



Deposit & Withdrawal Policy

Introduction

Trading in any investment product offered by Gildencrest Capital Ltd (Gildencrest) requires customers to deposit funds into their respective Gildencrest online trading accounts. Clients have the flexibility to withdraw both profits and any remaining margins from their online accounts. This Deposit & Withdrawal Policy governs the procedures for deposits and withdrawals, and it is recommended to review this policy in conjunction with the Payment Methods Page on our website, along with the generally applicable terms and conditions.

Deposit Options

As a client of Gildencrest, you have the flexibility to make deposits using various methods facilitated by our Payment Service Providers (PSPs). These methods include:

Bank Transfer:

You should ensure that the bank account from which you transfer funds to Gildencrest is in your country of residence and is registered in your name. While we typically do not require SWIFT confirmation for bank transfers, we reserve the right to request it when we deem it necessary. In such cases, you will be asked to authenticate the SWIFT confirmation by providing evidence or confirmation of the money's origin that is intended for trading.

Credit/Debit Cards:

For Credit/Debit card deposits, it is essential that the card is in your name. Any attempt to deposit funds from a card not registered in your name will be treated as a third-party deposit, and the amount will be refunded back to the sender's Credit/Debit card. Please note that the refund process may take a few days or weeks and is not in our control, as credit/ debit card company may require some additional time.

E-Wallet Payment:

Payments via E-Wallets will only be credited to your trading accounts if the registered name or email address with Gildencrest matches that of the E-Wallet. If the E-Wallet information does not align with your Gildencrest account, we will request proof of ownership until we are satisfied that the E-Wallet belongs to you. We may also ask for proof of payment and/or bank wiring confirmation for your E-Wallet transactions. It's crucial to adhere to these requirements to ensure seamless processing.

Important Note: Gildencrest Capital Ltd does not accept third-party payments. If there is suspicion that a payment is a third-party transaction, the received funds will not be credited to your trading account. Instead, the money will be refunded, subject to any applicable fees. Please ensure that all payments originate directly from your authorised account to facilitate seamless processing.

Withdrawal

Gildencrest ordinarily processes payouts to the original deposit source, such as the bank account or Credit/Debit Card originally used to fund the account. If multiple sources were used for the deposit, please inform us of your preferred method of repayment. Gildencrest retains the right, at its sole discretion, to select the most appropriate source.

If withdrawal to a new source is requested or a previous source is no longer feasible (e.g., due to a change or closure of a bank account), please communicate your (re)payment preferences through your registered email with Gildencrest. We may request additional documents to verify the new source. If we do, you will need to provide supporting documents confirming that the bank account or E-wallet belongs to you. Keep in mind that if your Credit/Debit card expires, it will be classed as a new card, and Gildencrest will be unable to make any payment to this card, we will only be able to process any transfer request via bank transfer or E-Wallet – this is because we cannot transfer an amount exceeding your actual deposit to your credit or debit card.

Unless otherwise agreed, withdrawals from the account must be made in the same currency as the respective deposit.

Withdrawals Fees:

The fee schedule for deposits and withdrawals is available on the Gildencrest website on the payment methods page. Gildencrest does not charge any withdrawal processing fees if the withdrawal amount exceeds 100 (USD, EUR, GBP, PLN) in the respective account currency. Any changes to this policy will be communicated in advance.

Occasional One-off Cost for Withdrawal:

Gildencrest may charge a one-time withdrawal fee of 25 USD, in cases where no trades have been executed on your account, and a request is made for either a full or partial deposit withdrawal. This fee is designed to cover onboarding costs.

Please see below some examples (not exhaustive) to illustrate the withdrawal fee policy:

Example 1: If you have one or more trades on your Gildencrest account and request a withdrawal of the full balance shortly after the account opening, you will not be charged a 25 USD fee.

Example 2: If you have zero trades on your Gildencrest account and request a withdrawal of the full balance, regardless of the period the account has been open (e.g., 1 day, 1 month, 1 year etc), a 25 USD withdrawal fee will be applied.

Example 3: If you have two trading accounts with Gildencrest, and one account has one or more trades while the other has zero trades, and you request a withdrawal of the full balance, you will not be charged the 25 USD fee.

Example 4: If you have zero trades and request a partial balance withdrawal, the initial 25 USD withdrawal fee will be charged. However, if, after the partial withdrawal, you request the remaining balance to be withdrawn and the account still has zero trades, no additional fee will be charged

Non-Deposited Funds:

Balances in clients' accounts may include Non-Deposited Funds, specifically, trading credit(s) provided by Gildencrest. Please note that, unless explicitly agreed otherwise, withdrawal of these Non-Deposited Funds is not permitted.

Submitting a Withdrawal Request:

To process your withdrawal request:

- Log in to your account through the website LOGIN to Customer Panel.
- Open a withdrawal request from the Customer Panel by clicking on withdrawal, fill out the information.
- Submit your request.

Important Note: If requested, all compliance documentation must be received and approved by Gildencrest's funding department for withdrawal to proceed. Additionally, the Beneficiary Name must match the name on the trading account, as requests to transfer funds to third parties will not be processed.

Caution and Monitoring:

Immediate booking of any deposited funds is not guaranteed. It is the account holder's responsibility to monitor transactions at all times, tracking the account's status and ensuring sufficient funds are available to maintain open positions. Any losses, or losses resulting from delayed booking, are the account holder's liability. In the event of a delay, please inform us immediately via live chat, and we will respond with leniency.

Account holders are required to monitor their accounts regularly, ensuring sufficient margin exists before submitting a withdrawal request to avoid impacting existing positions or trading strategies.

Typical Withdrawal Processing Time:

Gildencrest will process withdrawal requests within 1 business day of receiving them. However, please be aware that, although we may process your request promptly, your bank, Credit/Debit Card, or E-Wallet provider may have their own additional processing time. This could result in an additional 1 to 5 business days or more being added to Gildencrest's 1 business day processing time.

To avoid delays, please carefully review your information before submitting the request. Gildencrest assumes no responsibility for errors or inaccuracies made by the account holder.

Please be aware that Gildencrest is not committed to any specific timeframe, and any additional charges imposed by third parties shall be deducted from the deposit or the withdrawal, as applicable.

Third-Party Charges:

If your nominated receiving bank uses an intermediary bank for fund transfers, you may incur fees charged by the intermediary bank. Gildencrest is not involved in, nor has control over, these third-party fees. Please check with your financial institution for more information about these charges.

Credit/Debit Cards:

For Credit or Debit Card deposits, when choosing an account in a different currency than USD (United States Dollar), your Credit or Debit Card will be debited in accordance with the deposited amount and applicable exchange rates. Additional Credit or Debit Card fees may apply, and customers must accept slight variations may occur.

Currency:

Depending on the trading product you use with us, Gildencrest offers accounts in the following currencies: US dollars, EURO, Great British Pounds, Polish Zloty, and Turkish Lira (base currencies). If you send funds in a currency different from the base currency of your account with us (e.g., sending funds in AED or CNY currency to your USD currency trading account with us), Gildencrest and your bank may charge additional fees, related to exchange rate and conversions.

With regards to withdrawals, Gildencrest reserves the right to apply an exchange rate or additional charges to process these transactions. However, please note that your bank may apply an additional markup to the exchange rate we apply and/or additional charges. Gildencrest cannot be held responsible for this additional mark up nor any additional charges imposed by your bank.

Note: Generally, trade settlements and necessary set-offs and deductions will occur in the relevant currency matching the currency of your trading account with us. However, in cases where the balance in that currency is insufficient, Gildencrest reserves the right to settle the trades in any other currency using the applicable Exchange Rate, if you hold another trading account with us in a different base currency.

Internal Account Transfers:

Gildencrest clients can transfer funds between their own trading accounts by logging into their customer portal and selecting their chosen accounts for internal transfers.

With the exception of the Turkish Lira currency, clients internally transferring their funds between different currency accounts (e.g., USD to GBP) should be aware of the currency conversion. The exchange rate Gildencrest will use will be the live quoted price obtained from the Metatrader 4 platform.

For the conversion of the Turkish Lira currency, clients should contact Gildencrest's customer support team at customersupport@gildencrest.co.uk, where they will be able to help.

Additional Conditions:

Please note that this policy may not cover all scenarios, and additional conditions or requirements may apply due to other regulations and policies. All site and service usage is subject to the Terms and Conditions, as may be amended by Gildencrest from time to time at its sole discretion. For queries concerning policy matters, please contact us at anytime by emailing us at customersupport@gildencrest.co.uk or via the Livechat on the Gildencrest Capital website www.gildencrestcapital.co.uk.