

## Withdrawal Terms and Conditions

North Point Financial Services and its affiliate trademark Sandton Capital Markets (hereinafter the “Company”) is incorporated under the laws of the Republic of South Africa and is registered under the Companies and Intellectual Property Commission (<http://www.cipc.co.za>). The Company is authorized and regulated by the Financial Services Board (“FSB”) ([www.fsb.co.za](http://www.fsb.co.za)) to act as a Financial Service Provider and to provide the Services specified in the Account Opening Agreement found on the Company’s website and operates under the Financial Advisory and Intermediaries Services Act (FAIS Act) (Act 37 of 2002) (herein the “Law”). The Withdrawal Conditions are provided by the Company to its Clients under the provisions of the Law as amended from time to time. The Clients must read carefully and understand the conditions set out hereinbefore proceeding with their withdrawal request.

**Acknowledgements: The Client acknowledges that he/she has read, understood the Withdrawal Conditions as amended from time to time, in addition to any other information and/or policy and/or agreement available on the Company website.**

1. The Client acknowledges that he/she has read, understood and accepted the Withdrawal Conditions as amended from time to time, in addition to any other information and/or policy and/or agreement available on the Company’s website ([www.sandtoncm.com](http://www.sandtoncm.com)).
2. Withdrawal Procedure, Withdrawals submitted after 12 pm will be processed on the next business day (Monday to Friday only) Local time.
3. Withdrawals are always made using the same payment method/gateway that was used to make the initial deposit.
4. Should credit/ debit card deposits be received, all withdrawals up to the number of total deposits by credit/ debit card will be processed back to the same credit/ debit card.
5. The Company cannot send more funds back to the Client’s credit card than initially deposited.
6. Funds cannot be refunded to an expired credit/debit card.
7. Deposits via Visa/ MasterCard that were executed more than 6 months ago cannot be withdrawn using the same payment method. Funds will be sent via an alternative method in the event of a withdrawal request being made by the Client.
8. The Company does not charge any fees for deposits or withdrawals. If any fees are applied they are charged solely by the payment gateway vendor, bank or Credit Card Company. The Company does not cover these charges. These charges are covered by the end sender/receiver of the funds. If the Company is charged during a funding transaction by any third party, the Company reserves the right to pass the relevant cost back to the Client.
9. In case a card that the Client used to deposit funds with the Company is Cancelled/Lost/Stolen/ Re-placed or do not support the foreign remittance refunds, the Client must inform the Company prior to submitting withdrawal request and

provide an official letter from the Client's bank stating the same. It should be noted that all refunds are final and cannot be reverted.

10. Company issued debit global Visa or MasterCard can be used to withdraw profit only. The maximum amount that can be withdrawn to the card per month is \$2,500.
11. Right to cancel a withdrawal, The Company reserves the right to cancel a Client's request for withdrawal due to any of the following reasons:
  - (a) When the Client has been asked to provide the Company with updated identification information and the Client has failed to provide the updated identification information within 7 (seven) days. The Company shall inform the Client that the reason for the cancellation of the withdrawal request is due to the failure of the Client to provide the updated identification information. The Company will ask the Client to resubmit his withdrawal request if he provides the requested updated identification information.
  - (b) When the Client has not provided full and/or correct withdrawal information while submitting his withdrawal request, the Company shall inform the Client that the reason for the cancellation is due to failure on his/her behalf to provide full and/or correct withdrawal information to the Company. The Company will ask the Client to resubmit his withdrawal request if he provides full and/or correct withdrawal information.
  - (c) If the Client has selected incorrect withdrawal method the Company shall inform the Client that the reason for the cancellation is the selection of incorrect withdrawal method. The Company will ask the Client to resubmit his/her withdrawal request using the correct withdrawal method.
12. Any dispute arising with or in connection to any of the terms and conditions of the Withdrawal Conditions shall be dealt by the Company as per the Company's Complaints Handling Policy, which is available on the Company's website

August 2018