Funding & Withdrawal Policy

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Funding

A deposit is credited only after the payment provider confirms settlement and the system verifies the invoice, amount, account and transaction. An initiated invoice or screenshot is not proof of payment. Disputed and underpaid transfers require manual review.

Withdrawal request

An approved KYC status is required. When a valid withdrawal request is created, the amount may be reserved so it cannot be spent twice. The current workflow requires staff review and a manually recorded payout reference; submitting a request does not mean payment has been sent.

Timing and exceptions

Any eligibility period, minimum amount, payment destination, provider fee and payout timing are governed by the applicable signed agreement and actual provider availability. A request to return invested principal is distinct from a withdrawal of available balance. Errors and reversals are reviewed against the transaction record.