

Deposit and Withdrawal Policy

Effective Date: 01/08/2024

This Deposit and Withdrawal Policy ("Policy") governs how clients may fund and withdraw from their accounts with **SolrCapital AG**, Bahnhofstrasse 37, CH-8001 Zürich, Switzerland ("SolrCapital"). By using our services, you agree to the following terms.

1. General Provisions

- Deposits and withdrawals are processed only through the methods made available in the client portal.
 - All transactions must comply with applicable Swiss and international anti-money laundering (AML) and counter-terrorism financing (CTF) regulations.
 - SolrCapital reserves the right to request verification documents before processing any deposit or withdrawal.
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2. Deposits

- **Accepted Currencies:** Deposits are generally accepted in major cryptocurrencies (e.g., Bitcoin, Ethereum, USDT) and, where available, in fiat currencies (CHF, EUR, USD).
 - **Minimum Deposit:** The minimum deposit amount is displayed in the client portal. Deposits below the minimum may not be credited.
 - **Processing Time:** Deposits in cryptocurrency are credited after the required blockchain confirmations. Fiat deposits are credited once cleared by our banking partners.
 - **Fees:** SolrCapital does not charge deposit fees, but third-party fees (banks, blockchain networks) may apply.
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3. Withdrawals

- **Request Procedure:** Withdrawals can only be requested via the client's secure portal. Requests via email, phone, or chat will not be accepted.
 - **Verification:** For security, clients may be required to complete identity verification before the first withdrawal or for large amounts.
 - **Processing Time:**
 - Crypto withdrawals are processed within 24–48 business hours, subject to blockchain confirmation.
 - Fiat withdrawals are processed within 3–7 business days, depending on banking partners.
 - **Fees:** SolrCapital may charge a fixed or percentage withdrawal fee, displayed prior to confirmation. Network and bank charges are borne by the client.
 - **Destination Accounts:** Withdrawals will only be sent to accounts/wallets in the client's name. Transfers to third parties are not permitted.
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4. Restrictions

- SolrCapital reserves the right to delay or refuse a withdrawal request if:
 - The request violates AML/CTF laws or internal compliance requirements.
 - The funds are subject to investigation, chargeback, or dispute.
 - Unusual or suspicious activity is detected.
 - Large withdrawal requests may be split into multiple transactions for compliance and security.
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5. Reversals & Refunds

- Due to the irreversible nature of blockchain transactions, once a crypto withdrawal has been processed, it cannot be reversed.

- Fiat refund requests may only be approved in limited cases at the company's discretion.
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6. Liability Disclaimer

SolrCapital is not responsible for delays, fees, or losses caused by third-party payment providers, banks, or blockchain network congestion. Clients are solely responsible for providing accurate deposit and withdrawal details.

7. Amendments

SolrCapital may update this Policy from time to time. The latest version will always be available on [SolrCapital.com]. Continued use of our services constitutes acceptance of the updated Policy.

8. Contact Information

For deposit and withdrawal inquiries, please contact:

SolrCapital AG
Bahnhofstrasse 37
CH-8001 Zürich
Switzerland