Deposit and Withdrawal Policy

Data de vigência: 24.04.2020

1. Payment methods

1.1. The Client can deposit and withdraw using only the payment methods available in the ‘Payments’ section of his client’s cabinet https://investizo.com/payments

1.2. The client should use the same payment method used to deposit for withdrawals. If the account was topped up by different ways, in various currencies and using different payment details, withdrawals should be made proportionally.

1.3. In case this is not possible to use for the Client the same payment method used to deposit for withdrawals, the Company will allow the client to withdraw funds only to the bank account registered on his name.

2. Currency

2.1. The currencies to deposit or withdraw are only those available in the ‘Payments’ section and supported by each payment provider.

2.2. Settlements in unsupported currencies may be made at the sole discretion of Investizo LTD. on case-by-case basis

2.3. The Client understands that cases where a deposit or withdrawal is made in unsupported currencies or other than currency of the account to be funded or refunded, Investizo LTD. may need to undertake the conversion of the currencies. In such cases Investizo LTD. shall return or deposit the funds net of any conversion fees or other charges incurred by Investizo LTD.

2.4. When processing a withdrawal request, Investizo LTD. shall use its internal currency rates adopted from the currency provider serving Investizo LTD. at the time of withdrawal.

3. Third-party payments
3.1. Investizo LTD. requires all deposits, where the name of the originating customer is present, to come from the name matching the name of the customer in our records. Third party payments are not accepted.

As for withdrawals, money may be withdrawn from the same account and by the same way it was received. For withdrawals where the name of the recipient is present, the name must exactly match the name of the customer in our records. If the deposit was made by wire transfer, funds may be withdrawn only by wire transfer to the same bank and to the same account from which it originated. If the deposit was made by means of electronic currency transfer, funds may be withdrawn only by the means of electronic currency transfer through the same system and to the same account from which it originated. To comply with the AML procedures, funds withdrawals have to be made solely in the same currency that was used to make a deposit.

4. Processing timeframe

4.1. The client agrees that the processing of withdrawal can take up to 24 hours on business days since the request is confirmed.

4.2. The client understands and agrees the fact that his/her money withdrawal request may be delayed/declined if the Client did not provide necessary identification information (copy of ID document, bank card or any other documents required by the Company based on the AML policy) upon the Companys’ request via the Client’s Profile within 7 (seven) business days following the request.

4.3.The client acknowledges that in case of software failure there can be delays in depositing funds in his/her account.

4.4. Money transfer can be deferred by the Company for the period of 14 (fourteen) business days in exceptional cases requiring verification of compliance of trading and non-trading operations conducted by the client with the Terms of Use.

5. Processing fees

5.1. Investizo LTD. does not charge any deposit or withdrawal fees from Client’s trading accounts.

5.2. In case of return of funds, the Client pays transfer and conversion fees