

## REFUND POLICY:

MYFX Markets has developed a transfer refund policy as part of our commitment to honouring and respecting the wishes of our clients. We recognise the importance of transfer payments and want to ensure we establish appropriate principles of transparency and fairness in regard to the management of refunds.

This policy outlines the circumstances under which MYFX Markets will refund a donation.

## POLICY STATEMENT:

MYFX Markets expects that anyone wishing to deposit consider their decision carefully and check donation amounts during transactions.

MYFX Markets recognises that it is possible to make an error when making on line deposits or for the depositor to change their mind about the deposit they have made. It can also occur that an error can be made by MYFX Markets.

Under this policy MYFX Markets will endeavour to refund deposits in accordance with the following principles:

## PRINCIPLES:

If an error is made in making an on line transfer or if the payee changes their mind, we will honor all requests for a refund that are made in writing. The written refund request should include the details of the initial transaction including date, deposit amount, payee name, tax invoice number and the reason for refund.

Requests for refund can be sent by email to [customer.service@myfxmarkets.com](mailto:customer.service@myfxmarkets.com)

MYFX Markets will fully examine all requests for refund and endeavour to ensure that genuine errors are rectified; however the decision on refunds will be at MYFX Markets' discretion.

If an amount is adjusted by MYFX Markets, the original receipt issued for the incorrect amount will become invalid and a new receipt will be issued for the amount of the adjusted deposit.

MYFX Markets reserves the right to pass any refund transaction charged onto the donor. Refunds will be returned using the original method of payment – if deposit has been made by credit card, the refund must be credited to that same credit card.

Should an error be made by MYFX Markets or our financial institution(s), a refund of the full amount will be made once we are notified of the error in writing.