/her trading account through the Company's online trading system or by submitting the withdrawal request via email to the Customer Support Department of the company at info@stayonline.tech. The Client is charged with any fees/costs/charges related to withdrawals either via bank or payment service provider and is entitled to pay for any conversion charges, if applicable.

The Company will ensure that any withdrawal request by its Clients includes all the necessary information/documents and the clients have the obligation to provide the Company with any documents as may be requested so as to facilitate the processing of the requested withdrawal. Such documents include among others:

- Copies of credit / Credit card used for the deposit

- Bank statement/IBAN/ Copies of SWIFT or other bank transfer methods for wire transfer
- In cases of anonymous cards, a confirmation letter that the card belongs to the client
- Any other documentation as may be deemed to be necessary at the discretion of the Company in the process of verifying the source of funds of the client prior to returning the money to the client(s) as per the AML applicable legislative and regulatory framework, as may be amended from time to time.

Before proceeding with a withdrawal, the following checks shall be applied:

- i. Confirm that the account number, name and banking details of the Client agree with the details provided in the account opening application process and the withdrawal request contains all necessary information to process it. The Client accepts that in case (s)he has provided the Company with wrong instructions and/or information for the withdrawal request, the Company may be unable to correct the mistake and the Client may have to bear the loss.
- ii. Confirm if the Client is eligible to proceed with a withdrawal according to the Company's Terms and Conditions, the Service Agreement and any other terms agreed during the provision of any investment services. (Detailed Information regarding the costs, charges and the handling fees charged by the Company are provided in the relevant documentation which can be found on the Company's website(s).
- iii. Confirm the available amount (balance) for withdrawal.
- iv. Confirm that the client has provided all the KYC and other documents requested by the Company including, Valid Passport, Identification Card, Proof of Address, Copies of Credit / Debit Cards, account confirmation, Bank/ Card Statements, SWIFT or other bank transfer methods wire Copies.
- v. Prepare the transfer request for the bank and forward it for approval and execution to the Account's department of the Company.
- vi. Send the payment instruction to the relevant Bank / Merchant Provider and follow up to receive the necessary bank confirmation for the outward transfer / credit.
- vii. In case the client has open positions, the below parameters should be fulfilled:
 - The Margin Level following the withdrawal processing should always be above 100%;

- The Free Margin level shall be more than 100% in order for the client to be able to submit the withdrawal request.

Upon the Company receiving an instruction from the Client to withdraw funds from the Client's Account, the Client's withdrawal request will be processed within three Working Days and provided the following requirements are met (notwithstanding the provisions of this article the actual receipt of funds depends on the Client's payment method):

- i. The instruction is to make a bank transfer of funds to the account of the Client;
- ii. At the moment of payment, the Client's available funds for withdrawal exceed or its equal to the amount specified in the withdrawal instruction after the deduction of all payment charges;
- iii. At the moment of payment any applicable Handling Fees, Charges and/or other expenses based on the Terms and Conditions and the Service Agreement were deducted from the trading account.

For the funds to be credited to the Client's account it may take an additional five (5) to seven (7) working days, depending on the Client's selected credit institution and/or chosen withdrawal method; the Company has no influence on the length of time required for the funds to reach the Client's account and as such, bears no responsibility in case any processing delays occurs from the credit institution or the processing company or the payment service provider.

In case the Client requests his/her funds to be withdrawn from his/her account and to be transferred to a bank account that has not been notified to the Company in the past, then the Company shall perform again Know Your Client procedures - on the same Client - in order to ensure that the beneficial owner of both bank accounts is the same person and then the Company can proceed with the transfer of funds.

The Company reserves the right to decline a withdrawal request of the Client asking for a specific transfer method and the Company has the right to suggest an alternative transfer method.

The Company reserves the right to decline/cancel a withdrawal request of the Client during the process of its examination in cases that a client, having submitted such a request, continues trading and the Free Margin level in the trading account of the client falls below 100% resulting the failure to meet the margin requirements as such are specified in this Terms and Conditions of the Company, for the purpose of covering margin requirements and keeping the position(s) opened.

Withdrawals will only be effected only towards the Client. The Company will not to effect withdrawals to any other third party or anonymous account.

The Company reserves the right to request additional information and/or documentation to satisfy itself that the request is legitimate. In addition, the Company reserves the right to reject such a request if it deems that this may not be legitimate. The Client acknowledges and accepts that under such circumstances there may be a delay in processing the request and the client undertakes to provide any additional information as may be requested by the Company in order to facilitate the requested withdrawal. The Company shall not be held responsible for any undue delays caused with regards to the withdrawal emanating from the client's side.

All payment and transfer charges/ expenses will be borne by the Client and the Company shall debit the Client account for these charges. Any charges imposed by the bank or payment service providers shall be paid by the client. Any charges/fees/costs imposed by payment service providers/bank will be deducted and the Company shall return back to the client's account the remaining balance.

The Company shall be responsible for responding to any Client requests, regarding information on the status of their order, received by telephone at any time, within a reasonable period of time. The Client using the Internet shall be able to get information on the status of their order within a reasonable period of time through the Company's Trading System. Information to Clients regarding the status of their order must be provided to the Client in no longer than two business days. When such telephone calls are received, they must be recorded on the software of the Company including date and time the call by the Client was made.

Clients' requests will be received electronically. In cases that the Client has not access in the electronic platform of the Company a Clients' requests may be accepted at the discretion of the Company by e-mail, provided that the signature of the Client is verified and the transfer/withdrawal form is properly completed and all the required checks and controls of the Company have been fulfilled.

Clients' requests will be forwarded immediately to the Back-Office Department for approval in terms of funds availability after they have discussed the request with the Client and have confirmed it. Once the Back-Office Department approves the request, they shall then forward it to the Finance and Accounting Department for approval and processing.

For all transactions described above the Company shall record the transactions in the Company's cash account ledger and shall file the documentation for each

transaction recorded after a reference is made into the ledger and the Client's file.