



# Funding and Withdrawal Terms and Conditions

Date updated: October 2024

# 1. Introduction

This document sets out the terms and conditions that apply to funding and withdrawal of your account with Titan FX. It forms part of the agreement between you and Titan FX and should be read in conjunction with our Terms and Conditions for clients (the "Terms and Conditions"). Any defined terms used in these Funding and Withdrawal Terms and Conditions shall have the meaning given to them in the Terms and Conditions.

For the purpose of this Funding and Withdrawal Terms and Conditions, Titan FX includes the following entities:

- a. Titan FX Limited**, registered and regulated by the Financial Services Commission of the Republic of Vanuatu under registration number 40313 and registered office at 1st Floor Govant Building, 1276 Kumul Highway, Port Vila, Republic of Vanuatu;
- b. Titan Markets**, registered and regulated by the Financial Services Commission of Mauritius with license number GB20026097 and having its registered office at c/o Credentia International Management Ltd, The Cyberati Lounge, Ground Floor, The Catalyst, Silicon Avenue, 40 Cybercity, 72201 Ebene, Republic of Mauritius;
- c. Goliath Trading Limited**, registered and regulated by the Financial Services Authority of Seychelles under license number SD138 and registered office at IMAD Complex, Office 12, 3rd Floor, Ile Du Port, Mahe, Seychelles; and
- d. Atlantic Markets Limited**, registered and regulated by the Financial Services Commission of the British Virgin Islands, under license number SIBA/L/23/1124 and registered office at Trinity Chambers, PO Box 4301, Road Town, Tortola, British Virgin Islands.

We offer a number of payment solutions and payment service providers for making online payments. More information on available funding and withdrawal methods, payment providers and requirements on funding and withdrawals available here. Please be aware of any applicable fees associated with funding or withdrawal from your account, which may vary based on the payment method and payment provider used. We are not affiliated to any of the listed payment method providers.

# 2. Processing Time

Funding (Deposits) is usually instantly processed upon confirmation that funds have been received.

Withdrawals are normally automatically processed within 1 (one) business day, however receipt of funds into your account can depend on the withdrawal method used as it may rely on the payment being processed by your payment provider.

## 3. Special Terms for Cryptocurrency

### I. Deposit Process

- a. The Cryptocurrency deposit address provided by Titan FX is only to be used for the specified Cryptocurrency. Sending any other type of Cryptocurrency or assets may result in the loss of funds.
- b. A new wallet address is generated for each deposit request. You must create a unique crypto deposit request for every transaction. Please ensure that the deposit is sent to the correct wallet address, as Titan FX is not responsible for any losses or delays resulting from any errors on your part.
- c. Payment method limits may vary and are subject to change. For specific questions or further details about these limits, please visit our website or contact us at [support@titanfx.com](mailto:support@titanfx.com).
- d. Once you click the "Process Deposit" button in the Secure Client Cabinet, you will be directed to the website of a secure payment processor. This step is crucial for ensuring the safety and integrity of your transaction.

### II. Exchange Rates and Timing

- a. Cryptocurrencies exchange rates are subject to market fluctuations and Titan FX is not responsible for these changes.
- b. A fixed exchange rate is applied for 15 (fifteen) minutes for each deposit request. If the deposit is made after the 15-minute period, the spot rate will apply.

### III. Transaction Confirmation

Funds will be credited to your trading account once Titan FX has confirmed receipt of funds.

### IV. Compliance

- a. Titan FX adheres to all relevant Anti-Money Laundering (AML) and Know Your Customer (KYC) regulations.
- b. If any suspicious or fraudulent activity is detected, your deposit or withdrawal may be frozen or declined, and your account could be subject to investigation.

## 4. Refund Policy

Our Anti-Money Laundering Policies require that any requested withdrawals must be refunded to the same account used for the initial deposit, up to the amount deposited. However, Titan FX may, at its discretion, in consultation with the client, refund to an alternative account. Any trading profits exceeding the original deposit can be withdrawn using your preferred method of the payment options available [here](#).

Refunds will be issued in cases where funds cannot be accepted due to compliance issues (such as third-party deposits or unidentified sources of funds), deposit errors, or when an account is being closed.

## 5. General Conditions

1. You are fully responsible for:
  - a. any deposits and withdrawals you make into and from your Titan FX account(s).
  - b. using third-party service providers for any purposes, including, but not limited to, making any deposits or withdrawals.
  - c. ensuring the security of your account, by keeping your payment methods confidential and not sharing them with other clients.

All transactions are protected with industry-standard encryption technologies. We reserve the right to block, cancel, or suspend your account if you share any of your payment methods with another client.

2. Under no circumstances, Titan FX will be liable for:
  - a. Any losses resulting from technical issues or other unforeseen circumstances, or delays which may occur during the processing of your transactions, including deposits or withdrawals in your account. If you experience any delays, problems or have questions related to deposits and withdrawals, you may contact us at [support@titanfx.com](mailto:support@titanfx.com).
  - b. Losses resulting from:
    - i. Incorrect wallet addresses such as sending funds to the wrong wallet address may lead in permanent loss of assets.
    - ii. Cryptocurrency network congestion or errors; in this case please allow sufficient time for the transaction to be verified on the blockchain.
    - iii. Regulatory changes that may affect the legality of certain cryptocurrencies or trading practices, which could lead to decreased values or make assets inaccessible if exchanges shut down or change their policies.
    - iv. Price fluctuations in cryptocurrencies or declines in the value of your investments. It's important to keep in mind that cryptocurrency values can vary significantly and rapidly.
  - c. Any type of incurred fees, including but not limited to blockchain transaction fees or network fees associated with deposits and withdrawals. These fees will be your responsibility and you can check the relevant blockchain

transaction or network fees with your cryptocurrency wallet provider. Titan FX is not liable for any fees imposed by your crypto wallet providers or exchanges.

3. We reserve the right to refuse any transaction if we suspect fraudulent activity or non-compliance with our policies.
4. We may update these Terms and Conditions from time to time. Clients can be notified of significant changes through our website.

## 6. Queries

If you have privacy questions which are not answered by this Funding and Withdrawal Terms and Conditions or any complaints about how we use your personal data, please write to us at [legal@titanfx.com](mailto:legal@titanfx.com).

Call direct:  
+678 27 502

Email us:  
[support@titanfx.com](mailto:support@titanfx.com)

Website:  
[www.titanfx.com](http://www.titanfx.com)