



Mento Markets Withdrawal Policy



Contents

1. General Provisions
2. Submission of Withdrawal Requests
3. Available Funds and Open Positions
4. Verification and Payment Destination
5. Processing Times and Charges
6. Delayed or Rejected Requests
7. Support

Mento Markets Ltd.

Ground Floor, the Sotheby Building,
Rodney Village, Rodney Bay, Gros-Islet,
Saint Lucia.





1. General Provisions

- 1.1. This Policy sets out the conditions and procedures for withdrawing funds directly from a Mento Markets trading account.
- 1.2. Clients must submit withdrawal requests through the Mento Markets Client Portal, selecting the trading account from which they wish to withdraw funds. No transfer to an internal Mento Markets Wallet is required.
- 1.3. This Policy must be read together with the Client Agreement. Defined terms used in this Policy shall have the meanings assigned to them in the Client Agreement.

2. Submission of Withdrawal Requests

- 2.1. To request a withdrawal, the Client must:
 - a. Log in to the Client Portal;
 - b. Select the relevant trading account;
 - c. Enter the withdrawal amount;
 - d. Select an available withdrawal method and provide the required destination details; and
 - e. Complete any security verification and submit the request.
- 2.2. Submission of a withdrawal request does not constitute approval or confirmation that payment has been completed. Requests are subject to verification, available funds, margin requirements and the conditions of this Policy.
- 2.3. The Client is responsible for providing accurate and complete payment details. Incorrect or incomplete details may result in rejection, delay or loss of funds.

3. Available Funds and Open Positions

- 3.1. Withdrawals are permitted only from cleared funds available for withdrawal in the selected trading account.
- 3.2. The available withdrawal amount takes into account the account balance, equity, margin requirements, applicable charges and any amounts already committed to pending withdrawals. Unrealized profits are not independently withdrawable funds.
- 3.3. Where the Client has no open positions, the Client may request withdrawal of the available account balance, subject to outstanding charges and the other conditions of this Policy.
- 3.4. Where the Client has open positions, a withdrawal may be approved only if sufficient equity remains after the withdrawal to satisfy the applicable margin requirements.
- 3.5. Available funds and margin requirements will be checked when the request is reviewed and before funds are deducted. Changes in market prices or account activity may result in a previously eligible request being

Mento Markets Ltd.

Ground Floor, the Sotheby Building,
Rodney Village, Rodney Bay, Gros-Islet,
Saint Lucia.



declined.

- 3.6. A withdrawal reduces account equity and may increase the risk of a margin call or stop-out. The Client remains responsible for monitoring the account and maintaining sufficient funds to support open positions.
- 3.7. Requests may be submitted outside trading hours. Where open positions cannot be reliably valued because the relevant market is closed, processing may be deferred until valuation and margin checks can be completed.

4. Verification and Payment Destination

- 4.1. The Client must complete the required identity verification before a withdrawal is processed. Mento Markets may request additional information reasonably necessary to verify the Client, the source of funds or the payment destination.
- 4.2. Withdrawals must be made to an account or payment destination belonging to, or verified as controlled by, the Client. Third-party withdrawals are not permitted.
- 4.3. Where required by applicable payment-provider rules or compliance requirements, funds must be returned through the original funding method. If that method is unavailable, Mento Markets may arrange an alternative verified method with the Client.
- 4.4. Where cryptocurrency withdrawals are available, the Client must select a supported asset and network and provide the correct receiving address and any required destination tag or memo. Blockchain transfers are generally irreversible once broadcast.

5. Processing Times and Charges

- 5.1. Complete withdrawal requests will normally be reviewed and processed within one (1) hour during business hours, Monday to Friday, from 10:00 a.m. to 7:00 p.m. Gulf Standard Time (GST, UTC+4). Requests received outside these hours will be reviewed during the next business day.
- 5.2. Processing may take longer where additional verification is required or where payment-provider, banking, blockchain or technical delays occur. Where permitted, Mento Markets will inform the client of material delays and any action required.
- 5.3. Payment receipt times may differ from Mento Markets' processing time.
- 5.4. Applicable minimum withdrawal amounts, limits and Mento Markets withdrawal charges will be disclosed before submission.
- 5.5. Third-party payment, network or conversion charges may affect the amount received. Where conversion is required, the applicable rate or calculation method and any conversion charge will be disclosed before the Client confirms the request.

6. Delayed or Rejected Requests

- 6.1. Mento Markets may delay or reject a withdrawal where:

Mento Markets Ltd.

Ground Floor, the Sotheby Building,
Rodney Village, Rodney Bay, Gros-Islet,
Saint Lucia.





- a. Available funds are insufficient;
 - b. The withdrawal would breach applicable margin requirements;
 - c. Required verification is incomplete;
 - d. Payment details are incorrect, unsupported or cannot be verified;
 - e. The request duplicates another pending withdrawal; or
 - f. Processing is restricted by applicable law, a binding order, or a documented compliance or security concern requiring further review.
 - g. Abusive trading practices in breach of the Client Agreement have been established following a documented review. Mento Markets may reject the withdrawal request to the extent it relates to funds arising from those practices, subject to the Client Agreement and applicable law.
- 6.2. Where permitted, the Client will be informed of the reason and the steps required to resolve the issue.
- 6.3. A delayed or rejected request does not, by itself, result in forfeiture of the Client's funds.

7. Support

- 7.1. Withdrawal enquiries may be directed to support@mentomarkets.com, quoting the trading account number and withdrawal reference.

Mento Markets Ltd.

Ground Floor, the Sotheby Building,
Rodney Village, Rodney Bay, Gros-Islet,
Saint Lucia.

