Deposit and Withdrawal Policy

More Than Trading

PU Prime

PU Prime adheres to all relevant laws and regulations aimed at preventing the use of the financial system for the purpose of money laundering and terrorist financing. These laws may be in effect at various times and subject to periodic modifications or amendments.

1. Deposits

1.1 PU Prime Deposits can be made via the Mobile App or Client Portal. Not all deposits made will be reflected in client's trading account immediately. Refer to the deposit methods available on our website for more details: *https://helpcenter.puprime.com/hc/en-001/sections/360001219815-Deposits*.

1.2 Deposit methods may be subject to change from time to time due to changing market practice, regulatory requirements or availability.

1.3 At our absolute discretion, PU Prime reserves the right to remove, alter or restrict any deposit methods from the trading account.

1.4 Deposit facilities are to be used for trading only.

1.5 Funds deposited into a trading account should be made from a source (e.g., credit/debit card, bank, alternative payments account, etc.) that is in the same name as the trading account. In other words, PU Prime does not accept deposit from a third-party source. Third-party deposit will be rejected, reversed, or refunded to its original source.

1.6 Payments from joint bank accounts or credit cards is subject to PU Prime's approval if the trading account holder is one of the beneficiaries.

1.7 At our discretion, PU Prime may require confirmation of funding account ownership at any time (e.g., credit/debit card, bank, alternative payments account, etc.) before funds can be credited into a trading account. For example, a client may be required to produce a scan copy or card photo if he or she wishes to deposit using a credit or debit card. Failure to comply with this requirement will result in the decline of the deposit. Please ensure to redact the credit card numbers to only show the first 6 and the last 4 digits (for example, 2222 88 [redacted] 1234).

1.8 PU Prime is not responsible for any fees or charges imposed by Third-Party banks or other counterparties, which are incurred by the client in connection with the use of the services.

1.9 If we choose to waive or cover any fees, we can only cover fees that we see. Other fees charged by bank, intermediary bank and/or our financial institution remain your responsibility.

1.10 PU Prime will not be liable for any losses (including auto or forced liquidation event) incurred as results of delays in processing your deposit, including and not limited to payments made to cover on-going margin requirement. Only cleared funds are deposited into a trading account. It remains the client's responsibility to ensure the trading account(s) have sufficient funds to cover margin requirements.

1.11 If PU Prime has reasonable grounds to believe that a client is not acting in good faith or engaging in any suspicious funding behaviour, PU Prime reserves the right at its absolute discretion to decline the deposit, void any transactions and terminate the Client Agreement.

2. Withdrawals

2.1 When PU Prime will process withdrawal of client funds upon receipt of an instruction or request for withdrawal made via the Mobile App or Client Portal. Not all withdrawals made will be reflected in your account immediately. Please refer to the withdrawal methods, withdrawal timelines, and applicable withdrawal handling fees available on the Withdrawal Page of our website for more details:

https://helpcenter.puprime.com/hc/en-001/sections/360001175216-%20Withdrawals.

2.2 To comply with Anti-Money Laundering/Counter-Terrorism Financing rules and regulations, PU Prime will only process withdrawals to the same account (e.g., credit/debit card, bank, alternative payments account, etc.) that was used to deposit the funds. At its absolute direction, PU Prime

reserves the right to reject instruction or request to process withdrawal of funds to a different or anonymous account without valid reasons. Additional information and documents may be required from the client.

2.3 Client account must be fully verified by PU Prime and all necessary Know Your Customer ("KYC") documents must be received and approved by PU Prime in order to be able to request for a withdrawal. No withdrawal will be processed for account without full KYC verification.

2.4 PU Prime reserves the right to request additional information and/or documentation to satisfy the fact that the withdrawal request is legitimate. PU Prime may reject or reverse any withdrawal request for any non-compliance under such circumstances. PU Prime is not liable for any delay during the course of requesting additional information or documentation due to legal and/or regulatory obligations.

2.5 Withdrawals are generally processed within 24 hours. Depending on the withdrawal method chosen, it can take between 1-7 business days for you to receive your funds. PU Prime cannot be held liable for any deposit/ withdrawal processing delays that are caused by payment systems.

2.6 Withdrawal via bank wire requires at least 3 to 5 business days to complete. While we do not charge any withdrawal fees, you may still need to pay other charges made by the banks and any intermediaries involved at your expense. All fees or charges incurred by your bank, intermediary bank and/or our financial institution will remain your responsibility.

2.7 Trading profits or any account balance exceeding the initial deposit amounts are preferably refunded via the original payment method. If the original payment method is not viable, we extend the option of withdrawing funds through alternative methods to accounts registered under the same name as the trading account.

2.8 Clients acknowledge they may be required to provide information and/or documents on the source(s) of the funds and/or source of wealth in general when processing a withdrawal request or at any time as demanded by PU Prime. PU Prime reserves the right to decline a withdrawal request in cases where a client does not provide all required information and/or necessary documents.

2.9 If PU Prime has reasonable grounds to believe that a client is not acting in good faith, engaging in suspicious withdrawal behavior, or processing such a withdrawal may result in breaches of the anti-money laundering and counter-terrorism financing laws and regulations, PU Prime reserves the right at its absolute discretion to decline the withdrawal instruction, void any transactions, terminate the Client Agreement, and/or escalate the case to relevant authorities.

2.10 Clients acknowledge PU Prime does not guarantee a recall of a financial transaction under any circumstances and that PU Prime is not liable for any losses suffered as a result of providing incorrect instructions/details of the destination account.

2.11 PU Prime reserves the right to reject a withdrawal request if it has reasonable grounds to believe that the trading account may result in deficit or cause the account to fall below the margin requirements.

2.12 If the Client's free margin is not enough to cover the requested withdrawal, the client will be requested to either close open positions to free margin and/or send a new withdrawal request.

2.13 PU Prime reserves the right to reject a withdrawal request if the trading account is subject to a chargeback process or other pending investigation.

3. Third Party Payments

3.1 As noted above, third-party deposits and withdrawals are prohibited. We operate a "return to source" policy. For example, if funds were deposited using Card A ending in 1234, the withdrawal can only be made to Card A ending in 1234, whether in partial or full amount, until it's fully refunded. The same applies to bank wire, credit/debit card, E-wallet, and the other funding options we offer. If for any reason, we are unable to return the funds to the source, we will refund, preferably, via bank wire in the name of the trading account holder.

3.2 If, for any reason, PU Prime becomes aware of a payment made from a third party, PU Prime is entitled to reverse the payment, close any open positions, nullify any profits gained, and/or terminate the trading account.

PU Prime will not be liable for any losses resulting from a breach of this Policy.

4. Additional Terms

4.1 As noted above, PU Prime reserves the right at its absolute discretion to reject any deposit or withdrawal request, if a client is suspected of not acting in good faith during the course of use of our service.

4.2 This Policy cannot be exhaustive. Additional terms and conditions or requirements may apply at any time due to changing regulations and policies, including updates in the prevention of money laundering and counter terrorism financing. PU Prime will perform a periodical review of this Policy. As such, this Policy may be amended from time to time at PU Prime's sole discretion. The most up-to-date version of this Policy can be found on our website.