

Deposit & Withdrawal Policy

FizmoMarkets (hereafter referred to as "FizmoMarkets," "we," "us," or "our") is incorporated under the laws of Saint Lucia with a registered address: 1st Floor, The Sotheby Building, Rodney Bay, Gros-Islet, Saint Lucia, P.O. Box 838, Castries, Saint Lucia. The company is a licensed money brokerage reputed by the Labuan Financial Services Authority.

Bank Wire Transfer:

Deposit

When depositing via a bank transfer, you are required to use a bank account in your name, matching the name of the trading account. An authentic SWIFT confirmation or a Wire Transfer Confirmation showing the origin of the funds must be provided upon request. Failure to provide this confirmation may result in the return of the deposited amount, preventing the funds from being credited to your FizmoMarkets account.

Withdrawals

Any withdrawal of funds from your FizmoMarkets account to a bank account can only be refunded to the same bank account from which the funds were originally received or to another bank account under the client's individual name. The processing time for withdrawals to reach your bank account depends on the currency, location, and internal policies of the recipient's financial institution. Withdrawals may take 2 to 7 business days to be credited to your bank account.

Electronic Payment Methods:

When depositing funds using electronic payment methods, you agree to and acknowledge being bound by the regulations and rules of such services, including any applicable fees or restrictions. Withdrawals must be made using the same payment method that was used for the initial deposit.

Using electronic payment facilities as a means of transferring funds is at the discretion of each client, and we recommend understanding all policies, procedures, and fees before using these services.

General Conditions:

-) All withdrawal requests are processed Monday to Friday, between 9:00 AM and 6:00 PM Labuan time. Requests outside these hours will be processed on the next business day.
-) Deposits and withdrawals are only available for clients who have been identified and assessed by FizmoMarkets, with verified contact details. Supporting documents, such as a photo ID and proof of address, must be provided to verify the trading account.
-) FizmoMarkets is legally required to return deposits made into unverified accounts if verification procedures are not completed within 15 days from the first deposit date.
-) Additional documentation may be required for withdrawal requests due to Anti-Money Laundering (AML) regulations and other applicable policies.

FizmoMarkets reserves the right to impose withdrawal limits and fees, and to return funds only to the source of the original deposit. Clients must withdraw funds in the currency of the original deposit. If a conversion is required, the transfer amount will be converted by FizmoMarkets.

Refund Conditions:

FizmoMarkets provides a clear refund policy. If a client is dissatisfied with the company's service and has not engaged in trading, investing, or conversion transactions, they may request a refund.

-) Refund requests must be made within one business day of the original deposit.
-) After one day, deposits will no longer be refundable and will be treated as withdrawals subject to the standard terms and conditions.
-) Profits or losses from trading activities are not subject to refund requests.
-) Refunds are processed only to the same payment method used for the original deposit.

If a client's funds or activities violate FizmoMarkets' Anti-Money Laundering Policy, the company reserves the right to freeze the assets and refund them back to the original source.

Dispute:

Any dispute relating to the withdrawal policy will be handled in accordance with FizmoMarkets' complaint-handling policy, available on the company's website.

All complaints must be submitted in writing and addressed to the Customer Support team via email at support@fizmomarkets.com.

Withdrawal Processing Time:

The USDT withdrawal process typically takes around 4 to 5 hours, while bank transfers require approximately 12 to 14 hours on business days. Please note that withdrawals are not processed on weekends.

Important Notice:

This policy is not exhaustive, and additional conditions may apply due to regulations or policies to prevent money laundering. All usage of the site and services is subject to FizmoMarkets' Terms and Conditions, which may be updated at the company's sole discretion.